



# Provider Alert

Urgent Provider News



Date: May 17, 2024

Dear Provider,

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

- [Appointment Standards and After-Hours Protocol](#)
- [Register for the Provider Quality Care Learning Collaborative](#)

## Appointment Standards and After-Hours Protocol

Access to care is a key component of quality care. As a condition of participation, providers must provide covered services to members on a 24-hour, 7-day per week basis, in accordance with Sentara Health Plan's standards for provider accessibility. This includes, if applicable, call coverage or other back-up, or providers can arrange with an in-network provider to cover patients in the provider's absence.

Providers may direct the member to go to an emergency department for potentially emergent conditions and this may be done via a recorded message. Sentara Health Plan providers can access Appointment Standards in the [Provider Manuals](#).

## Register for the Provider Quality Care Learning Collaborative

The Provider Quality Care Learning Collaborative, previously titled Provider Quality Care Workgroup, will continue the discussion on why closing care gaps is crucial and has a direct impact on your patients', our members' healthcare outcomes. We encourage your designated quality subject matter expert(s), key clinical representative(s), and other staff members to join us virtually to learn how you can identify and address care gaps effectively.

Our guest speaker in June will be Lavinia Smith, PhD, MSN, RN, Sr. Director of Strategy, Behavioral Health. [Click here to register.](#)

Sincerely,  
Your Sentara Health Plans Team

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[Register for upcoming provider webinars](#)  
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