Provider Connection Registration

sentarahealthplans.com/providers

1. Click on **Sign In/Register**.

2. Select **Register Now**.

3. Complete the Provider Connection Form.

> Please note: All users need to sign up individually. Passwords must not be shared.

4. Wait for email with username and temporary password, usually received in five to seven business days. Check your spam or junk folder if email is not received.

5. Change temporary password (must be changed within 24 hours of receipt).

6. **Added Security – *Required***
   Sentara Health Plans uses Duo to add an extra layer of security.

   - Duo two-step sign in provides an extra layer of security by requiring a user to sign in with a username and password, plus a second method of verifying the user's identity.

   - The second method is something the user has physical access to like a cell phone, smart phone, tablet, or a landline with a direct extension. This prevents anyone but the user from logging in, even if they know the user's username and password.

7. Enroll in Duo by going to **apps.sentarahealthplans.com/providers/login/2fa/devicemgmtform.aspx** and logging in with your **sentarahealthplans.com** username and password.

8. Click **Start Setup.**

9. Select the type of device you would like to use to authenticate with Duo, click Continue, and follow the instructional links for your particular device.

> ### Having trouble with the two-step sign in?
> If you are unable to enroll with one of the secondary methods or are experiencing technical difficulties with your registration or enrollment, please contact provider services at **757-552-7474** or **1-800-229-8822 (TTY: 711)** for support. Once enrolled in Provider Connection, additional issues should be emailed to **ProviderConnectionSupport@sentara.com**.

Sentara® Health Plans