

Provider Updates



Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- [Medicaid & Medicare Healthy Incentives for 2026](#)
- [DMAS – Upcoming Town Hall for Medicaid Noncitizen Eligibility Changes](#)
- [Sentara Health Plan Partners With Healthmap for Our Kidney Health Management Program](#)
- [Prior Authorization Update — J1306 \(Leqvio/Inclisiran\)](#)
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Medicaid & Medicare Healthy Incentives for 2026

Did you know Sentara Health Plans rewards better health for our Medicaid and Medicare members? These incentive programs are designed to encourage members to take an active part in managing their health by completing preventive screenings, exams and vaccinations. Please also note that starting on July 24, 2026, Medicaid members earn higher rewards when they participate.

We have designed member benefit education aids so our provider network can help inform members and support efforts to improve health and close care gaps. We encourage you to print and refer to these resources when seeing Sentara Health Plans members. [Rewarding Better Health – Medicaid 2026 & Rewarding Better Health — Medicare 2026](#).

DMAS – Upcoming Town Hall for Medicaid Noncitizen Eligibility Changes

Providers can help your Medicaid members stay aware of eligibility changes that will take place October 2026 by joining the virtual upcoming town hall from noon to 1 p.m. on Thursday, August 13, 2026.

Sentara Health Plans Partners With Healthmap for Our Kidney Health Management Program

Effective September 1, 2026, Sentara Health Plans will begin partnering with Healthmap Solutions, Inc. (Healthmap) to provide care coordination services for our Kidney Health Management (KHM) program. If you are caring for a Sentara Health Plans member with kidney disease or chronic conditions that may lead to kidney disease, Healthmap may contact you to facilitate care coordination services, address intervention opportunities and care gaps, and assist members in overcoming barriers to care.

Healthmap provides collaborative recommendations through workflow-friendly clinical decision support. The KHM program integrates into your existing practice workflow to complement your patient's current plan of care. Healthmap's Care Navigation team communicates directly with patients and their providers, and a dedicated Healthmap team member will supply practices with actionable patient insights regarding medication and lab opportunities, referral opportunities, Hierarchical Condition Categories (HCC) insights, recent healthcare utilization, and more. Healthmap's recommendations are based on industry-proven best practices and are powered by data analytics to help providers more effectively anticipate and deliver the right clinical care for their patients.

We have arranged an opportunity for you to learn more during the [Provider Quality Learning Collaborative on September 2](#) from noon-1 p.m. A Healthmap representative will provide an overview of the program as well as answer questions.

Healthmap is a leading national kidney population health management company that bridges the gap to ensure comprehensive care delivery for Sentara Health Plans members with chronic kidney disease (CKD) stages 3, 4, and 5, unspecified, and end-stage renal disease (ESRD).

Prior Authorization Update — J1306 (Leqvio/inclisiran)

Effective October 6, 2026, a trial and failure of Repatha (evolocumab) will be required prior to approval of Leqvio (inclisiran), HCPCS J1306, for Medicare members. Repatha requires a prior authorization utilizing the Part D (pharmacy) benefit: [Prescription Drug Authorization Forms - Medicare | Sentara Health Plans](#). This change will apply to new starts only for requests submitted on or after October 6. Requests submitted for J1306 under Part B without a trial and failure of Repatha may be subject to denial.

Authorization and Medical Policy Updates

[Visit our website](#) to view the most recent authorization and medical policy updates.

Upcoming Educational Opportunities

New Provider Orientation

This webinar introduces Sentara Health Plans to newly contracted providers as well as those seeking a refresher. This session delivers an in-depth overview of our key resources, self-service tools, and core operational processes to support an efficient and successful working relationship.

To register, please visit sentarahealthplans.com.

Claims Brush-Up

Join us for a 30-minute interactive session designed to keep you informed on the latest claims trends, operational updates, and process changes. This is your opportunity to get quick, essential updates and ask questions directly to our experts.

To register, please visit sentarahealthplans.com.

Provider Quality Learning Collaborative

During this webinar, we will highlight key updates, review quality and value-based care measures,

identify areas of opportunity that we are prioritizing, and walk through member support resources, programs, and initiatives. We will also share provider-focused tools designed to support your care gap closure efforts.

August 5 Session: This session is designed for behavioral health and other providers and their staff interested in learning how a fellow provider is achieving success in reducing avoidable emergency room (ER) admissions. You will hear how the provider has relieved ER strain with quicker access to care through their crisis walk-in center.

September 2 Session: Learn how a provider is partnering with the Sentara Health Plans outreach team to reduce "no shows" at their practice. You'll hear how they have incorporated the Sentara Health Plans member outreach process into their existing workflow, the immediate impact, as well as the unexpected benefits received by their patients. Also in September, Sentara Health Plans begins its partnership with Healthmap to provide care coordination services for our Kidney Health Management program. If you are caring for a Sentara Health Plans member with kidney disease or chronic conditions that may lead to kidney disease, you'll have an opportunity to receive an overview and have your questions answered by a Healthmap representative

To register for either session, please visit sentarahealthplans.com.

Appeals, Reconsiderations and Contestments Process

This training session is designed to help you navigate submission of reconsiderations and appeals. We will review differences in appeals submission processes and requirements by plan type, as well as related self-service resources available on the provider website.

To register, please visit sentarahealthplans.com.

Let's Talk Behavioral Health

Stay ahead in the rapidly evolving behavioral health sector with this comprehensive session developed to keep professionals informed, prepared, and ready for what's next. Whether you're a provider, administrator, or stakeholder, this session will equip you with the knowledge and tools to make informed decisions and successfully partner with us.

To register, please visit sentarahealthplans.com.

Long-Term Services and Supports Provider Day — Register Today

In March, we announced that Sentara Health Plans will discontinue our partnership with our current vendor partner, HEOPS, for the administration of our Long-Term Services and Supports contract. We began accepting applications for direct contracts on April 1, 2026. Partnerships with Sentara Health Plans will become effective on October 1. During a morning or afternoon session we will discuss opportunities for partnership and review the process and expectations.

To register for the **in-person session closest to your location** today, please visit sentarahealthplans.com.

The Crime Hidden in Plain Sight: Human Trafficking — Register Today

Sentara Continuing Medical Education is offering a two-hour continuing education course regarding human trafficking. This course will be held on Thursday, August 27, 2026, 1:00 PM — 3:00 PM in the Sentara Norfolk General Hospital Brickhouse Auditorium in Norfolk, VA. Sentara Health Plans leaders Vik Khot, MD, serves as course director and Lavinia Smith, PhD, MSN, BSN — CCM serves as the activity administrator. The course will provide an in-depth examination of human trafficking as a critical homeland security and public safety issue. To learn more about this free course and register visit the website; [The Crime Hidden in Plain Sight: Human Trafficking - Sentara Continuing Medical Education - Continuing Education \(CE\) - THE CRIME HIDDEN IN PLAIN SIGHT: HUMAN TRAFFICKING](#)

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)
[View current policy and operations changes](#)