



# Provider Alert

Urgent Provider News



Dear Provider,

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

- Quest Diagnostics Patient Service Centers List
- Durable Medical Equipment (DME) Recall Safety Alerts
- Behavioral Health Roundtable–Registration Open

## Quest Diagnostics Patient Service Centers List

In October, we announced that Quest Diagnostics will be the exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for Sentara Health Plans commercial and government programs members effective January 1, 2025. You may now view the Patient Service Centers for [Virginia, North Carolina, and Tennessee](#) and [Virginia, Maryland, and the District of Columbia](#).

## Durable Medical Equipment (DME) Recall Safety Alerts

Please review the following recalls from the Food and Drug Administration (FDA):

- [Mobility Devices](#)
- [Insulin Pumps](#)
- [Pneupac paraPAC plus™ Devices](#)

The alerts are for **awareness** of possible care coordination activities that may occur as a result of this recall. DME providers have the ultimate responsibility to identify the affected lot/serial numbers of impacted equipment. However, it is important to be aware of the recall as member safety is a priority. Additionally, it is understood that communication with our members is a shared responsibility between the manufacturer, FDA, facilities, distributors, health plan, and providers.

# Behavioral Health Roundtable—Registration Open

Please register to join our [Behavioral Health Roundtable](#) session about authorizations. You will have an opportunity to have your questions answered by a member of our utilization management team. Sessions are scheduled for November 25, November 27, and December 4.

Sincerely,  
Your Sentara Health Plans Team

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[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)