

Provider Updates



Dear Provider,

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

- [Reconsideration Portal is Now Available](#)
- [Authorization Updates Effective April 1](#)
- [CCC Plus HCBS Waiver Services Scope of Coverage Reminder](#)
- [Multi-factor Authentication Tool Change](#)
- [Upcoming Educational Opportunities](#)

Reconsideration Portal is Now Available

Sentara Health Plans Reconsideration Portal for submitting Medicare and Medicaid claims is now back online and available for your use. We apologize for the inconvenience caused by this outage.

Note: This article was added to the updated version of the provider alert.

Authorization Updates Effective April 1

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

CCC Plus HCBS Waiver Services Scope of Coverage Reminder

We want to remind providers that the Commonwealth Coordinated Care (CCC) Plus Waiver for Home and Community-Based Services (HCBS) enrollment date is the date of the initial assessment completed by the waiver provider. This is also the date that providers should enter on the Community-Based Care Member Assessment (DMAS 99) and the Agency or Consumer Direction Provider Plan of Care (DMAS 97 A/B) forms. Inconsistencies in this documentation may result in delays or prevent processing of your authorization request.

Multi-factor Authentication Tool Change

Sentara is transitioning our multi-factor authentication tool from Cisco Duo to Microsoft Authenticator. **For enrollment support, please call 757-857-8190 or 855-306-2252 and select option 6.**

Upcoming Educational Opportunities

New Provider Orientation

This webinar is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will offer guidance on how to find solutions for common questions or challenges without contacting provider services.

To register, please visit sentarahealthplans.com.

Lunch & Learn: Provider Website Tour – Provider Orientation Part 2

Join us for an informal virtual session during the lunch hour. These sessions will be held twice monthly and are designed to help you learn how to navigate our provider website and explore our self-help resource library for guidance in successfully conducting business with us.

To register, please visit sentarahealthplans.com.

Provider Quality Learning Collaborative

We will highlight significant changes, review relevant quality or value-based care measures, address areas of opportunity we are focused on, review member support resources, programs and initiatives, and share provider resources to support your care gap closure efforts.

On February 4, 2026, our Quality/HEDIS® team will provide a year-end summary of our 2025 findings, review what's new in 2026, as well as list tips to avoid the most common findings of non-compliance during medical record review. We will discuss the 2026 supplemental benefits and rewards designed to close care gaps for our Medicare (D-SNP) and Medicaid members, and the latest news in pharmacy.

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

Sincerely,
Sentara Health Plans

[**Register for upcoming provider webinars**](#)

[**View current policy and operations changes**](#)