

Provider Updates



Dear Provider,

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

- [EVV Claim Submission Requirements](#)
- [Specialists In-Office Allowed Lab List](#)
- [Observation Payment Policy Update](#)
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EVV Claims Submission Requirements

This reminder reinforces established claims submission requirements and expectations aligned with DMAS guidelines. We are continuing to see instances of Electronic Visit Verification (EVV) paper claim submissions where Medicaid is identified as the primary payor.

Please review the following expectations for Electronic Visit Verification (EVV) Medicaid primary claims:

- EVV paper claims are not accepted. Any paper submissions received will be rejected.
- Electronic submission is required, and all claims must be submitted through approved electronic channels.
- This is a compliance requirement with no exceptions.

For Medicaid secondary claims, follow our standard submission protocols including:

- Submit the supporting primary payor information.

Please review your submission protocols to align with these requirements. Claims that do not meet these guidelines will be rejected.

If you have questions or need assistance with electronic submission options, please contact Provider Services at 1-800-881-2166 or visit sentarahealthplans.com to view the Medicaid provider manual.

Specialists' In-Office Allowed Lab List

Sentara Health Plans has published the Specialists' In-Office Allowed Lab List applicable to all commercial and Medicaid products. Providers are encouraged to review this information to ensure compliance with current guidelines for in-office lab services.

Please visit sentarahealthplans.com to access the full list and additional details.

Observation Payment Policy Update

Effective June 30, 2026, the following updates will take effect. Medicare Observation Payment Policy (4546) will be retired, and providers should refer to the Centers for Medicare & Medicaid Services (CMS) for ongoing guidance. Medicaid and commercial observation policies have been updated and separated to improve clarity.

To review the full details and ensure compliance with current billing and documentation requirements, visit sentarahealthplans.com.

Recall: Doxorubicin Liposome Injection

A recall has been issued for Doxorubicin 50 mg/25 mL Liposome Injection. Notification letters have been sent to affected members and providers within the commercial and Medicaid lines of business.

Visit our [website](#) to view the most recent recalls and safety alerts.

Recall: Lidocaine and Bupivacaine Injections

A recall has been issued for Lidocaine Injection and Bupivacaine Injection. Notification letters have been sent to affected Medicare members and providers.

Visit our [website](#) to view the most recent recalls and safety alerts.

Authorization and Medical Policy Updates

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

Upcoming Educational Opportunities

New Provider Orientation

This webinar provides an introduction to Sentara Health Plans for newly contracted providers and those seeking a refresher. This session delivers an in-depth overview of our key resources, self-service tools, and core operational processes to support an efficient and successful working relationship.

To register, please visit sentarahealthplans.com.

Lunch & Learn: Provider Website Tour – Provider Orientation Part 2

Take a quick break and join us for a 30-minute interactive session showcasing our newly designed provider website, built to make doing business with us easier, faster, and more efficient. You'll learn how to:

- Navigate the redesigned provider website with confidence
- Quickly locate the tools and guidance you need to conduct business smoothly
- Get answers quickly on your own without having to call for assistance

Bring your questions and curiosity. We're here to help you get the most out of the new online experience and all the resources available to you.

To register, please visit sentarahealthplans.com.

Claims Brush-Up

Join us June 17 for a for a 30-minute interactive session, designed to keep you informed on the latest claims trends, operational updates, and process changes. This is your opportunity to get quick, essential updates and ask questions directly to our experts.

To register, please visit sentarahealthplans.com.

Provider Quality Learning Collaborative

During this webinar, we will highlight key updates, review quality and value-based care measures, identify areas of opportunity that we are prioritizing, and walk through member support resources, programs, and initiatives. We will also share provider focused tools designed to support your care gap closure efforts.

July 1 Session: Learn how Dario and Point-Click Care support Sentara Health Plans members with chronic conditions, additional resource needs, and other care coordination services. These partnerships serve as a bridge between visits to close health care gaps. Dario is contracted for Diabetes Management Program for our Medicaid members targeting those with higher A1c readings. Point Click Care provides health plans access to the data they need to collaborate across the health care ecosystem to ensure their members gain access to the right care, by the right provider, in the right setting and level of care.

August 5 Session: This session is designed for behavioral health and other providers and their staff interested in learning how a provider is achieving success in reducing avoidable emergency room (ER) admissions. You will hear how a provider has relieved ER strain by providing quicker access to care with a crisis walk in center.

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

Appeals, Reconsiderations and Contestment Processes

This training session is designed to help you navigate submission of reconsiderations and appeals. We will review differences in appeals submission processes and requirements by plan type, as well as related self-service resources available on the provider website.

To register, please visit sentarahealthplans.com.

Let's Talk Behavioral Health

Stay ahead in the rapidly evolving behavioral health sector with this comprehensive session developed to keep professionals informed, prepared, and ready for what's next. Whether you're a provider, administrator, or stakeholder, this session will equip you with the knowledge and tools to make informed decisions and successfully partner with us.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)
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