

Provider Updates



Dear Provider,

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

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Medicaid Update: Upcoming Changes for Youth in Psychiatric Residential Treatment Facilities

Effective November 1, 2025, youth receiving services in Psychiatric Residential Treatment Facilities (PRTFs) will maintain enrollment in Cardinal Care Managed Care. Youth currently in a PRTF with admission dates prior to November 1, 2025, will remain in fee-for-service (FFS) until they are assigned to a Managed Care Organization (MCO) effective December 1, 2025.

The PRTF per diem payment will continue to be carved out of managed care and will be reimbursed by fee-for-service. The PRTF per diem does not include coverage for certain PRTF required services, including physician services related to assessment and diagnosis, medication management and supervision, drug testing, and psychological professional services delivered by facility staff or contractors. These PRTF required services are reimbursed separately from the PRTF per diem and will also continue to be paid through FFS.

Ancillary services such as physician specialists, therapy, occupational therapy, laboratory and radiology services, durable medical equipment, supplemental nutritional supplies, vision services, outpatient hospital services, dental and orthodontic services, emergency services and allowable mental health services (such as mobile crisis response) should be billed and reimbursed by the youth's MCO.

Important Update: Revised Provider Reconsideration Form Now Available

Sentara Health Plans has redesigned the Provider Reconsideration Form to improve efficiency and ensure accurate routing of all requests.

The updated form includes additional fields that capture key details, allowing us to correctly identify the request type and route it to the appropriate team. These enhancements support faster processing and better alignment with current operational guidelines.

To avoid delays and take full advantage of these enhancements, please replace any saved or printed versions of the old form and begin using the updated form immediately.

To access the updated form, visit sentarahealthplans.com.

Authorization Updates Effective January 1

Access all current behavioral health, durable medical equipment, imaging, medical, obstetrics, pharmacy, and surgical policies on the Sentara Health Plans [medical policy webpage](#).

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

Authorization Requirement Change for Select Medications

Effective January 1, 2026, the following medications will require prior authorization. **These codes previously did not require authorization:**

- **J0897** – Prolia® & Xgeva® (denosumab)
- **Q5136** – Jubbonti® & Wyost® (denosumab-bbdz)

Please ensure authorization is obtained prior to administration on or after the effective date.

For more information, visit sentarahealthplans.com.

Upcoming Appointment Availability and After-Hours Survey

Beginning in October, our contracted survey vendor, Press Ganey, will conduct a survey with a random sampling of providers to assess appointment availability and after-hours coverage. This survey supports Sentara Health Plans in meeting standards set by the National Committee for Quality Assurance (NCQA), fulfilling regulatory requirements, and gaining valuable insight into provider availability within our network.

Survey Details:

- **Appointment Availability:** Providers will receive calls from Press Ganey during regular office hours to assess scheduling availability.
- **After-Hours:** Press Ganey will make calls outside of regular office hours to evaluate adherence to after-hours protocol.

As a reminder, to comply with Sentara Health Plans' after-hours coverage requirements, providers must have a live person or recorded message in to immediately direct patients to emergency care. If a live person is handling the call, they must offer the patient an opportunity to indicate whether the situation is an emergency prior to placing the call on hold. The call cannot be placed on hold without giving the patient an opportunity to speak.

Thank you for supporting timely access to care.

Commercial and D-SNP Provider Manuals

Sentara Health Plans is updating our current Commercial and Medicare Provider Manual in preparation for the retirement of our Medicare Advantage Prescription Drug (MAPD) and Chronic Special Needs (C-SNP) products, effective January 1, 2026.

Beginning in January 2026, we will introduce separate manuals for each line of business:

- Sentara Health Plans Commercial Provider Manual
- Sentara Health Plans D-SNP Provider Manual

The revised editions are scheduled for publication on the Sentara Health Plans website in late December 2025. A follow-up notification will be issued once the manuals are available.

To access the current Provider Manuals, visit sentarahealthplans.com.

Pharmacy Recall: Cyclobenzaprine 10MG Tablet Recall Due to Mislabeled Bottles

Unichem Pharmaceuticals is recalling Lot #GMML24026A of Cyclobenzaprine Hydrochloride Tablets USP, 10 mg (90-count), after bottles were mistakenly labeled but contain Meloxicam 7.5 mg tablets, posing a risk of serious adverse events.

To read more, visit sentarahealthplans.com.

Pharmacy Recall: OCALIVA® Market Withdrawal

Intercept Pharmaceuticals has voluntarily withdrawn **OCALIVA® (obeticholic acid)** from the U.S. market for the treatment of **primary biliary cholangitis (PBC)** following a request from the FDA. All U.S. clinical trials involving obeticholic acid are now on hold.

To read more, [visit sentarahealthplans.com](https://sentarahealthplans.com).

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 offer guidance on how to

achieve solutions for common questions or challenges without contacting provider services.

To register, please visit sentarahealthplans.com.

Provider Quality Care Learning Collaborative – Value Based Care

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 for the November 5 session on Value Based Care, please visit sentarahealthplans.com.

Lunch & Learn: Provider Website Tour – Provider Orientation Part 2

Join us for an informal virtual session during the lunch hour. These sessions will be held twice monthly and are designed to help you learn how to navigate our provider website and explore our self-help resource library for guidance in successfully conducting business with us.

To register, please visit sentarahealthplans.com.

Let's Talk Behavioral Health

Stay current with the latest behavioral health updates and trends. This session will highlight key changes, share relevant insights, and equip you with the information needed to navigate today's evolving behavioral health sector.

To register, please visit sentarahealthplans.com.

Claims Brush-up

This webinar is tailored to keep you informed on current claims trends, operational updates, and process changes. Gain the insights you need to streamline workflows, reduce administrative friction, and strengthen your partnership with us for continued success.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

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