# Frequent Service Contacts



### **Provider Services**

- Member eligibility
- · Benefits information
- · Claims questions for up to five claims

The provider and member services numbers have been consolidated:

Provider Services: 1-800-229-8822

**24-hour Interactive Voice Response 757-552-7474** or **1-800-229-8822**, option 2

#### **Transportation**

Medicaid: **1-877-892-3986** Medicare: **1-866-381-4860** 

Pharmacy Services 1-800-229-5522

# Care Management 757-552-8398 or 1-866-546-7924

- This line is monitored by care coordinator techs who will either assist the caller, forward to a care coordinator, or escalate as required.
- Care coordinators are available Monday– Friday, 8:00 a.m. to 5:00 p.m., and are on call after-hours.

# Network Educator contactmyrep@sentara.com

- Provides product and service updates
- Ensures compliance with your provider contract
- Keeps you up to date on our educational services and resources
- · Updates provider contact information
- Addresses any special needs, concerns, or complex situations
- Provides assistance with 10 or more claims

### **Authorizations**

For questions, call:

#### **Government Programs**

Medical/Pharmacy: 1-888-946-1167 Behavioral Health: 1-888-946-1168

**Commercial Plans 1-800-229-5522** 

#### **Behavioral Health Prior Authorization Requests**

For Urgent Requests (ARTS, inpatient, crisis, MH-HP/IOP):

Fax Numbers: 1-844-348-3719 or 757-963-9619

For Non-urgent Requests (all other behavioral health requests not listed above):

Fax Numbers: 1-844-895-3231 or 757-963-9620

#### **Authorization Forms**

Fax authorization forms to the number listed on the government programs or commercial plans form. Drug and medical authorization forms are located at **sentarahealthplans.com**.



### Medicaid

After-hours Program: 1-844-387-9420

# **Clinical Care Services Pre-authorization Government Programs Team**

Medical/Pharmacy: **1-888-946-1167** Behavioral Health: **1-888-946-1168** Care Coordination: **1-866-546-7924** 

- Lines are monitored by care coordinator technicians who will either assist the caller, forward to a care coordinator, or escalate as required.
- Care coordinators are available Monday–Friday, 8:00 a.m. to 5:00 p.m. and are on call after hours.

## **Overpayments**

1-800-229-8822

Sentara Health Plans Recovery Unit PO Box 66189 Virginia Beach, VA 23466

## **Credentialing**

To access Request for Participation or Provider Update forms, as well as to learn more, visit **sentarahealthplans.com**.

# Telephone for Deaf and Disabled (TDD)

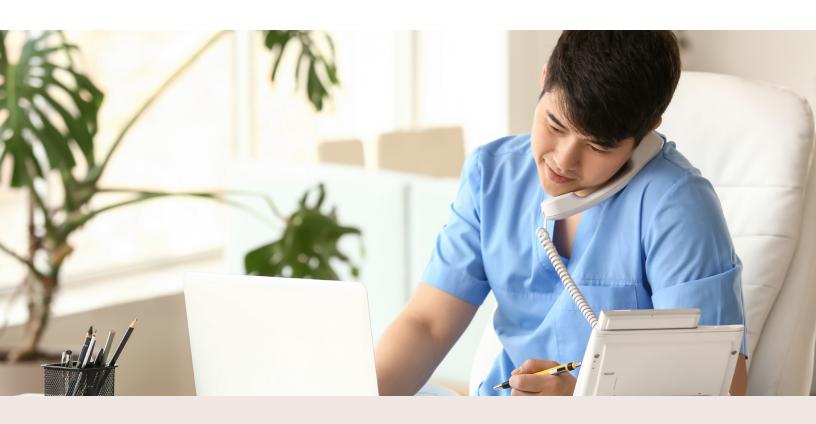
1-855-687-6260 or 711

## **Contracting and Recruiting**

**1-877-865-9075**, option 4 **prvrecruit@sentara.com** 

# Fraud, Waste, and Abuse Hotline

1-866-826-5277 compliancealert@sentara.com



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.