

Provider Updates



Dear Provider,

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

- [Authorization Updates Effective January 1](#)
- [Revised Commercial and D-SNP Provider Manuals Now Available Online](#)
- [Update for Early Intervention Providers](#)
- [Enroll Today: Multi-factor Authentication Tool Change](#)
- [Upcoming Educational Opportunities](#)

Authorization Updates Effective January 1

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

Revised Commercial and D-SNP Provider Manuals Now Available Online

The Sentara Health Plans commercial and D-SNP lines of business have been separated into two standalone provider manuals. The revised manuals are now available on our [website](#). The manuals reflect updates that align with regulatory and operational changes on topics such as:

- Product Overview
- Credentialing

- Cultural Competency
- Concurrent Review
- Program Integrity
- Medical Records
- Provider Trainings
- Sentara Health Plans Appointment Standards
- Locum Tenens
- Physician Assistants and Nurse Practitioners

Update for Early Intervention Providers

Sentara Health Plans has successfully resolved the previous issue that made it difficult to reach provider customer service for in-person interpreter requests, including dropped calls and repeated attempts pressing “0.” To ensure a smooth process moving forward, instructor-led training sessions will be held January 13-15, 2026. These resources are designed to help providers confidently manage interpreter scheduling, rescheduling, and cancellations.

Links to join the training courses are as follows:

- [January 13 – 9 a.m.](#)
- [January 13 – 12 p.m.](#)
- [January 14 – 9 a.m.](#)
- [January 14 – 12 p.m.](#)
- [January 15 – 9 a.m.](#)
- [January 15 – 12 p.m.](#)

Enroll Today: Multi-factor Authentication Tool Change

Early Enrollment Period: Now Through January 30

Sentara is transitioning our multi-factor authentication tool from Cisco Duo to Microsoft Authenticator. This will enhance our security and improve your sign-in experience.

Your timely participation is essential. Early enrollment is an important first step that will directly support a streamlined change with minimal workflow interruption when the time comes for you to start using Microsoft Authenticator.

What You Need To Do:

Enroll in Microsoft Authenticator today! The process is quick, simple, and takes on average about five minutes to complete.

How to Enroll:

For detailed instructions use the [Microsoft Authenticator Enrollment Guide](#) or follow the quick tips below:

1. Install the Microsoft Authenticator app: Using your mobile device, install the app from your mobile app store.
2. Go to the Security Portal: Open a web browser on your computer and navigate to mysignins.microsoft.com. Sign in with your Sentara username and password.
3. Add a new method: On the security info page, click the + add sign-in method button.
4. Select Authenticator App: In the pop-up window, choose authenticator app from the list and click add.
5. Set up your app: Click next on the upcoming screens to set up the app using the QR code provided.

Note: The steps above are quick tips to follow, please refer to the [Microsoft Authenticator Enrollment Guide](#) for detailed instructions and troubleshooting. You can also set up text message codes or phone call verification as alternate options.

What Happens Next:

Once you enroll in Microsoft Authenticator, you will receive a future communication when it is time to transition to using Microsoft Authenticator. Until then, continue to use Duo for your authentication as you normally do.

For Enrollment Support:

- Please view the [enrollment instructions video](#).

Thank you for prioritizing this critical update and helping ensure our organization is prepared for a smooth and successful transition.

Upcoming Educational Opportunities

Provider Quality Learning Collaborative

We will highlight significant changes, review relevant quality or value-based care 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.

On February 4, 2026, our Quality/HEDIS® team will provide a year-end summary of our 2025 findings, review what's new in 2026, as well as list tips to avoid the most common findings of non-compliance during medical record review. We will discuss the 2026 supplemental benefits and rewards designed to close care gaps for our Medicare (D-SNP) and Medicaid members, and the latest news in pharmacy.

To register for the session, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

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