



Provider Alert

Urgent Provider News



Dear Provider,

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

- Hearing Aid Services
- Attention Behavioral Health Providers
- Provider Manual Annual Update Available in August
- Operations Updates

Hearing Aid Services

NationsBenefits® will administer hearing aid services for all eligible Medicaid program members ages 21 years and older. The benefit includes a \$2,000 annual allowance for a complete routine hearing exam and evaluation, hearing aid fittings, a three year supply of batteries, up to 60 batteries per hearing aid per year, and a three year manufacturer's warranty on all hearing instruments. In addition, members will be able to access NationsBenefits network of hearing aid providers.

Sentara Health Plans made an update in 2024 that changed which hearing services are reimbursable by the health plan for members ages 21 years and older. Effective immediately, Sentara Health Plans will reimburse hearing-related CPT codes.

NationsBenefits will continue to reimburse for the following four CPT codes; 92590, 92591, 92592, and 92593, in addition to all hearing aid HCPCS codes for Medicaid

members 21 years of age and older. Sentara Health Plans will continue to administer hearing aid services for members under the age of 21. Providers should submit claims for this member population directly to Sentara Health Plans.

Members can access their benefits information by visiting this link or by calling NationsBenefits at 1-844-376-8637. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

Attention Behavioral Health Providers

Please be sure to include the following information on all authorization requests:

- Name
- Date of Birth (DOB)
- Member ID Number
- Complete Member Address
- Provider NPI Number

If you do not complete these fields on the request, we must call your office to obtain it. This may delay processing or the authorization of your request.

Provider Manual Annual Update Available in August

An annual review of content is underway for the Sentara Health Plans Provider Manual. The revised version will be finalized and made available on the website in August. Once available, additional notification will be sent.

For continued support and related operations, the [provider support webpage](#) will be your source of truth.

Current Provider Manuals are located at the following [link](#).

Operations Updates

Please review the following updates:

- [Skilled Nursing Facility Providers: Notice of Medicare Non-Coverage \(NOMNC\)](#)
- [Medicare Advantage Hospital Services Review Process: Two-Midnights Rule](#)
- [Firstsource New Paper Claims Vendor](#)

Sincerely,
Your Sentara Health Plans Team

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