



# Provider Alert

Urgent Provider News



Dear Provider,

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

- Former Virginia Premier Portal Will Retire on December 31, 2024
- View Claims Status in Availity Essentials
- Reminder—Inappropriate Use of Modifier 57

## Former Virginia Premier Portal Will Retire on December 31, 2024

In our continuous effort to consolidate and streamline our self-service capabilities, Sentara Health Plans will be retiring [the former Virginia Premier Portal](#) effective December 31, 2024. This will enable us to deliver a more user-friendly self-service experience with Availity. [Access our provider portals.](#)

As a result of the termination, providers will no longer have access to obtain claim status or submit claim reconsiderations for Medicare and Medicaid claims through the former Virginia Premier Provider Portal.

In the interim, providers can register with Optum to submit claim reconsiderations electronically for Medicare and Medicaid claims until this is available in Availity.

[Click here to register with Optum](#), select "Need an account?" and then follow the prompts.

## **View Claims Status in Availity Essentials**

You can now inquire about the status of submitted claims in Availity Essentials for Sentara Health Plans. Claim Status is the latest feature—joining Eligibility and Benefits, Claims, Remittance Viewer, and Payer Spaces—available for Sentara Health Plans in Essentials.

Providers can search claim status one year from the date the claim was submitted. If you are unable to locate a claim in Availity Essentials, you may contact provider services at 1-800-229-8822.

To learn more, sign in to Availity Essentials, and click one of the links below to register for a live training session:

- [Tuesday, November 12, 2:00 p.m.](#)
- [Thursday, November 14, 1:00 p.m.](#)

## **Reminder—Inappropriate Use of Modifier 57**

Sentara Health Plans requires modifier 57 on professional services when there is a surgical procedure performed on the same day or the day after an evaluation and management by the same provider for a major procedure.

Sincerely,  
Your Sentara Health Plans Team

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