

Provider Updates



Dear Provider,

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

- [LTSS Provider Community – Notice of Change](#)
- [Tobacco Cessation Referrals](#)
- [Telehealth Audio Only – Modifier 93](#)
- [Update to Vitamin D Testing Requirements](#)
- [Authorization and Medical Policy Updates](#)
- [Upcoming Educational Opportunities](#)

LTSS Provider Community – Notice of Change

To better align contracting services across the health plan, Sentara Health Plans will discontinue our partnership with our current vendor partner, HEOPS, for the administration of our Long-Term Services and Supports (LTSS) contract. Beginning Wednesday, April 1, 2026, Sentara Health Plans will begin direct contracting with our eligible LTSS provider partners with a contract effective date this plan year of Thursday, October 1, 2026.

All LTSS providers will have an opportunity to apply for partnership with Sentara Health Plans, and all eligible providers will receive outreach from an assigned contract manager that will

initiate next steps in the contracting process. Mandatory training must be completed by all eligible LTSS providers before contract execution.

Key information regarding this change:

- The purpose is to streamline and align contracting services across the provider network, improving care delivery.
- This change affects the administrative, vendor-managed contracting process for LTSS providers. HEOPS contract affiliation will terminate effective September 30, 2026.
- Direct contracting with Sentara Health Plans will become effective on October 1, 2026.
- A Sentara Health Plans training session is required for all eligible LTSS providers before a contract can be executed. A follow-up communication will be sent to all LTSS provider partners outlining additional details about this process.

If you have any questions regarding this notice, please contact Sentara Health Plans provider services at 1-800-229-8822. We appreciate your assistance in serving our members and meeting their healthcare needs.

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](#).

Telehealth Audio Only – Modifier 93

Effective May 1, 2026, Sentara Health Plans will no longer require Modifier 93 on audio only telehealth services codes 98008-98015 for synchronous, time-based medical decision-making. Modifier 93 is typically used to indicate audio-only real-time service.

Update to Vitamin D Testing Requirements

Effective May 1, 2026, Vitamin D requirements will follow the Local Coverage Determination (LCD) set forth by the Palmetto Government Benefit Administrators (GBA) and the Centers for Medicare and Medicaid Services (CMS) to require specific ICD-10 diagnosis codes when billing with Vitamin D CPT procedure codes 82306 and 82652.

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 serves as a comprehensive introduction to Sentara Health Plans, designed for both newly contracted providers and those seeking a refresher. This session delivers an in-depth overview of our key resources, self-service tools, and core operational processes to support an efficient and successful working relationship.

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.

Provider Quality Learning Collaborative

May 6 Session: This 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 team 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.

June 3 Session: This session is designed for primary care and other practitioners and their staff that are interested in learning how Sentara Health Plans engages members through education and interventions to increase utilization of preventive services and improve health outcomes for members with chronic conditions such as diabetes. We will also review the Medicare Health Outcomes Survey (HOS), a CMS required measure of patient reported changes in physical and mental health, and how evidence based primary care interventions directly influence Dual Eligible Special Needs Plans (D-SNPs) quality outcomes. We will reserve time for an open forum so participants can discuss their successes and barriers with outcomes, as well as ask questions.

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

Appeals, Reconsiderations, and Contestment Process

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

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
- Discuss the contestment process once a retraction takes place and next steps
- 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](#)