



Provider Alert

Urgent Provider News



Dear Provider,

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

- HCA Healthcare Announces Behavioral Health Child and Adolescent Services Changes—Effective December 31, 2024
- Medicare Telehealth Coverage in 2025
- DME Recall—Infusion Pump Issue from Fresenius Kabi USA
- Attention Behavioral Health Providers: ACT/MST/FFT Authorization Reinstatement—Updated
- OncoHealth Provider Training Sessions Resume on February 4—Register Today

HCA Healthcare Announces Behavioral Health Child and Adolescent Services Changes—Effective December 31, 2024

Lewis-Gale Medical Center will no longer accept new inpatient admissions for its adolescent (ages 13-17) program, beginning December 31, 2024. The center will convert its adolescent inpatient behavioral health beds to adult (ages 18+) inpatient behavioral health beds. If a Lewis-Gale Medical Center patient requires care beyond December 31, their care team will work closely with the patient and their family to facilitate a seamless transfer to a nearby facility that offers similar behavioral health services within their preferred travel distance. The outpatient clinic serving children and adolescents will remain operational.

Chippenham Medical Center will no longer accept new inpatient admissions for its child program (ages 5-12), beginning December 31, 2024. The center will convert its child inpatient behavioral health beds to adolescent (ages 13-17) inpatient behavioral health beds. Chippenham Hospital has committed to finishing the inpatient treatment of their remaining pediatric patients at the facility. Adolescent outpatient behavioral health services will continue as usual.

HCA has updated its website and call center to reflect these changes to aid in the process of communicating with patients.

Medicare Telehealth Coverage in 2025

Effective January 1, 2025, Sentara Health Plans will cover approved benefit services that are included on the Centers for Medicare & Medicaid Services (CMS) fee schedule when billed using the appropriate CPT or HCPCS code.

For details, visit [cms.gov](https://www.cms.gov) and download the **CY 2025 PFS Final Rule List of Telehealth Services** information.

DME Recall—Infusion Pump Issue from Fresenius Kabi USA

A recall safety alert has been identified in alignment with the Food and Drug Administration's (FDA) *Communication Pilot to Enhance the Medical Device Recall Program*. The recall affects an infusion pump from Fresenius Kabi USA.

Visit [fda.gov](https://www.fda.gov) to learn more.

Attention Behavioral Health Providers: ACT/MST/FFT Authorization Reinstatement— Updated

Effective January 1, 2025, Sentara Health Plans will require prior authorization reviews for Assertive Community Treatment (ACT), Multisystemic Therapy (MST), and Functional Family Therapy (FFT) services as directed by The Department of Medical Assistance Services (DMAS). These reviews will be based on the criteria and medical necessity guidelines detailed in the DMAS Manuals.

In preparation for this transition, the Sentara Health Plans behavioral health utilization management team requests that all service providers submit a list using the provided template. This list should include members currently receiving ACT/MST or FFT services, as well as those expected to continue receiving these services on and after January 2, 2025.

To streamline the process, [please download this template](#), compile your list, and submit it to kxbeers@sentara.com at your earliest convenience. **Kindly ensure that only one list is sent per provider.** Thank you for your cooperation.

OncoHealth Provider Training Sessions Resume on February 4—Register Today

As our partnership with OncoHealth to administer the Oncology Benefits Management Program has been delayed to March 4, 2025, the December training sessions have been postponed. The training series will resume on Tuesday, February 4, and will continue through March 11. The training will provide you with an overview of OncoHealth, how the oncology management program works, and what you, as a provider, can expect from the program. [To register for a training session, please click here.](#)

OncoHealth will provide prior authorization management of all Sentara Health Plans commercial, Medicaid, and Medicare lines of business for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), symptom management drugs, supportive agents, radiation therapy drugs, and molecular genetic testing.

If you have questions, please contact the OncoHealth provider relations team by phone at 1-888-916-2616 or email clientsupport@oncohealth.us.

Sincerely,
Your Sentara Health Plans Team

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