

Provider Updates



Dear Provider,

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

- [Behavioral Health Authorization Fax Numbers and Forms](#)
- [Sentara Health Plans Medicare Advantage Non-renewal](#)
- [LTSS UM Email Mailboxes Discontinued – Effective January 1](#)
- [Pharmacy Recall: Immune Globulin Products Linked to Allergic Reactions](#)
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Behavioral Health Authorization Fax Numbers and Forms

Sentara Health Plans has updated the location and format of our behavioral health (BH) authorization forms. These enhancements reflect our commitment to streamlining the authorization process and making it easier for providers to navigate.

Using the updated forms ensures:

- Accurate capture and routing of information
- Faster, more efficient processing of requests
- Timely responses for both providers and members

The most up-to-date forms are available at sentarahealthplans.com.

For all Urgent and Non-urgent Commercial Behavioral Health Authorization Requests (Inpatient and Outpatient):

- Fax Numbers: 757-431-7763 or 1-844-723-2096

For Urgent Government Requests (ARTS, Inpatient, Crisis, MH PHP/IOP):

- Fax Numbers: 1-844-348-3719 or 757-963-9619

For Non-urgent Government BH Outpatient Requests (All other BH requests not listed above):

- Fax Numbers: 1-844-895-3231 or 757-963-9620

Sentara Health Plans Medicare Advantage Non-renewal

As communicated on April 28, Sentara Health Plans made the decision to non-renew our contract with the Centers for Medicare and Medicaid Services (CMS) for our Medicare Advantage Prescription Drug (MAPD) plans in North Carolina and Florida.

Additionally, we will not renew Employer Group Waiver Plans (EGWP) or Chronic Special Needs Plans (C-SNP) in Virginia.

Our Medicare D-SNP, partial D-SNP Medicaid, individual, and commercial plans in Virginia are not impacted by this decision.

Effective December 31, 2025:

- Members enrolled in a 2025 MAPD plan will maintain coverage through year-end.
- No new enrollments will occur after January 1, 2026.
- Sentara hospitals and medical professionals will continue to accept the same insurance plans.

In accordance with CMS guidelines, impacted members were notified by letter on October 1, 2025. They were advised to review new Medicare coverage options by contacting 1-800-MEDICARE (1-800-633-4227), available 24/7, or visiting [medicare.gov](https://www.medicare.gov). Members were also instructed to keep their notification letter as proof of a special right to purchase a Medigap policy or join another Medicare plan.

For detailed information, please refer to the [Medicare Advantage Non-renewal Provider Guide](#).

LTSS UM Email Mailboxes Discontinued – Effective January 1

Beginning January 1, 2026, the following Long Term Support Services (LTSS) email mailboxes will be decommissioned and will no longer be available for inquiries, authorization status updates, or communication with the LTSS Utilization Management (UM) department:

- sentara_ltss_pa@sentara.com
- ltssfocrevteam@sentara.com

For questions about LTSS authorizations after this date, please call provider customer service at 1-800-881-2166.

Pharmacy Recall: Immune Globulin Products Linked to Allergic Reactions

As a precaution, certain lots of Immune Globulin Intravenous (IGIV) and Immune Globulin Subcutaneous (IGSC) have been voluntarily withdrawn by their manufacturers following reports of an increased incidence of allergic or hypersensitivity reactions, some of which were medically significant.

To read more, visit sentarahealthplans.com.

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 achieve 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.

Let's Talk Behavioral Health

Stay current with the latest behavioral health updates and trends. This session will highlight key changes, share relevant insights, and equip you with the information needed to navigate today's evolving behavioral health sector.

To register, please visit sentarahealthplans.com.

Claims Brush-up

This webinar is tailored to keep you informed on current claims trends, operational updates, and process changes. Gain the insights you need to streamline workflows, reduce administrative friction, and strengthen your partnership with us for continued success.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

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