

August 22, 2024

Dear Provider,

As a valued provider in Sentara Health Plans' network, we want you to know where to find the information about our plans' coverage. Important details such as the following can be found online on [sentarahealthplans.com](https://www.sentarahealthplans.com) on the 'Member' page of the Medicaid Member Handbook, Member Guide, and in the Evidence of Coverage/Certificate of Insurance for commercial and Virginia's Insurance Marketplace members:

- quality improvement programs and annual goals
- consumer satisfaction results
- search for in-network providers (doctors) covered, including their qualifications, office locations, contact information, and hours of operations
- compliance and reporting compliance concerns
- clinical practice guidelines
- practitioner and provider policies and procedures
- rights and responsibilities of our members
- Notice of Privacy Practices and information related to protected health information (PHI)
- Affirmative Statement
- HEDIS
- information services for members
- coordination of healthcare services
- covered and noncovered benefits and services information
- how members can receive services through their primary doctor and/or specialist
- how to receive care after normal business hours or in case of an emergency
- how members can receive care when they are outside of our service area
- how to file a complaint or appeal a denial of service
- request language translation assistance or receive materials in an alternative format
- pharmaceutical procedures
- advance directives

And throughout the year, be on the lookout for information in our quarterly provider newsletter available on our website that will discuss topics such as:

- our Case Management Program and how to make self-referrals
- how we evaluate new technology
- quality improvement activities and programs
- provider education meetings
- best practices for medical record keeping

- cultural needs and preferences, including information related to our Cultural Competency Quiz
- access standards notification
- practitioner and provider rights
- language assistance/TDD/TTY services
- our Chronic Care Management Program, formerly known as the Disease Management Program
- health education articles
- coordination of care and transition to other care
- under/overutilization results
- availability of utilization management criteria

To have printed copies, please call provider services at 1-800-881-2166 to request copies to be mailed to your office.

We appreciate your participation in Sentara Health Plans' healthcare network and the role you play in helping us achieve our mission of inspiring healthy living among our members.

Sincerely,

Sentara Health Plans