



Provider Alert

Urgent Provider News



Dear Provider,

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

- New GLP-1 Formulary Provider Resource
- Payment Policies for Readmission for Commercial and Repeat Admission Medicare – Effective July 1
- Carefully Review All Claims Before Submission
- Upcoming Educational Opportunities
- Authorization Updates Effective July 1

New GLP-1 Formulary Provider Resource

Glucagon-like peptide-1 (GLP-1) agonists prescription indications are changing rapidly and it's challenging to keep pace. Sentara Health Plans pharmacy leaders and physician partners collaborated to create a resource to assist with determining the appropriate GLP-1 medication for your patients living with Type 2 diabetes, cardiovascular disease diagnoses, or need to lose weight.

The [GLP-1 formulary](#) will be updated regularly.

Payment Policies for Readmission for Commercial and Repeat Admission Medicare – Effective July 1

Sentara Health Plans is redefining Payment Policies for Readmission for Commercial and Repeat Admission Medicare as follows:

Hospital readmissions/repeat admissions shall include cases when members are readmitted to the same acute facility or an acute facility that is part of the same hospital network for the same or a similar diagnosis within thirty days of discharge, excluding planned readmissions, obstetrical readmissions, admissions to critical access hospitals, or in any case where the member was originally discharged against medical advice.

Carefully Review All Claims Before Submission

To avoid denials, incorrect payment, and delays in processing claims, it is critical that the rendering provider, date of service (DOS), and services on the authorization match the DOS and services provided on the claim before submission.

Upcoming Educational Opportunities

New Provider Orientation

This webinar is for newly contracted providers, new hires, or anyone seeking a refresher on how to successfully conduct business with Sentara Health Plans. We will provide you with guidance on how you may achieve solutions for common questions or challenges without having to call provider customer service.

To register, please visit sentarahealthplans.com.

Provider Quality Care Learning Collaborative – Medicaid Chronic Disease Management Programs Overview

We will highlight significant changes, review relevant quality or value-based care measures, address areas of opportunity we are focused on, review member support

resources, programs and initiatives, and share provider resources to support your care gap closure efforts.

To register, please visit sentarahealthplans.com.

Authorization Updates Effective July 1

Sentara Health Plans has a new medical policy weblink available to access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies. You can access this at sentarahealthplans.com/providers/clinical-reference/medical-policies.

Visit our [website](#) to view the most recent authorization updates.

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)