



Provider Alert

Urgent Provider News



Dear Provider,

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

- Website Updates
- Operations Update Effective July 1
- Policy Updates Effective August 1
- Authorization Updates Effective August 1
- Provider Quality Care Learning Collaborative
- Sentara Health Plans Roundtable Meetings
- June Baby Showers

Website Updates

Our [website's](#) "News" page has been redesigned for easier navigation. Previous provider alerts, as well as editions of providerNEWS, are published in individual sections. We have also added a new category titled "Policy News." This new section includes policy and operations updates such as third-party vendor announcements, critical reminders, process changes, etc.

For details on Sentara Health Plans [medical policies](#), you should still visit medical policies which is found under the Clinical Reference tab on our website. The [Sentara Health Plans Provider Manual](#), located under the provider support tab, remains your primary resource to review the details of our core operations.

Operations Update Effective July 1

Please review the following update:

- [Paper Vendor Change - First Source](#)

Policy Updates Effective August 1

Please review the following updates:

- [Sequela ICD 10 Billed as Primary Diagnosis Code](#)
- [Allergen Testing and Treatment](#)
- [New Patient Visit Policy](#)
- [Durable Medical Equipment \(DME\) Rental to Purchase](#)

Authorization Updates Effective August 1

In keeping with the Centers for Medicare & Medicaid Services (CMS) final rule 4201F, Sentara Health Plans will be archiving applicable Medicare policies in favor of utilizing the NCD/LCD when appropriate. [Visit our website to view the most recent authorization updates.](#)

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.

Provider Quality Care Learning Collaborative

The Provider Quality Care Learning Collaborative, previously titled Provider Quality Care Workgroup, will continue the discussion on why closing care gaps is crucial and has a direct impact on your patients', our members' healthcare outcomes. We encourage your designated quality subject matter expert(s), key clinical representative(s), and other staff members to join us virtually to learn how you can identify and address care gaps effectively.

Our guest speaker in June will be Lavinia Smith, PhD, MSN, RN, Sr. Director of Strategy, Behavioral Health. [Click here to register.](#)

Sentara Health Plans Roundtable Meetings

Sentara Health Plans actively seeks opportunities to support our provider partners so that you can continue to conduct business with us successfully. We are offering roundtable meetings in June and July. The purpose is to provide an informal setting to discuss issues and concerns regarding claims and authorizations.

Please complete the provider surveys located below. We would like to gather your feedback to assist our team in preparing for the event. The meetings will have a limited space so please register early.

Provider surveys:

- [Claims](#)
- [Authorizations](#)

Register for upcoming meetings:

Claims Roundtable

- [June 26 – 7 a.m.](#)
- [July 18 – 12 p.m.](#)

Authorizations Roundtable

- [July 25 – 7 a.m.](#)

June Baby Showers

The Sentara Health Plans Welcoming Baby® program will host baby showers in June. These events will provide pregnant Sentara Community Plan (Medicaid) members in Harrisonburg, Norfolk, and Southwest Virginia with education and resources to help have a healthy pregnancy and delivery. It features guest speakers, games, raffle prizes, and special gift bags for all attendees. Please encourage your patients to attend.

June 6: Harrisonburg – In person at Sentara RMH Medical Center, Conference Room 2, 2010 Health Campus Dr, Harrisonburg, VA 22801

June 20: Norfolk – In person at Sentara Leigh Hospital, Elizabeth Room, 830 Kempsville Rd, Norfolk, VA 23502

June 25: Southwest – Virtual

Register:

- Online: sentaramedicaid.com/babyshower
- Email: welcomingbaby@sentara.com
- Call: 1-844-671-2108 (TTY: 711)

Sincerely,

Your Sentara Health Plans Team

[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)