

Enrolling with Sentara Health Plans

e3 Web Enrollment

The e3 platform is a user-friendly, intuitive web enrollment platform with a variety of enrollment functionality and reporting options. Complete daily enrollment changes, make annual open enrollment elections, update demographics, order/view ID cards, and review reports within the platform. Sentara Health Plans receives a daily file, so when changes are made, they will show in our system the next day. This tool does not include billing. Please contact **e3_inquiries@sentara.com** with any questions/needs you may have about the e3 web enrollment tool.

834 Electronic Enrollment (EDI 834)

Daily files come directly from the employer or their third-party administrator to a secure Sentara Health Plans FTP site. HRIS systems can be integrated to send the daily files, which eliminates the need for paper applications or the need to key into another enrollment platform. The EDI 834 has been specified by HIPAA 5010 standards for an electronic exchange of member enrollment information including benefits, plan subscription, and employee demographic information. This method does not include billing.

Employee Navigator

This option is partnership with Employee Navigator, which is an all-in-one benefits administration platform for brokers to manage their book of business. This partnership brings Sentara to your Employee Navigator for a seamless and integrated enrollment process. Please contact **ensupport@sentara.com** with any questions/needs you may about Employee Navigator.



Did you know?

Employer portal access is available to all groups for viewing purposes at **sentarahealthplans.com**. Groups can also print ID cards, verify employees are enrolled, and view or pay bills online.

**Contact your
Sentara Health Plans
representative for
more information.**

Please note that a spreadsheet is needed as part of the new business process for enrollment.