

Provider Updates



Dear Provider,

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

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Cyclosporiasis Outbreak Risk and Reduction Through Knowledge and Action

Sentara Health Plans and Quest Diagnostics are committed to helping you respond with testing and clinical support. Early identification and appropriate testing can help reduce the risk of ongoing illness for your patients and our members.

About Cyclosporiasis

Cyclosporiasis is an intestinal illness caused by the microscopic parasite *Cyclospora cayetanensis*,

also known as cyclospora. Transmission occurs through consuming food or water that is contaminated with feces (stool) that contains the parasite. The time between infection and illness is usually about 1 week but can range from two days to two weeks.

How Quest Can Help

To support accurate diagnosis and rapid response during this surge, Quest Diagnostics offers a targeted Cyclospora and Isospora Examination test under Test Code 10018, aligned with CPT codes 87015 and 87207 for billing purposes. Note: The standard Ova and Parasite Examination Test Code 681 which corresponds to CPT 87177 is not specific enough to detect Cyclospora. Ordering using Test Code 10018 ensures specimens undergo the appropriate microscopic evaluation optimized for this specific parasite, avoiding diagnostic delays.

Note: Due to high outbreak volumes, current turnaround times for Cyclospora and Isospora examination results (Test Code 10018) are averaging approximately two to three times normal levels and are expected to remain at these levels for the next two to three weeks before normalizing, assuming the outbreak abates.

Important Update for Some Noncitizen Adults on Medicaid

Medicaid eligibility rules for some noncitizen adults changed beginning October 1, 2026, due to a federal requirement.

Providers should be aware that non-pregnant adults must be a U.S. citizen or national or have one of the following eligible immigration statuses to qualify for full-benefit Medicaid coverage, in addition to meeting income and other eligibility requirements.

Eligible statuses include:

- Legal permanent residents (green card holders)
- Compact of Free Association (COFA) migrants
- Cuban and Haitian entrants

Individuals whose immigration status no longer qualifies them for full-benefit Medicaid may still be eligible for emergency Medicaid, which covers emergency services only.

They have the right to appeal coverage decisions. Instructions are included in all Medicaid notices. Please share eligibility information with your patients. [Information for Noncitizens](#)

Medicaid and Medicare Healthy Incentives for 2026

Did you know Sentara Health Plans rewards better health for our Medicaid and Medicare members? These incentive programs are designed to encourage members to take an active part in managing their health by completing preventive screenings, exams, and vaccinations. Please also note that beginning on July 24, Medicaid members now earn higher rewards when they participate.

We have designed member benefit education aids so our provider network can help inform members and support efforts to improve health and close care gaps. We encourage you to print and refer to these resources when seeing Sentara Health Plans members. [Rewarding Better Health – Medicaid 2026 & Rewarding Better Health — Medicare 2026](#).

Sentara Health Plans Partners With Healthmap for Our Kidney Health Management Program

Effective September 1, 2026, Sentara Health Plans will begin partnering with Healthmap Solutions, Inc. (Healthmap) to provide care coordination services for our Kidney Health Management (KHM) program. If you are caring for a Sentara Health Plans member with kidney disease or chronic conditions that may lead to kidney disease, Healthmap may contact you to facilitate care coordination services, address intervention opportunities and care gaps, and assist members in overcoming barriers to care.

Healthmap provides collaborative recommendations through workflow-friendly clinical decision support. The KHM program integrates into your existing practice workflow to complement your patient's current plan of care. Healthmap's Care Navigation team communicates directly with patients and their providers, and a dedicated Healthmap team member will supply practices with actionable patient insights regarding medication and lab opportunities, referral opportunities, Hierarchical Condition Categories (HCC) insights, recent healthcare utilization, and more. Healthmap's recommendations are based on industry-proven best practices and are powered by data analytics to help providers more effectively anticipate and deliver the right clinical care for their patients.

We have arranged an opportunity for you to learn more during the [Provider Quality Learning Collaborative on September 2](#) from noon-1 p.m. A Healthmap representative will provide an overview of the program and answer questions.

Healthmap is a leading national kidney population health management company that bridges the gap to ensure comprehensive care delivery for Sentara Health Plans members with chronic kidney disease (CKD) stages 3, 4, and 5, unspecified, and end-stage renal disease (ESRD).

