

Crosswalk from Sentara Health Plans to Availity Essentials

Sentara Health Plans began a phased migration to Availity Essentials on January 1, 2024. If you are a Sentara Health Plans provider, use this crosswalk topic to identify the Availity Essentials applications you can use to perform functions you previously performed on the Sentara Health Plans provider portal. See the [Portal Feature Matrix](#) on the Sentara Health Plans website for information on additional features coming soon to .

Note: This crosswalk will be updated as new Sentara Health Plans features are introduced.

1 To perform this function:	2 You accessed the tool this way in the Sentara Health Plans portal:	3 Now you can access this tool in Availity Essentials:	4 Get more information about this tool in Availity Essentials:
Submit a claim for a patient.	Not available after January 1, 2024.	<p>In the Availity Essentials secondary navigation bar, select Claims & Payments Claims & Encounters. On the Claims & Encounters page, select your organization; claim type (Professional Claim, Facility Claim, Dental Claim, Professional Encounter, or Facility Encounter); payer; and responsibility sequence.</p> <p>Note: Your organization's Availity Essentials administrator must assign you the Claims role.</p>	<p>Quick start guide</p> <ul style="list-style-type: none">• Claims <p>Help topics</p> <ul style="list-style-type: none">• Claims & Encounters overview <p>Training demos</p> <ul style="list-style-type: none">• Professional Claim (new) – Training Demo• Facility Claim – Training Demo

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Create claim templates and submit claims for multiple patients at the same time.	Not available.	Access the Quick Claims application: In the Availity Essentials secondary navigation bar, select Claims & Payments Quick Claims .	Quick start guide <ul style="list-style-type: none"> • Quick Claims Help topics <ul style="list-style-type: none"> • Quick Claims overview • Complete a Quick Claim Training demo <ul style="list-style-type: none"> • Quick Claims - Training Demo
Access applications, resources, and news and announcements specific to the payer.	Not available.	In the Availity Essentials secondary navigation bar, select Payer Spaces , and then select the payer logo. Note: Your organization's Availity Essentials administrator must assign you the Base role.	Quick start guide <ul style="list-style-type: none"> • Payer Spaces Help topics <ul style="list-style-type: none"> • Access a Payer Space • Use a Payer Space Training demo <ul style="list-style-type: none"> • Payer Spaces Overview – Training Demo

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To perform this function:	You accessed the tool this way in the Sentara Health Plans portal:	Now you can access this tool in Availity Essentials:	Get more information about this tool in Availity Essentials:
View and reconcile electronic remittance advice (ERA) or 835 data.	<p>In the left navigation menu, select Claims View Medical/ Behavioral Claims.</p> <p>Select your practice and then select one of the available search options (Member ID, Medicaid ID, SSN, or First/Last Name). When the search is complete, a list of identified members appears. Select a member number to see if any claims are available.</p> <p>If claims are available, you can select PAID or Denied claims. Select the Reconsider a Claim link to submit a form for claim correction.</p> <p>Note: If an error occurs for Member ID, please include any asterisks or numbers that follow on the member's ID.</p>	<p>In the Availity Essentials secondary navigation bar, select Claims & Payments Remittance Viewer.</p> <p>Note: Your organization's Availity Essentials administrator must assign you the Claim Status role.</p>	<p>Quick start guide</p> <ul style="list-style-type: none"> • Remittance Viewer <p>Help topics</p> <ul style="list-style-type: none"> • How to search for remittances and view remittance information <p>Training demo</p> <ul style="list-style-type: none"> • Remittance Viewer: Tips for finding what you need. Fast.

1 To perform this function:	2 You accessed the tool this way in the Sentara Health Plans portal:	3 Now you can access this tool in Availity Essentials:	4 Get more information about this tool in Availity Essentials:
Verify a patient's eligibility and benefits.	<p>In the left navigation menu, select Eligibility View Eligibility.</p> <p>Apply one of the required search fields displayed on the main page (Member ID, Medicaid ID, SSN, or First/Last Name) to search for member information.</p> <p>Note: If an error occurs for Member ID, please include any asterisks or numbers that follow on the member's ID.</p>	<p>In the Availity Essentials secondary navigation bar, select Patient Registration Eligibility and Benefits Inquiry.</p> <p>Note: Your organization's Availity Essentials administrator must assign you the Eligibility & Benefits role.</p>	<p>Quick start guide</p> <ul style="list-style-type: none"> • Eligibility and Benefits Inquiry <p>Help topics</p> <ul style="list-style-type: none"> • Submit an eligibility and benefits request to the payer. • View a patient's eligibility and benefits returned by the payer. <p>Training demo</p> <ul style="list-style-type: none"> • Eligibility & Benefits Inquiry – Training Demo
Verify the status of a patient's claim.	Not available after June 25, 2025.	<p>In the Availity Essentials secondary navigation bar, select Claims & Payments Claim Status.</p> <p>Note: Your organization's Availity Essentials administrator must assign you the Claim Status role.</p>	<p>Quick start guide</p> <ul style="list-style-type: none"> • Claim Status <p>Help topics</p> <ul style="list-style-type: none"> • Search for claims • View a claim's status <p>Training demo</p> <ul style="list-style-type: none"> • Claim Status – Training Demo

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View a copy of a member's ID card.	In the left navigation menu, select Eligibility → View Eligibility . Search for a member and then select the member's ID number. In the member's results, select the View button next to Member ID Card.	In the Availity Essentials secondary navigation bar, select Patient Registration Eligibility and Benefits Inquiry . Enter information to conduct an eligibility and benefits inquiry for a member. In the member's results, select the Member ID Card button.	Help topics <ul style="list-style-type: none"> • View a patient's member ID card

Note: If the links do not redirect you to the indicated page, please check your browser's settings for pop-ups and redirects. Be sure to allow pop-ups and redirects from apps.availity.com, www.availity.com, and availitylearning.learnapon.com.

For additional information regarding the capabilities of the Sentara Health Plans provider portal, please refer to the **How To** tools in the Provider Toolkit here: <https://www.sentarahealthplans.com/providers/provider-support/provider-toolkit>