



Provider Alert

Urgent Provider News



April 19, 2024

Dear Provider,

As part of our claims platform migration work, we have confirmed issues for claims with valid authorizations that are denying incorrectly for no authorization, as well as other system-related issues such as inconsistencies with authorization requirements for services. These concerns are being addressed as an urgent priority, and we will be reprocessing the impacted claims in a timely manner.

We encourage you to participate in one of our [upcoming provider webinars](#).

If you have any questions, please contact your Network Educator. Thank you for your partnership.

Sincerely,
Your Sentara Health Plans Team