



Provider Alert

Urgent Provider News



Date: February 29, 2024

Dear Provider,

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

- [Access to the Former Virginia Premier Portal Restored](#)
- [Self-Service Password Reset Process](#)
- [NIA - Scheduled Outage](#)
- [Percutaneous Coronary Procedures: Modifiers Required](#)

Access to the Former Virginia Premier Portal Restored

Access has been restored to the former Virginia Premier Provider Portal. You may view claims status for dates of service in 2023. You may also submit claims reconsiderations for all former Virginia Premier claims, former Optima Health Medicare claims with dates of service from May 1, 2023, and all Sentara Health Plan Medicare and Medicaid claims for dates of service beginning January 1, 2024.

You may still view eligibility and authorizations in the Sentara Health Plans Provider Portal.

Self-service Password Reset Process

Beginning Thursday, February 29, non-Sentara Health affiliated users such as brokers, providers, and staff, will be able to perform self-service password resets for Provider Connection, the Sentara Health Plans secure portal. [We have developed a helpful resource to walk you through the steps and acquaint you with the interface.](#) Please note that self-service password reset procedures for Sentara Health employed providers and staff remain unchanged.

It's essential to sign in at least once every 90 days to maintain an active provider portal profile. Should you encounter any difficulties during the self-service password reset process or if your account expires, request assistance at providerconnectionsupport@sentara.com.

NIA - Scheduled Outage

Evolut (formerly NIA) has scheduled a RadMD outage for the weekend of March 8, due to a system migration. This migration will temporarily affect your access to their systems. The scheduled outage will run from 3 p.m. Eastern Standard Time (EST) on Friday, March 8, until 7 a.m. EST on Monday, March 11. Full functionality of all systems is anticipated by Monday, March 11.

- **Planning Ahead:** We recommend planning ahead and submitting authorizations earlier in the week to minimize disruptions. Normal authorization submission can resume once the RadMD portal is operational again on Monday, March 11.
- **Authorization Status:** Please be aware that during the outage, you won't be able to check the status of existing authorizations in the RadMD portal. Also, Evolut won't be able to provide authorization status updates over the phone. Kindly perform any necessary authorization status checks before the system downtime or wait until Monday, March 11, for updates.
- **Submitting Requests During Outage:** If you have an urgent authorization request or one that needs immediate attention, you can initiate a manual authorization. Contact Evolut during regular business hours on Friday, March 8, or between 10 a.m.-1 p.m. EST on Saturday, March 9, and Sunday, March 10. [Please click here for a list of toll-free contact numbers.](#)

- **Appeal Requests During Outage:** Similarly, for urgent appeals or those that can't wait until system restoration, please contact the toll-free numbers provided above during regular business hours on Friday, March 8, or between 10 a.m.–1 p.m. EST on Saturday, March 9, and Sunday, March 10, to be directed to the appeals team. Evolent won't be able to process appeals fully during the outage but will gather information for processing after systems are restored on Monday, March 11.

For further assistance, contact radmdsupport@evolent.com.

Percutaneous Coronary Procedures: Modifiers Required

Effective May 1, Sentara Health Plans will implement a requirement, in accordance with CMS regulations for billing and coding, mandating the use of specific modifiers when reporting percutaneous coronary intervention (PCI) procedures to identify the vessel undergoing the procedure. This requirement will be applicable across all commercial, Medicaid, and Medicare products. Providers registered for the secure portal may review payment policy 4349 Percutaneous Coronary Interventions to ensure your team is aware of the impacted procedures listed below:

- LC (left circumflex coronary artery)
- LD (left anterior descending coronary artery)
- RC (right coronary artery)
- RI (Rasmus intermedius artery)

If you are not registered for Provider Connection, [click here to complete the registration form](#).

Sincerely,
Your Sentara Health Plans Team