



# Provider Alert

Urgent Provider News



Dear Provider,

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

- Attention Behavioral Health Providers: ACT/MST/FFT Authorization Reinstatement—Updated
- Viewing Sentara Health Plans Payment Policies
- Educational Opportunities—Register Today

## **Attention Behavioral Health Providers: ACT/MST/FFT Authorization Reinstatement— Updated**

Effective January 1, 2025, Sentara Health Plans now requires prior authorization reviews for Assertive Community Treatment (ACT), Multisystemic Therapy (MST), and Functional Family Therapy (FFT) services as directed by the Department of Medical Assistance Services (DMAS) for payment. These reviews will be based on the criteria and medical necessity guidelines detailed in the DMAS manuals. Please ensure you send in authorization requests to the fax number listed on the form to avoid claim denials.

View the related authorization forms on [sentarahealthplans.com](https://sentarahealthplans.com).

## **Viewing Sentara Health Plans Payment Policies**

Sentara Health Plans payment policies are available for viewing through the payer space in [Availity Essentials](#).

## **Educational Opportunities—Register Today**

### **Reference Lab Network Round Table**

This session is designed as an open forum to respond to your questions about the transition to Quest Diagnostics as our national laboratory partner, effective January 1, 2025.

**Register here:**

- [Tuesday, January 14, 1 p.m.](#)

### **How Patients Benefit From the Care Management and Discharge Planning Partnership**

Learn how patients benefit from the collaboration between Sentara Health Plans care management and facility provider discharge planning teams, as well as the differences between the two teams. We will also review online care management resources.

**Register here:**

- [Wednesday, January 29, 1 p.m.](#)
- [Thursday, February 13, 1 p.m.](#)

### **Provider Quality Learning Collaborative**

Our next installment of the Provider Quality Care Learning Collaborative will focus on critical areas and highlight helpful resources to support your care gap closure efforts. We encourage your designated quality subject matter expert(s), key clinical representative(s), and other staff members to join us virtually to learn how you can identify and address care gaps effectively. Please note that this series will now be held monthly from February through November.

**Register here:**

- [Wednesday, February 5, 12 p.m.](#)

Sincerely,

Your Sentara Health Plans Team

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