



Provider Alert

Urgent Provider News



Dear Provider,

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

- Clinical Practice Guidelines
- 23-Hour Crisis Stabilization Services
- Availability Essentials

Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are adopted to help practitioners and members make decisions about appropriate healthcare for specific clinical circumstances.

Sentara Health Plans adopts and disseminates CPGs relevant to its membership for the provision of health, acute, and chronic medical services, and for preventive and non-preventive behavioral health services. Clinical data in a particular case may necessitate or permit deviation from these guidelines.

Copies of clinical guidelines are available via mail, email, or fax. To request a printed copy, please contact the member safety department at 757-252-8400 or toll-free at 1-844-620-1015.

CPGs are also available on the [Sentara Health Plans website](#).

23-Hour Crisis Stabilization Services – Regulatory Update

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) is requiring providers of 23-Hour Crisis Stabilization services to obtain one of the following licenses:

- MH Center-Based Crisis Receiving Center for Adults (02-040)
- and/or
- MH Center-Based Crisis Receiving Center Children and Adolescents (02-041)

Current providers of 23-Hour Crisis Stabilization services have 90 days from July 17 to obtain the appropriate license for the service being provided and must complete the Department of Medical Assistance Services (DMAS) enrollment process with the new license. Providers of 23-Hour Crisis Stabilization are required to do all the following actions by October 17, 2024.

If you are a Sentara Health Plans participating provider who offers 23-Hour Crisis Services and do not meet the October 17 deadline of enrolling with the new DBHDS license and applicable provider type(s) and specialty, you will not be eligible to provide these services for Sentara Health Plans or be reimbursed by DMAS or its contractors until enrollment is complete and approved. Please be advised that any requests for retroactive claims reimbursements for 23-Hour Crisis Stabilization services for any provider not in possession of the updated licensure(s) by October 17 will be denied by Sentara Health Plans and will not be paid under any circumstances—no exceptions.

Participating providers will also receive a detailed letter pertaining to this regulatory change via USPS mail.

Please send a copy of your new license to our credentialing department via email at Cred_Org_Apps@sentara.com and in the subject line please note: **New 23-Hour Crisis Stabilization License**.

We appreciate your assistance in serving our members and meeting their healthcare needs.

Eligibility and Benefits is Now Live in Availity Essentials

You can now submit eligibility and benefits inquiries in Availity Essentials to Sentara Health Plans. This is part of a phased migration of transactions and more features will be released soon to streamline your workflow.

To learn more, register for a live webinar:

- [Tuesday, September 24, 2-2:30 p.m.](#)
- [Thursday, September 26, 1-1:30 p.m.](#)

Stay up-to-date on the availability of Availity features [here](#). If you are not registered, visit availity.com and click 'New to Availity?' to get started.

Sincerely,

Your Sentara Health Plans Team

[Register for upcoming provider webinars](#)
[View current policy and operations changes](#)