



Provider Alert

Urgent Provider News



Dear Provider,

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

- [Verifying Eligibility With DMAS](#)
- [NIA Issues](#)

Verifying Eligibility With DMAS

The DMAS Provider Portal Provider ID now shows our combined Medicaid plan, Sentara Community Plan. Optima Health Plan and Optima (formerly Virginia Premier) are no longer listed for member coverage inquiries.

When verifying eligibility for dates of service prior to January 1, 2024, the plan name will show Sentara Community Plan. Please identify the plan that the member was under based on the provider IDs listed below:

- VPHP MLTSS Provider ID: 0247726240
- VPHP MED 4 Provider ID: 0562425717
- OHP OFC Provider ID: 0562427754
- OHP OHCC Provider ID: 0247719971

These provider IDs are located immediately next to the Plan name when viewing in the DMAS portal.

For dates of service after January 1, 2024, please use the combined organization product name: Sentara Community Plan.

NIA Issues

We have received feedback that some providers and facilities are being notified by National Imaging Associates Inc. (NIA) and RadMD that they are non-par in error when requesting imaging authorizations. This is due to a file transfer issue with the vendor and is being addressed as an urgent priority.

We will provide additional updates on resolution as received from the vendor. For any escalated concerns, please reach out to contactmyrep@sentara.com for support.

Sincerely,

Your Optima Health Team