

Provider Updates



Dear Provider,

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

- [Electronic Visit Verification \(EVV\) live-in requirement effective October 1, 2026](#)
- [Upcoming Medicaid eligibility and enrollment changes](#)
- [Did you know?](#)
- [Authorization and medical policy updates](#)
- [Upcoming educational opportunities](#)

Electronic Visit Verification (EVV) live-in requirement effective October 1, 2026

Virginia Medicaid is eliminating the live-in caregiver exemption from EVV requirements for personal care services. Beginning October 1, 2026, affected aides and attendants must use approved EVV methods to record and submit work shifts. For more information, visit the [DMAS bulletin](#).

Upcoming Medicaid eligibility and enrollment changes

Virginia Medicaid is implementing federally required eligibility and enrollment changes under H.R. 1 (Public Law 119-21). Key changes include new eligibility requirements for noncitizen, nonpregnant adults effective October 1, 2026, and federal work requirements along with six-month eligibility

redeterminations for Medicaid Expansion adults beginning January 1, 2027. For more information, visit [H.R. 1 Federal Work Requirement, Six-Month Renewals, and Medicaid Eligibility Changes for Non-Citizen, Non-Pregnant Adults | MES](#).

Did you know?

Learn how the Diagnosis, Status, and Plan (DSP) Framework can help improve clinical documentation accuracy and support quality patient care through the **3 Components of Diagnoses Documentation (DSP): Mastering Clinical Documentation video**, now available on the Sentara Health Plans [website](#).

Authorization and medical policy updates

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

Upcoming educational opportunities

New provider orientation

The new provider orientation webinar is designed for both newly contracted providers and those seeking a refresher. This session offers a comprehensive overview of Sentara Health Plans' key resources, self-service tools, and essential operational processes. Participants will also enjoy a guided tour of the provider website, highlighting valuable features, navigation tips, and online resources to help them quickly access the information and tools needed for everyday success. Our goal is to ensure providers feel confident, informed, and supported as they partner with us to serve our members.

To register, please visit sentarahealthplans.com.

Claims brush-up

Join us for a 30-minute interactive session designed to keep you informed on the latest claims trends, operational updates, and process changes. This is your opportunity to get quick, essential updates and ask questions directly to our experts.

To register, please visit sentarahealthplans.com.

Provider quality learning collaborative

During this webinar, we will highlight key updates, review quality and value-based care measures, identify areas of opportunity that we are prioritizing, and walk through member support resources, programs, and initiatives. We will also share provider-focused tools designed to support your care gap closure efforts.

October 7 session: This session equips providers and clinical staff with evidence-based approaches to managing congestive heart failure, diabetes, and asthma. Led by our integrated care management team, it reviews risk stratification and preventive care planning for patients with these chronic conditions. Documentation and coding requirements will also be reviewed.

November 4 session: This session provides an update on current Healthcare Effectiveness Data and Information Set (HEDIS) quality measures and their documentation and coding requirements. Participants will also learn how the health plan engages members to support your practice in identifying and closing potential gaps in care.

To register for either session, please visit sentarahealthplans.com.

Care management open forum

Connect with the Sentara Health Plans Care Management team to learn how to improve patient outcomes, reduce avoidable healthcare utilization, and support the delivery of coordinated, patient-centered care. These sessions explore best practices for identifying high-risk members early, ensuring timely follow-up after hospitalization, facilitating successful transitions of care, and addressing barriers that can impact health outcomes, such as medication adherence, transportation challenges, equipment needs, and social determinants of health.

The **October 21** session will focus on strategies to reduce avoidable emergency department utilization, while the **November 12** session will highlight opportunities to improve gaps in care closure and promote participation in Healthy Incentives programs.

To register for either session, please visit sentarahealthplans.com

Appeals, reconsiderations, and contestments process

This training session is designed to help you navigate the submission of reconsiderations and appeals. We will review differences in appeals submission processes and requirements by plan type, as well as related self-service resources available on the provider website.

To register, please visit sentarahealthplans.com.

Let's talk behavioral health

Stay informed about changes in the behavioral health sector with this session for providers, administrators, and other stakeholders. This session will share information and tools to help you make informed decisions and partner successfully with us.

To register, please visit sentarahealthplans.com.

Sincerely,
Sentara Health Plans

[Register for upcoming provider webinars](#)

[View current policy and operations changes](#)