Provider Notification Reminder — S9445 Registration Requirement

Providers billing S9445 for all Medicaid products offered in Virginia are reminded this service requires registration. To ensure consistency with current requirements, the Prior Authorization Tool (PAL) is being updated to reflect the existing registration requirement for S9445. Providers should continue to submit registration requests prior to rendering or billing for this service. Failure to obtain the required registration may result in claim denials.

Tobacco Cessation Referrals

You can easily refer patients to the state tobacco quit line directly in Epic. Quit Now Virginia and Quitline NC provide free, 24/7 counseling for patients ages 13 and older who want to quit tobacco or nicotine, including vaping. Free nicotine replacement therapy is available based on patient assessment. Submit your referral in Epic. Sentara Health Plans will route it and document the outcome in the patient's chart. For instructions, see the Epic Tip Sheet under the How To section of the Provider Toolkit on our [website](#).

Authorization and Medical Policy Updates

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

Upcoming Educational Opportunities

New Provider Orientation

The New Provider Orientation Webinar is designed for newly contracted providers and those seeking a refresher. This session offers a comprehensive overview of Sentara Health Plans' key resources, self-service tools, and essential operational processes. Participants will also take a guided tour of the provider website, including features, navigation tips, and online resources to help

them quickly access the information and tools needed for everyday success. Our goal is to ensure providers feel confident, informed, and supported as they partner with us to serve our members.

To register, please visit sentarahealthplans.com.

Claims Brush-Up

Join us for a 30-minute interactive session designed to keep you informed about 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 priority areas of opportunity, and walk through member support resources, programs, and initiatives. We will also share provider-focused tools designed to support your care gap closure efforts.

September 2 Session: Learn how a provider is partnering with the Sentara Health Plans outreach team to reduce "no shows" at their practice. You will hear how they incorporated the Sentara Health Plans member outreach process into their existing workflow, the immediate impact, and the unexpected benefits received by their patients. Effective September 1, Sentara Health Plans began its partnership with Healthmap to provide care coordination services for our Kidney Health Management program. If you are caring for a Sentara Health Plans member with kidney disease or chronic conditions that may lead to kidney disease, you will have an opportunity to receive an overview and have your questions answered by a Healthmap representative.

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

Appeals, Reconsiderations and Contestments Process

This training session is designed to help you navigate the 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.

Long-Term Services and Supports (LTSS) Informational Sessions

Following our March announcement regarding the transition from HEOPS as the administrator of our Long-Term Services and Supports (LTSS) contract, Sentara Health Plans began accepting applications for direct provider contracts on April 1, 2026. Direct partnerships will become effective October 1, 2026.

During this session, we will review partnership opportunities, explain the contracting process, and discuss provider expectations for working directly with Sentara Health Plans.

To register, please visit sentarahealthplans.com.

Long-Term Services and Supports Provider Day — Register Today

In March, we announced that Sentara Health Plans will discontinue our partnership with our current vendor partner, HEOPS, for the administration of our LTSS contract. We began accepting applications for direct contracts on April 1, 2026. Partnerships with Sentara Health Plans will become effective on October 1. During a morning or afternoon session we will discuss opportunities for partnership and review the process and expectations.

Register for one of the remaining **in-person sessions** in Virginia Beach or Woodbridge by visiting sentarahealthplans.com.

The Crime Hidden in Plain Sight: Human Trafficking — Register Today

Sentara Continuing Medical Education is offering a two-hour continuing education course regarding human trafficking. This course will be held on Thursday, August 27, 2026, 1:00 PM — 3:00 PM in the Sentara Norfolk General Hospital Brickhouse Auditorium in Norfolk, VA. Sentara Health Plans leaders Vik Khot, MD, serves as course director and Lavinia Smith, PhD, MSN, BSN — CCM serves as the activity administrator. The course will provide an in-depth examination of human trafficking as a critical homeland security and public safety issue. To learn more about this free course and register visit the website; [The Crime Hidden in Plain Sight: Human Trafficking - Sentara Continuing Medical Education - Continuing Education \(CE\) - THE CRIME HIDDEN IN PLAIN SIGHT: HUMAN TRAFFICKING](#)

Sincerely,
Sentara Health Plans

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