



# Provider Alert

Urgent Provider News



March 7, 2024

Dear Provider,

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

- **[Availity for claims submission during Change Healthcare outage](#)**
- **[Updated Medicaid Provider Manual](#)**
- **[Self-service password reset process](#)**
- **[Educational opportunities](#)**

## Availity for claims submission during Change Healthcare outage

Sentara Health Plans has partnered with Availity to offer providers support services during the outage resulting from the Change Healthcare cyber security incident. Providers can obtain support by completing a form found on the [Availity Lifeline](#).

Once the form is submitted, an Availity representative will begin working with the provider to assess the situation and advise on next steps. Providers who are registered for Availity Essentials and have an FTP account set up can begin sending claims immediately through Availity.

## Updated Medicaid Provider Manual

An updated [Sentara Health Plans Medicaid Provider Manual](#) is now available on our website.

The latest release includes regulatory updates on the following topics:

- Billing for noncovered services
- EPSDT referrals, treatment, and medical record documentation
- Mobile crisis provider requirements
- Pharmacists as Providers
- Provider data accuracy

Additional Updates:

- Newborn claim submissions: Outline the use of the temporary member ID to file a claim for newborns, while the subscriber is applying for Medicaid coverage for the newborn.
- Clearinghouses: Change Healthcare and Veradigm have been removed from the list of accepted clearinghouses.

## **Self-service password reset process**

As a reminder, please review the self-service password reset process that was shared in last week's [provider alert](#).

## **Educational opportunities**

Mark your calendars to join our upcoming educational sessions.

### **Quality Care Workgroup**

- March 14 – 7 a.m.

### **Claims Brush-Up Clinics**

- March 13 – 1 p.m.
- June 12 – 1 p.m.

### **Medical Provider Touchpoint**

- May 8 – 10 a.m.
- May 15 – 1 p.m.

## Let's Talk Behavioral Health

- May 14 – 1 p.m.

[Visit our website](#) to learn more and register. Presentations from previous sessions are also available for review.

Sincerely,  
Your Sentara Health Plans Team