

Provider Updates



Dear Provider,

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

- [Authorization Updates Effective February 1](#)
- [Your Feedback Matters – Please Complete Our Survey](#)
- [Ongoing Efforts to Reduce Administrative Burdens](#)
- [Fair Business Practices Act – Electronic Communications Requirement](#)
- [Upcoming Educational Opportunities](#)

Authorization Updates Effective February 1

Access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies on the Sentara Health Plans [medical policy webpage](#). Visit our [website](#) to view the most recent authorization updates.

Your Feedback Matters – Please Complete Our Survey

We are committed to making your educational experience with Sentara Health Plans valuable, relevant, and timely. To help us achieve this goal, we kindly ask that you take a few minutes to complete a brief survey to share your preferences. Past responders completed the survey in less than five minutes. Your feedback will enable us to schedule webinars during times that work best for you, offer topics and formats that meet your needs, and design printable resources that help you navigate the business side of our partnership.

Please complete either the behavioral health provider survey OR medical provider survey as we understand your interests and needs are unique:

- [Behavioral Health Provider Survey](#)
- [Medical Provider Survey](#)

Thank you for your partnership in improving health every day.

Ongoing Efforts to Reduce Administrative Burdens

Sentara Health Plans continues to make strides in streamlining our process for treatment/service requests by reducing items that require prior authorizations and by offering same time approvals for services that require minimal clinical review. Our goal is to promote a positive provider experience with quicker access to care for our members.

Fair Business Practices Act – Electronic Communications Requirement

The Fair Business Practices Act in Virginia establishes minimum fair business standards for health insurance carriers in the state. These standards include timely payment of claims, handling of additional documentation requests electronically, and specific guidance in provider contracts regarding required documentation for claims payment. As part of this act, and required by state law, **Sentara Health Plans is required to gather accurate contact information for our network providers in order to communicate electronically.**

Beginning January 1, 2026, Sentara Health Plans will notify providers of contractual and retroactive denial communications via email to comply with this requirement. This change will not impact current processes for Sentara Health Plans government programs. Please also be on the lookout for direct provider communication on this initiative.

Sentara Health Plans has established a [form](#) for you to easily update your information. We ask that you complete this form no later than November 30, 2025.

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.

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

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