



Provider Alert

Urgent Provider News



Dear Provider,

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

- NPI and TIN Required to Authorize Vendor Imaging and Cardiac Services
- OncoHealth to Administer Oncology Benefits Management Program
- Sentara Health Plans to Resume Management of Post-acute Care, Home Infusion Therapy and Sleep Service Authorizations
- Authorization Updates Effective April 1

NPI and TIN Required to Authorize Vendor Imaging and Cardiac Services

Over the last several months, [Sentara Health Plans has been encouraging providers to use the national provider identifier \(NPI\) when submitting imaging authorizations](#). To expedite processing, effective February 21, 2025, both NPI and Tax Identification Number (TIN) of the rendering provider will be required on all authorization request submissions. This will allow Sentara Health Plans and Evolent to accurately link authorizations and process claims timely.

Evolent, our medical specialty solutions program partner, manages prior authorizations for non-emergent, advanced outpatient imaging, and some cardiac services.

OncoHealth to Administer Oncology Benefits Management Program

As previously announced, our partnership with OncoHealth® to administer Sentara Health Plans Oncology Benefits Management Program was rescheduled for implementation effective March 4, 2025.

OncoHealth will support prior authorization management of all Sentara Health Plans

commercial, Medicaid, and Medicare lines of business. OncoHealth will also provide Oncology Case Management for Sentara Health Plans' members through their Iris platform.

The suspension of the prior authorization requirement for medical oncology drugs and radiation therapy by Sentara Health Plans will end on March 3, 2025. Prior authorizations for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), CAR-T, pharmacy benefit oncology drugs, radiation therapy, and molecular genetic testing should be submitted to OncoHealth beginning on March 4.

Authorization requests can be submitted through the Sentara Health Plans provider portal or directly through OncoHealth's OneUM® portal.

The impacted codes will be viewable in the [Prior Authorization List \(PAL\)](#) on March 4.

The one-hour weekly training sessions for providers submitting prior authorizations to OncoHealth will be held every Tuesday at 1 p.m. from February 4 to March 11. [We encourage you to register today.](#)

Sentara Health Plans to Resume Management of Post-acute Care, Home Infusion Therapy and Sleep Service Authorizations

Effective March 31, 2025, health coaching, authorization support for post-acute care, home-infusion therapy services, and sleep services performed by CareCentrix® will be transitioned to Sentara Health Plans.

Post Acute Care

Currently requested services for skilled nursing care or inpatient rehab, along with post discharge case management, apply only to members with a commercial plan. Post-discharge case management includes receiving health coaching after inpatient admission. These members will be automatically transitioned to a Sentara Health Plans case manager. If a member needs assistance with post-discharge case management, please call 1-866-503-2730 from 8 a.m.–5 p.m., Monday through Friday.

On April 1, 2025, skilled nursing facility (SNF) and inpatient rehabilitation (IPR) authorization requests for commercial members must be faxed to Sentara Health Plans at 1-844-715-6318 or 757-822-6201.

Home Infusion Therapy Services

Medicare, Medicaid, and commercial members receiving home infusion therapy services from a CareCentrix provider will be issued a 90-day authorization in cases where out-of-network providers are being utilized. During the transition period, case management will work with members and ordering providers to facilitate the transition to network providers when needed.

Sleep Services

Home sleep studies will no longer require authorization for Medicaid, Medicare, and commercial plan members. In-lab sleep studies and titrations will require authorization and must be faxed to Sentara Health Plans or entered via the provider portal. Request forms can be found on the [Sentara Health Plans website](#).

Authorization Updates Effective April 1

Sentara Health Plans has a new medical policy weblink available to access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies. You can access this at sentarahealthplans.com/providers/clinical-reference/medical-policies.

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

Sincerely,
Sentara Health Plans

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