



Provider Alert

Urgent Provider News



Dear Provider,

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

- Correction: Provider News
- Reminder: Quest Diagnostics is Sentara Health Plans Exclusive Lab Provider
- New Verification Forms for Medicare
- Behavioral Health Updates
- New Provider Services Hours
- Upcoming Educational Opportunities

Correction: Provider News

Please review updates to the following articles:

- [Billing Reminder: Personal Care Services](#)
- [Clarification to Behavioral Health Providers](#)
- [Update on Three-Day Payment Window Implementation](#)
- [Sentara Health Plans to Move CGM from the Medical Benefit to the Pharmacy Benefit for Medicaid Members—Effective Date Adjusted to August 1](#)

Reminder: Quest Diagnostics is Sentara Health Plans Exclusive Lab Provider

Effective January 1, 2025, Quest Diagnostics is the exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for members of Sentara Health Plans commercial and government programs.

For more information, please visit sentarahealthplans.com.

New Verification Forms for Medicare

Sentara Medicare has recently introduced new verification forms that are similar in appearance but serve distinctly different purposes. We have modified the forms to simplify the process and have outlined the purpose of each form below:

Pre-enrollment Qualification Assessment Tool (PQAT)

To complete member enrollment in Sentara Medicare Engage, the health plan must adhere to the Centers for Medicare & Medicaid Services' (CMS) verification requirement within the first month to continue the member's enrollment in their selected plan. The forms are as follows:

- [Sentara Medicare Engage - Lung \(HMO C-SNP\) C-SNP Member Pre-enrollment Qualification Assessment Tool \(PQAT\)](#)
- [Sentara Medicare Engage – Diabetes and Heart \(HMO C-SNP\) C-SNP Member Pre-enrollment Qualification Assessment Tool \(PQAT\)](#)

You may receive the PQAT form from a patient, their broker, or Sentara Medicare enrollment. Please complete, sign, and send it back to Sentara Medicare at the fax number listed on the form under the provider heading within the requested timeframe to ensure the member can continue receiving timely care.

Behavioral Health Updates

Behavioral Health Medicaid Authorization Forms

To better serve you and our members, Sentara Health Plans is enhancing the way we process authorization requests. **We kindly ask that you use the correct authorization submission forms and exclude cover sheets when submitting your requests.**

Using the appropriate forms allows our system to efficiently route your request to the clinical team for review. These small changes will:

- Speed up processing times
- Reduce administrative delays
- Help members receive timely care

Your partnership in this effort is essential to improving outcomes for the communities we serve. If you need access to the correct forms or have questions, please visit sentarahealthplans.com or contact our provider services team at 1-800-648-8420.

Community Mental Health Providers - Reminder for Fax Confirmations for Crisis Registrations

We would like to remind you that Sentara Health Plans accepts fax confirmations for crisis registrations as proof of timely submission and successful transmission. However, many fax confirmations we receive lack essential member identification, which is necessary for cross-referencing against the faxed requests and for waiving timely processing requirements.

Please ensure that all fax confirmations include member-specific information such as the member ID number, or the member's name, and date of birth. Additionally, the fax confirmation sheet must be time-stamped from a fax machine and not a typed Word document.

Moving forward, fax confirmations submitted without this information will not be processed as received timely.

New Provider Services Hours

Effective July 1, 2025, provider services will be extending their hours from 7 a.m. to 7 p.m., Monday through Friday, for Medicaid providers who are part of the Cardinal program through the Department of Medical Assistance Services (DMAS).

Upcoming Educational Opportunities

Authorization Tips & Updates

Join us for authorization tips and updates on accurately submitting an authorization through JIVA.

To register, please visit sentarahealthplans.com.

New Provider Orientation

This webinar is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will provide you with guidance on how you may achieve solutions for common questions or challenges without having to call provider customer service.

To register, please visit sentarahealthplans.com.

Provider Quality Care Learning Collaborative – Care for Pediatric Members

We will highlight significant changes, review relevant quality or value-based care measures, address areas of opportunity we are focused on, review member support resources, programs and initiatives, and share provider resources to support your care gap closure efforts.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

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