

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 Fax Numbers

Government

For urgent government requests (ARTS, Inpatient, Crisis, MH PHP/IOP):

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

For non-urgent government BH outpatient requests (All other BH requests not listed above):

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

Commercial

For all urgent and non-urgent commercial behavioral health authorization requests (inpatient and outpatient):

Fax Numbers: **757-431-7763** or **1-844-723-2096**

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**

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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@sntara.com

Fraud, Waste, and Abuse Hotline

1-866-826-5277

compliancealert@sntara.com

