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:

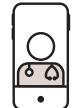
Provider Services: 1-800-229-8822

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 Help Desk 1-844-604-9165



Care Coordination 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

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/providers/authorizations/



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

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- Care coordinators are available Monday–Friday, 8:00 a.m. to 5:00 p.m. and are on call after hours.

Overpayments

1-800-508-0528

Sentara Health Plans Recovery Unit PO Box 61732 Virginia Beach, VA 23466

Credentialing

To access Request for Participation or Provider Update forms as well as to learn more, visit: sentarahealthplans.com/providers/provider-support/join-our-network

Telephone for Deaf and Disabled (TDD)

1-800-225-7784

Contracting and Recruiting 1-877-865-9075, option 4 prvrecruit@sentara.com

Fraud, Waste, and Abuse Hotline

757-687-6326 or 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.