

# 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: **1-800-881-2166**

### 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/](https://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**

- Lines are 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.

## Overpayments

**1-800-508-0528**

Sentara Health Plans Recovery Unit  
PO Box 61732  
Virginia Beach, VA 23462

## 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](https://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](mailto:prvrecruit@sentara.com)**

## Fraud, Waste, and Abuse Hotline

**757-687-6326** or **1-866-826-5277**  
**[compliancealert@sentara.com](mailto:compliancealert@sentara.com)**

