



Provider Alert

Urgent Provider News



Dear Provider,

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

- Authorization Payment Limits
- Provider Payment Processing Transition to Zelis Payments Network
- Remaining Current on Sentara Health Plans Medicaid
- Policy and Operations Updates
- Authorization Updates Effective September 1
- Implementation of Operations Update #OPSBHPA070124

Authorization Payment Limits

On September 16, Sentara Health Plans will require that the frequency and duration of requested services be added to authorization requests for long-term services and supports (LTSS) and behavioral health services. When submitting by portal or fax, line item details explaining how services will be administered will also be required.

After review, the utilization management team will enter the approved amount in accordance with your frequency and duration amounts. This change will not decrease the number of approved units that are met during the medical necessity review.

Examples:

40 hours per week for X weeks

12 visits per month for X months

We have scheduled multiple Authorization Payment Limit training sessions that will be led by members of our utilization management team to orient you to this change, as well as provide opportunities for questions and answers.

[August 26, 1-2 p.m.](#)

[September 5, 1-2 p.m.](#)

[September 10, 12-1 p.m.](#)
[September 18, 12-1 p.m.](#)

Provider Payment Processing Transition to Zelis Payments Network

Zelis Payments Network has recently completed an acquisition of Payspan, and later this year, Sentara Health Plans will be moving to Zelis Payments Network. While many of our provider partners are currently using Zelis Payments Network for preferred payment methods, there will be some providers who will need to enroll to continue receiving electronic payments.

We will be sharing additional information soon, including the transition date and actions required by the provider community. This transition provides multiple payment options and ease of access for our provider network, and we're excited to offer access to Zelis Payments Network later this year.

Remaining Current on Sentara Health Plans Medicaid

As a valued provider in Sentara Health Plans network, we want you to know where to find the information pertaining to Medicaid coverage. Important details can be found online at [sentarahealthplans.com](https://www.sentarahealthplans.com) under the Medicaid member resources page and also in our Member Handbook or Evidence of Coverage.

To have printed copies mailed to your office, please call provider services at 1-800-881-2166.

Policy and Operations Updates

Please review the following updates:

- [Modifier 51](#)
- [Telemonitoring Frequency Limits](#)

Authorization Updates Effective September 1

Visit our website to [view the most recent authorization updates](#), effective September 1. Sentara Health Plans has a new medical policy link 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](https://www.sentarahealthplans.com/providers/clinical-reference/medical-policies).

Implementation of Operations Update

#OPSBHPAo70124

[Behavioral Health Prior Authorization](#) requirement removing (H0023 and H0006) has been postponed. A new effective date will be announced as soon as possible.

Sincerely,
Your Sentara Health Plans Team

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