



# Provider Alert

## Urgent Provider News



November 1, 2023

Dear Provider,

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

- [Sentara Health Plans](#)
- [Cardinal Care Goes Live](#)
- [Authorization Requirement Update](#)
- [Reminder: OB Certification Form Decommissioned](#)
- [NIA Provider Portal Link](#)

### Sentara Health Plans

At the end of 2023, the Optima Health and Virginia Premier brands will retire and unify under Sentara Health Plans. Our growth affords us the opportunity to innovate and adapt to align with best practices in the industry, as well as partner with you to ensure our shared customers receive the care they need, when they need it.

While preparations for this next phase are ongoing, we have created a web page to address operational areas we expect will impact your business operations. This page will be your source of truth regarding the details of the merger and related operations. [Please take a moment to familiarize yourself with this new page and bookmark for easy reference later.](#)

**While the web page contains a wealth of useful information, we have highlighted select updates here as well:**

- **Virginia Premier Medicare/D-SNP Becomes Sentara Health Plans:** Effective December 31, 2023, the CMS contracted plan Virginia Premier Advantage Elite (HMO D-SNP) will be sunset. All members in the Virginia Premier Advantage Elite plan will be auto-enrolled into the Sentara Community Complete Plan (HMO

D-SNP). Optima Community Complete Plan has been rebranded as Sentara Community Complete.

- **Sentara Health Plan Partners With Availity:** Beginning January 1, 2024, we are partnering with Availity to improve payer-provider collaboration and reduce administrative burdens as well as eliminate manual processes and provide more self-service features. In early November, you will begin receiving communications directly from Availity announcing the partnership, describing the benefits of their platform, and announcing training opportunities. However, you don't need to wait as you may register with them today. [After registering](#), you can sign up for **Availity Overview for Providers** scheduled for January, as well as additional training sessions of your choice.

#### **Authorization Details:**

- **Existing Authorizations:** All authorizations that are approved and in progress will be honored, including those submitted for the formerly Virginia Premier D-SNP program. The guidelines supporting the authorizations for authorized services will remain the same. New authorization numbers will not be issued to providers.
- **New Authorizations:** New authorizations are triggered by member eligibility. Please use the Sentara Health Plans authorization process.
- **Authorizations Temporarily Not Viewable:** Sentara Health Plans is undergoing a system conversion for our Medicaid line of business. Authorization requests submitted between December 6, 2023 to January 1, 2024, may not be shown in the provider portal. **We will continue to fax and mail determination letters to providers and members within our standard processing timeframe. We will continue to respond to urgent authorizations by fax.**
  - After January 1, providers will be able to view authorizations online through the legacy Optima Health portal Provider Connections.
  - Continue to submit authorization requests via the existing Sentara Health Plans process.
  - There will not be any disruption to our members' care and claims will still be processed accordingly.
  - If you have any questions about your authorization or need an immediate update on your request, please call provider customer service at 1-800-881-2166.

### **Member ID Number Changes:**

- Optima Health members will receive new member ID numbers that will become effective January 1, 2024. **Optima Health Group Number VP members (formerly Virginia Premier) and all other member ID numbers will remain the same.**

### **Available Trainings:**

- [Virginia Premier/Optima Health Merger: Provider Orientation](#)
- [Get Started With Availity](#)

## **Cardinal Care Goes Live**

Beginning November 1, 2023, Medallion 4.0 and CCC+ will operate as a single managed care delivery system under one program, Cardinal Care, to achieve a more cohesive member experience. Additionally, Optima Family Care and Optima Health Community Care will merge under the new product name Optima Community Care.

The new member ID cards bearing the Cardinal Care logo have already been issued and became effective on January 1, 2023. To learn more, view [Transitioning to Cardinal Care: Optima Community Care](#) on our website.

## **Authorization Requirement Update**

Positive and/or lateral prior authorization updates, effective January 1, 2024, are available on [optimahealth.com](https://www.optimahealth.com).

## **Reminder: OB Certification Form Decommissioned**

Effective November 1, 2023, the **OB Certification Form** will no longer be required for obstetric services. This change applies to all Optima Health plans. The form, currently accessible on Provider Connection, will be decommissioned. All Optima Health pregnancy related benefits previously derived by the OB certification form remain part of the benefits package for pregnant members.

This change will:

- eliminate the need to receive certification for routine obstetric services
- decrease the provider workload

## **NIA Provider Portal Link**

Optima Health will add to our secure website, Provider Connection, an option for advanced imaging and select cardiac services authorizations. This link will direct you to the [National Imaging Associates Inc. \(NIA\) provider portal](#). This program supports prior authorizations for nonemergent advanced outpatient imaging and some cardiac services.

Sincerely,

Your Optima Health Team