

Provider Updates



Dear Provider,

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

- [Authorization Updates Effective December 1](#)
- [Prior Authorization Updates for Medicaid Effective October 1](#)
- [Reminder: Quest Diagnostics is Sentara Health Plans Exclusive Lab Provider](#)
- [Upcoming Educational Opportunities](#)

Authorization Updates Effective December 1

Sentara Health Plans has a new medical policy weblink available to access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies. You can access this at sentarahealthplans.com/providers/clinical-reference/medical-policies.

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

Prior Authorization Updates for Medicaid Effective October 1

Please be advised of the following authorization updates made since the last version of Provider News:

Prior Authorization requirement for 17 procedure codes has been updated to reflect No Authorization required (N) effective October 1, 2025.

B4100	B4102	B4103	B4104	B4105
B4149	B4150	B4152	B4153	B4154
B4155	B4157	B4158	B4159	B4160
B4161	B4162			

Code changes and deleted codes are uploaded to the Sentara Health Plans website. For more information visit, sentarahealthplans.com.

Note: Code changes and deleted codes are available on the Sentara Health Plans [website](#).

Reminder: Quest Diagnostics is Sentara Health Plans Exclusive Lab Provider

Effective January 1, 2025, Quest Diagnostics became the exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for members of Sentara Health Plans' commercial and government programs.

In addition, on August 18, 2025, the Quest Rapid Response Laboratory (RRL) facility became operational for members located near 11740 West Broad Street, Richmond, VA 23233 (Short Pump). Quest's RRL facility was established as a specialized clinical laboratory designed to provide accelerated turnaround times for essential laboratory tests. The lab performed a restricted menu of tests critical for managing medical emergencies, enabling physicians to make time-sensitive treatment decisions for their patients.

For more information regarding this reminder, visit sentarahealthplans.com.

Upcoming Educational Opportunities

New Provider Orientation

This webinar is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will offer guidance on how to achieve solutions for common questions or challenges without contacting provider services.

To register, please visit sentarahealthplans.com.

Provider Quality Care Learning Collaborative – Onduo and Evolent

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.

To register for the October 1 session, How Onduo and Evolent Supports Member Health, or the November 5 session on Value Based Care, please visit sentarahealthplans.com.

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

Join us for an informal virtual session during the lunch hour. These sessions will be held twice monthly and are designed to help you learn how to navigate our provider website and explore our self-help resource library for guidance in successfully conducting business with us.

To register, please visit sentarahealthplans.com.

Sentara Health Plans Spotlight

Join us for an engaging session as we take a closer look at the key updates, implementations, and milestones from 2025 across Sentara Health Plans. We'll also provide a forward-looking overview of what providers can expect in 2026, including new processes, enhanced resources, and practical steps to prepare for upcoming transitions.

This webinar is designed to support your continued success in working with Sentara Health Plans.

To register, please visit sentarahealthplans.com.

Authorization Tips & Updates

Join us for valuable tips and updates designed to help you navigate the authorization process with confidence. Learn how to identify common issues and discover best practices for submitting requests accurately.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)