

Sentara Health Plans **Provider Portal Roadmap**

We understand that change is difficult to navigate and our transition to a single Sentara Health Plans portal includes several changes and updates.

This visual aid shows our current available resources by platform and our planned enhancements through Availity in the coming months.

Sentara Health Plans Portal

- View eligibility
- Create/View Status Authorization
- Medical Claims •
- Behavioral Health Claims
- Remits and Pend Reports

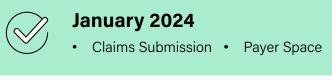
Reconsideration Portal

(Medicaid and Medicare Only)

- Claims Status •
- Claims Reconsiderations

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Sentara Provider Portal **Road Map-Availity**





March 2024

Remittance Viewer



September 2024

- Eligibility and Benefits Quick Claims



November 2024

Claims Status

Coming in 2025

- Member ID card viewer (spring)
- Claim Attachments
- Claim Corrections
- Claim Appeals and Reconsiderations
- Authorizations

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