



# Provider Alert

Urgent Provider News



March 13, 2024

Dear Provider,

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

- Update: Secondary Claims Denial
- Long Term Support Services Claims Processing Issues

## **Update: Secondary Claims Denial**

We notified you in early February Sentara Health Plans identified that some secondary enrollment records were not populated correctly. This caused a claims routing error resulting in unpaid secondary claims for the impacted dual aligned members under our former Optima Health plan with 2023 dates of service. This unintended outcome included unpaid claims for Medicaid services.

The impacted enrollment records were reloaded correctly, and claims were reprocessed on February 7.

However, we have identified that interest payments were not made on claims that were processed after 30 days. We are currently working to analyze these claims and will remit a separate single lump sum payment specific to interest on the qualifying claims.

Additional information regarding timelines will be provided as it becomes available. You may direct any unresolved concerns to [contactmyrep@sentara.com](mailto:contactmyrep@sentara.com).

We recognize the significant impact this has had on our provider partners, and we appreciate your continued patience.

## **Long Term Support Services Claims Processing Issues**

On January 1, Sentara Health Plans implemented a claims platform update resulting in some Long Term Support Services (LTSS) providers receiving payment reductions for

services to Medicaid members. We have completed the necessary reconfigurations and all impacted claims have been identified and were submitted for adjustment on March 8. Remittance advice will show the original claim as retracted and repaid at the correct rate. The estimated date of completion for claims adjustments is March 14.

Sincerely,  
Your Sentara Health Plans Team