

Provider Updates



Dear Provider,

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

- [Medicaid Member Benefit Change—Continuous Glucose Monitors](#)
- [DMAS Memo: Change from RUG-IV to PDPM Grouper for Nursing Facility Claim Payments](#)
- [Upcoming Educational Opportunities](#)

Medicaid Member Benefit Change—Continuous Glucose Monitors

Due to recent changes from the Department of Medical Assistance Services (DMAS) for Continuous Glucose Monitors (CGM), Medicaid members who receive CGMs will now be able to have these covered as a medical or pharmacy benefit. If members want to utilize their medical benefit, prior authorization is required. If members already fill these products through their local pharmacies, no action is needed. This change is retroactive to July 1, 2025. See the DMAS memo [here](#).

DMAS Memo: Change from RUG-IV to PDPM Grouper for Nursing Facility Claim Payments

DMAS is updating nursing facility direct care rates using the Patient Driven Payment Model (PDPM), replacing RUG-IV. Other rate components remain unchanged. Starting October 1,

2025, facilities must bill using PDPM codes, and Managed Care Organizations (MCOs) must pay at least the PDPM-adjusted rate. The Optional State Assessment (OSA) is no longer required. To learn more and for updated rates and billing guidance, visit dmas.virginia.gov.

Upcoming Educational Opportunities

New Provider Orientation

This webinar is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will offer guidance on how to achieve solutions for common questions or challenges without contacting provider services.

To register, please visit sentarahealthplans.com.

Provider Quality Care Learning Collaborative – Value Based Care

We will highlight significant changes, review relevant quality or value-based care measures, address areas of opportunity we are focused on, review member support resources, programs and initiatives, and share provider resources to support your care gap closure efforts.

To register for the November 5 session on Value Based Care, please visit sentarahealthplans.com.

Lunch & Learn: Provider Website Tour – Provider Orientation Part 2

Join us for an informal virtual session during the lunch hour. These sessions will be held twice monthly and are designed to help you learn how to navigate our provider website and explore our self-help resource library for guidance in successfully conducting business with us.

To register, please visit sentarahealthplans.com.

Let's Talk Behavioral Health

Stay current with the latest behavioral health updates and trends. This session will highlight key changes, share relevant insights, and equip you with the information needed to navigate today's evolving behavioral health sector.

To register, please visit sentarahealthplans.com.

Claims Brush-up

This webinar is tailored to keep you informed on current claims trends, operational updates, and process changes. Gain the insights you need to streamline workflows, reduce administrative friction, and strengthen your partnership with us for continued success.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

[**Register for upcoming provider webinars**](#)

[**View current policy and operations changes**](#)