



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

[LOGIN/REGISTER FOR OPTUM](#)

Sentara Provider Portal Road Map-Availity



January 2024

- Claims Submission
- Payer Space



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

[LOGIN/REGISTER FOR AVAILITY](#)