



Provider Alert

Urgent Provider News



Dear Provider,

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

- Urgent: Sentara Medicare Engage Members May Lose Coverage Soon—Please Act Today
- OncoHealth to Administer Oncology Benefits Management Program
- Zelis Payments Network—Reminder
- Virginia Medicaid Billing—Personal Care Services and Respite Care Services
- Centers for Disease Control and Prevention's STEADI Fall Prevention Training
- Look for Our Upcoming 2025 Webinars

Urgent: Sentara Medicare Engage Members May Lose Coverage Soon—Please Act Today

The enrollment chronic condition verification process for the Chronic Special Needs Plan (C-SNP) is a time sensitive process. **The Centers for Medicare & Medicaid Services (CMS) only allows 30 days to complete the verification. If the enrollment and verification are not completed within 30 days, the member cannot be enrolled in the plan.** Currently, hundreds of Sentara Medicare Engage members are at risk of losing their coverage on February 28 because their chronic condition remains unverified.

If you or someone in your office received one or more of the forms listed below, please have a treating provider or office staff member attest by completing the form, signing it, and return by faxing to 757-648-1367 or 1-833-459-0789 today.

- Sentara Medicare Engage - Diabetes and Heart (HMO C-SNP) C-SNP Review and Verification Form
- Sentara Medicare Engage - Lung (HMO C-SNP) C-SNP Review and Verification Form

Please note that the verification requests can be received at any time throughout the year.

OncoHealth to Administer Oncology Benefits Management Program

As previously announced, our partnership with OncoHealth® to administer Sentara Health Plans Oncology Benefits Management Program was rescheduled for implementation effective March 4, 2025.

OncoHealth will support prior authorization management of all Sentara Health Plans commercial, Medicaid, and Medicare lines of business. OncoHealth will also provide Oncology Case Management for Sentara Health Plans' members through their Iris platform.

The suspension of the prior authorization requirement for medical oncology drugs and radiation therapy by Sentara Health Plans will end on March 3, 2025. Prior authorizations for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), CAR-T, pharmacy benefit oncology drugs, radiation therapy, and molecular genetic testing should be submitted to OncoHealth beginning on March 4.

Authorization requests can be submitted through the Sentara Health Plans provider portal or directly through OncoHealth's OneUM® portal.

The impacted codes will be viewable in the [Prior Authorization List \(PAL\)](#) on March 4.

The one-hour weekly training sessions for providers submitting prior authorizations to OncoHealth will be held every Tuesday at 1 p.m. from February 4 to March 11. [We encourage you to register today.](#)

Zelis Payments Network—Reminder

In December, we notified you that payment processing was being transitioned to Zelis Payments Network and asked providers to take the necessary actions to prepare. Please review the [provider alert from December 11, 2024](#). This partnership will become effective on March 3, 2025.

Please note that Sentara Health Plans will continue to release payments for processing daily. Funds availability for Medicaid and Medicare will be determined by the time they are received by Zelis. Sentara Health Plans will strive to have all payments processed prior to 11:30 a.m. EST to ensure timely payment.

Please note the sample schedule:

Medicare/Medicaid	
<u>Processing Day</u>	<u>Funds Available</u>
Monday by 11:30 AM EST	Wednesday
Monday after 11:30 AM EST	Thursday
Thursday by 11:30 AM EST	Monday
Thursday after 11:30 AM EST	Tuesday

Commercial

No change. Currently on the schedule above.

Remittances will now be offered through Zelis Payments Network. Remittances will no longer be available through Payerpath or Payspan, and only historical remittances will be available through Provider Connection (the Sentara Health Plans portal). In addition, electronic remittance advice (ERA) payments will only be offered through Zelis. Providers who are enrolled with Zelis can work directly with them to ensure ERAs are routed correctly to avoid payment delays.

Zelis offers security and data accuracy, single sign on portal access, 835 assistance, and dedicated customer support for Sentara Health Plans. If you are not enrolled in the Zelis Payments Network, you must complete an enrollment option to continue receiving

electronic payments or your payment will be issued by check and sent via U.S. mail. Alternative payment options are also available, including the Automated Clearing House Network (ACH), virtual credit card, and paper check. If you have any questions or want to change your payment method, please call 1-855- 496-1571, or visit zelis.com. **Following enrollment, please complete the required registration with your clearinghouse of choice as well to ensure you have access to your remits on implementation.**

If you do not want your Sentara Health Plans payments to flow through your current Zelis Payments Network solution, other options are available. You may enroll in the Sentara Health Plans ePayment center for basic electronic funds transfer (EFT) and ERA services at no cost by calling 1-855-774-4392 or emailing help@epayment.center.

Virginia Medicaid Billing—Personal Care Services and Respite Care Services

Sentara Health Plans complies with Virginia Medicaid billing requirements for personal care services (T1019) and respite care services (T1005) in which the unit of service is one hour. Payment is only available for allowable activities that are authorized and delivered by a qualified provider. Personal care services are limited to the hours specified in the plan of care.

NOTE: There is a 56-hour per week limit for personal care services. Specific exception criteria must be met upon authorization for individuals who require more than 56 hours per week of personal care services. Respite care services are limited to 480 hours in a state fiscal year, which is from July 1–June 30.

Centers for Disease Control and Prevention's STEADI Fall Prevention Training

We encourage you to learn more about fall prevention for older adults by participating in the Centers for Disease Control and Prevention's The Stopping Elderly Accidents, Deaths, and Injuries (STEADI) initiative provider training and continuing education course. Please visit cdc.gov for more information.

Look for Our Upcoming 2025 Webinars

Please view our [website](#) for a listing of our upcoming webinars.

Sincerely,
Sentara Health Plans