



Provider Alert

Urgent Provider News



Dear Provider,

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

- [OncoHealth Implementation Rescheduled to March 4, 2025](#)
- [Zelis Is Transitioning to Zelis Payments Network—Provider Action Required](#)
- [Avalon GTM Implementation Rescheduled to December 15, 2024](#)

OncoHealth Implementation Rescheduled to March 4, 2025

On October 1, 2024, we announced our partnership with OncoHealth to administer Sentara Health Plans Oncology Benefits Management Program to support for prior authorization management of all Sentara Health Plans commercial, Medicaid, and Medicare lines of business for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), symptom management drugs, supportive agents, radiation therapy drugs, and molecular genetic testing.

Implementation, originally planned for January 2025, has been rescheduled to March 4, 2025, as we continue preparations. The requirement for medical benefit prior authorizations for medical oncology drugs and radiation therapy only will be suspended on January 1, 2025. The impacted codes will be viewable in the Prior Authorization List (PAL) on the same date.

Sentara Health Plans will continue to require prior authorizations for CAR-T and pharmacy benefit oncology medications.

Authorization requests for these medications should be submitted through the Sentara Health Plans [Prescription Drug Authorizations web page](#).

On March 4, 2025, Sentara Health Plans will restart prior authorization requirements for medical oncology drugs and radiation therapy. Authorization requests can be submitted through the Sentara Health Plans provider portal or directly through OncoHealth's OneUM portal.

Zelis Is Transitioning to Zelis Payments Network— Provider Action Required

Provider payment processing is transitioning to the Zelis Payments Network. If you are already enrolled in the Zelis Payments Network, no further action is needed to continue receiving electronic payments. You will begin receiving claim payments from Sentara Health Plans via your preferred payment method and under the same terms currently established with Zelis.

If you do not want your Sentara Health Plans payments to flow through your current Zelis Payments Network solution, other options are available. You may enroll in the Sentara Health Plans ePayment center for basic electronic funds transfer (EFT) and electronic remittance advice (ERA) services at no cost.

If you are not enrolled in the Zelis Payments Network, you must complete an enrollment option to continue receiving electronic payments or your payment will be issued by check and sent via U.S. mail. Alternative payment options are also available, including the Automated Clearing House Network (ACH), virtual credit card, and paper check. If you have any questions or want to change your payment method, please call 1-855-496-1571 or visit zelis.com/providers/provider-enrollment/.

To enroll in the Sentara Health Plans ePayment center, please call 1-855-774-4392, send an email to help@epayment.center, or visit sentarahealthplans.com.

We will provide additional details and the official transition date as they become available.

Avalon GTM Implementation Rescheduled to December 15, 2024

On October 1, 2024, Sentara Health Plans announced our continued collaboration with Avalon Healthcare Solutions (Avalon) with the implementation of Avalon Genetic Testing Management (GTM) services. This implementation has been rescheduled to December 15, 2024 for select commercial plans.

On December 15, providers will need to submit requests for authorization for specific genetic tests for select commercial plans to Avalon. [Additional details are available here.](#)

[Register for training on December 17, 2024, to learn more.](#)

Sincerely,
Your Sentara Health Plans Team

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