



Provider Alert

Urgent Provider News



Dear Provider,

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

- Portal Features Update
- OncoHealth Authorization Submission—Enter the Correct Place of Service
- Upcoming Educational Opportunities

Portal Features Update

We appreciate your patience as we continue to streamline how you conduct business with Sentara Health Plans through our Availity Essentials and provider portals.

Effective June 1, 2025, the following features will continue to be accessible through Availity Essentials:

- Eligibility and benefits inquiry
- View claims status
- Remittance viewer
- Claims submission
- Access member ID cards
- View payment policies
- Payer Space is where you can access some of our delegated vendors (Avalon and OncoHealth®) and other helpful resources.

The following features will remain available in the Sentara Health Plans Provider Portal:

- View eligibility
- Create/view status of authorizations
- Remits and pend reports – to view historical remittances prior to March 3, 2025

- Primary care provider (PCP) membership report
- Portal access roster report
- Member care plan – accessed through the JIVA portal
- Change password
- Device management portal

Effective June 15, 2025, the following features will **no longer** be available in the Sentara Health Plans Provider Portal:

- View authorization – this can be accessed through the create/view status of authorizations feature
- Advanced imaging and select cardiac services authorizations
- Medical claims
- Behavioral health claims
- Clear claim connection
- View payment policies
- Laboratory benefit management
- Quality scorecard
- Secret questions and answers

OncoHealth Authorization Submission—Enter the Correct Place of Service

When submitting authorizations through OncoHealth, please enter the correct place of service (POS) for timely and accurate processing. Please remember that:

- For services rendered **in the office**, enter the requesting provider as ordering provider and service/treating provider.
- For services rendered **in a facility**, enter the provider as ordering and the facility as service/treating provider.
- The servicing/treating provider information and place of treatment **must be the same** and should be where the member is receiving the service or where the service is being done.

Upcoming Educational Opportunities

Please plan to attend our New Provider Orientation webinars. It is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will provide you with the knowledge of how to achieve self-service for common questions or challenges.

Register here:

- [Wednesday, April 16, 7 a.m.](#)
- [Tuesday, April 22, 1 p.m.](#)

Sincerely,
Sentara Health Plans

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