



Provider Alert

Urgent Provider News



Dear Provider,

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

- Home Infusion Services Authorizations Transitioning to Sentara Health Plans
- Member ID Cards Accessible in Availity
- Quest Diagnostics Location Search Tool

Home Infusion Services Authorizations Transitioning to Sentara Health Plans

As Sentara Health Plans transitions requests for home infusion services from CareCentrix, requests for these services should be submitted to the correct authorization department based on the member's enrollment.

Please submit authorization requests using our provider portal via [Availity Essentials](#), or by faxing to the number on the [request form](#). As a reminder, Medicare uses G-codes for professional fees for home infusion services.

Member ID Cards Accessible in Availity

You can now view and download member ID cards in Availity. This is part of a phased migration of transactions and more features will be released soon to streamline your workflow.

If you are not registered, visit [availity.com](https://www.availity.com), and click 'New to Availity?' to get started. You may also view a variety of training materials on their website.

Quest Diagnostics Location Search Tool

As previously announced, Quest Diagnostics became the exclusive independent national laboratory provider for clinical laboratory and anatomic pathology services for Sentara Health Plans' commercial and government programs members, effective January 1, 2025.

To locate a testing site, you can search by address or zip code at locations.questdiagnostics.com/locator.

Sincerely,
Sentara Health Plans

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