

Provider Updates



Dear Provider,

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

- [Multi-factor Authentication Tool Change](#)
- [Glucose Monitor Sensor Recall](#)
- [Tobacco Cessation Referrals](#)
- [Authorization and Medical Policy Updates](#)
- [Upcoming Educational Opportunities](#)

Multi-factor Authentication Tool Change

Sentara is transitioning our multi-factor authentication tool from Cisco Duo to Microsoft Authenticator. **For enrollment support, please call 757-857-8190 or 855-306-2252 and select option 6.**

Glucose Monitor Sensor Recall

Abbott Diabetes Care has issued a letter to distributors, health care providers, and affected customers recommending certain glucose monitor sensors be removed from where they are used or sold:

- FreeStyle Libre 3 Sensor

- Model Numbers: 72081-01, 72080-01
- Unique Device Identifiers (UDI-DI): [00357599818005](#), [00357599819002](#)
- FreeStyle Libre 3 Plus Sensor
 - Model Numbers: 78768-01, 78769-01
 - Unique Device Identifiers (UDI-DI): [00357599844011](#), [00357599843014](#)

For more information, visit [fda.gov](https://www.fda.gov).

Tobacco Cessation Referrals

Easily refer patients to the state tobacco quit line directly in Epic. Both Quit Now Virginia and Quitline NC provide free, 24/7 counseling for patients aged 13+ 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](#).

Authorization and Medical Policy Updates

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

Upcoming Educational Opportunities

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 offer guidance on how to find solutions for common questions or challenges without contacting provider services.

To register, please visit sentarahealthplans.com.

Lunch & Learn: Provider Website Tour – Provider Orientation Part 2

Join Us for an Interactive Lunch Hour Website Tour

Take a break and join us for an informal, yet informative, session designed to make navigating our provider website simple and efficient. During this hour, you'll discover how to:

- Navigate our provider portal with confidence
- Access and utilize self-help resources
- Find guidance and tools to successfully conduct business with us
- Get answers quickly on your own without having to call for assistance

Bring your questions and curiosity. We're here to help you get the most out of our resources.

To register, please visit sentarahealthplans.com.

Claims Brush-up

Join us for a for a 30-minute interactive session, designed to keep you informed about important health plan changes. This session offers key insights into evolving claims activity, recent operational updates, and process enhancements that influence your daily workflows.

During this webinar, you will:

- Gain a clear understanding of emerging claims trends and how they may affect your practice
- Learn about new operational updates that help to simplify tasks and improve overall efficiency
- Review essential process changes that support timely, accurate claims submissions
- Participate in a live Q&A with a member from our expert team to get the clarity you need

Whether you're new to claims management or a seasoned professional, this session will help you stay informed, compliant, and prepared for what's next.

To register, please visit sentarahealthplans.com.

Provider Quality Learning Collaborative

We encourage all providers and their staff interested in discovering new workflow ideas to improve care gap performance to attend our April 1 session. You will hear a provider's journey in using their electronic medical record (EMR) "ticketing" system to electronically schedule patient nurse visits for blood pressure rechecks and lab appointments for elevated A1c results. Our quality team will also introduce a new resource on developmental screening best practices. Time will be reserved for an open forum discussion and Q&A.

The May 6 session is designed for behavioral health providers, primary care providers (PCPs), and their staff interested in reducing preventable behavioral health admissions and readmissions. Our behavioral health team will provide an overview of our programs and resources available at Sentara Health Plans. Additionally, our quality will review depression screening tips and best practices. We will reserve time for an open forum so participants can discuss their successes and barriers in these areas as well as ask questions.

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

Appeals, Reconsiderations, and Contestment Process

Join us for a comprehensive training on reconsiderations and appeals. This session is designed to give you clear, practical guidance on submitting reconsiderations and appeals with accuracy and confidence.

Together we will:

- Break down the differences between reconsideration and appeal processes
 - Understand requirements, timelines, and submission pathways by plan type so you know exactly what to send and where
- Walk through step-by-step submission procedures
 - Learn how to avoid common errors and streamline your workflow for faster, more efficient resolution
- Explore provider website tools and self-help resources
 - Get introduced to the online guides, forms, and reference materials available to support you right at your fingertips

Whether you're new to these processes or looking to sharpen your expertise, this training will equip you with the knowledge and tools you need for smoother, more successful submissions.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)