



# Provider Alert

Urgent Provider News



Dear Provider,

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

- Reimbursement for Rental of DME
- Reminder: Three-Day Payment Window Policy
- Utilization Management Process Improvements Coming Soon
- Upcoming Provider Quality Care Learning Collaborative Webinar
- Authorization Updates Effective June 1

## Reimbursement for Rental of DME

Effective June 1, 2025, Sentara Health Plans will reimburse Medicaid providers in monthly increments for the rental of durable medical equipment (DME).

1 unit of service for the rental of DME will receive the reimbursement rate for 30 days of service.

### When submitting claims providers should document the following:

1. Enter 1 in the unit field.
2. Enter the start date of the rental period in the dates of service field.
3. Enter the end date of the rental period in the dates of service field.

Multiple months may be billed on the same claim form; however, providers should submit each month of rental on a separate line of the claim. Months will be counted as a rolling 30-day period from the start of the rental period. Providers will be reimbursed at a rate equivalent to 30 days of rental for each 1 unit billed.

If the provider submits a claim with more than 1 unit in the unit field, the claim will be denied, and the provider will need to submit a corrected claim. If the provider submits a claim with 1 unit of service with dates of service of greater than one month on a single line, only one unit will be reimbursed per claim line.

Each rolling 30-day period of rental should be entered on a separate line of the claim form.

**Example:**

1. Equipment was rented from January 15 to February 14:

- Providers should submit a claim with 1 unit.
- January 15 in the date of service field.
- February 14 in the date of service field.

Providers will be reimbursed for 30 days.

2. Equipment was rented from January 15 to February 1:

- Providers should submit a claim with 1 unit.
- January 15 in the date of service field.
- February 1 in the date of service field.

Providers will be reimbursed for 30 days.

3. Equipment was rented from January 15 to March 15:

- Providers should submit a claim with 1 unit on the first line.
  - January 15 in the date of service.
  - February 14 in the date of service.
- Providers should submit a claim with 1 unit on the second line.
  - February 15 in the date of service field.
  - March 15 in the date of service field.

Providers will be reimbursed for 60 days.

## **Reminder: Three-Day Payment Window Policy**

In April 2024, we issued a [provider alert](#) indicating we were implementing the requirements for the three-day payment window in accordance with the Centers for

Medicare & Medicaid Services (CMS) regulations. This is a reminder to let our provider community know that edits are deployed to enforce the requirements for the three-day payment window.

## **Utilization Management Process Improvements Coming Soon**

In December 2024, we launched initiatives to improve the efficiency of our utilization management processes, aimed at better supporting our provider network.

Starting late March 2025, you can expect:

- Removal of [prior authorization requirements](#) for select services.
- Enhanced tracking of authorization payment limits, ensuring better visibility into approved payment amounts.
- Automation of some services to expedite approval decisions.

We anticipate that these efficiencies will make it easier to conduct business and partner with Sentara Health Plans.

## **Upcoming Provider Quality Care Learning Collaborative Webinar**

Our next installment of the Provider Quality Care Learning Collaborative will be on April 2, 2025 and will focus on Medicaid. We will highlight significant changes, review relevant quality 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.

We encourage your designated quality subject matter expert(s), key clinical representative(s), and other staff members to join us virtually to learn how you can identify and address care gaps effectively.

To register, please visit [sentarahealthplans.com](https://sentarahealthplans.com).

# Authorization Updates Effective June 1

Sentara Health Plans has a new medical policy weblink available to access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies. You can access this at [sentarahealthplans.com/providers/clinical-reference/medical-policies](https://sentarahealthplans.com/providers/clinical-reference/medical-policies).

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

Sincerely,  
Sentara Health Plans

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