



## Provider Alert

Urgent Provider News



Dear Provider,

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

- Important Reminder About the National Provider Identifier for Groups
- Behavioral Health Authorization Forms for Inpatient and Outpatient Care
- Ensure Our Members Know You Participate in Sentara Health Plans
- Change In Enrollment Policy for Certain Dual Eligible Medicare-Medicaid Enrollees

### **Important Reminder About the National Provider Identifier for Groups**

When requesting an authorization for a provider within a group, please verify that the National Provider Identifier (NPI) on the request matches the NPI listed on the claim for the group (i.e. durable medical equipment, hospital, etc.). The additional step of ensuring NPIs match will help prevent the inappropriate denial of claims.

### **Behavioral Health Authorization Forms for Inpatient and Outpatient Care**

To expedite review and provide your patient's with timely access to care, please use the new [Behavioral Health Inpatient Authorization Request for Medicare and Medicaid](#) and [Behavioral Health Outpatient Authorization Request for Medicare and Medicaid](#)

[Medicaid](#) forms located on our [website](#). The new forms require that clinical notes are attached for review. Submission of the new form eliminates the need to contact your office to request the documentation required.

## **Ensure Our Members Know You Participate in Sentara Health Plans**

We kindly remind you to update all providers and staff at your medical offices and facilities about our name change. There have been instances where Sentara Health Plans members were mistakenly turned away, or providers were unaware that they accept our plan due to unfamiliarity with our name change.

Please ensure that your accepted insurance lists and any relevant informational materials are updated to reflect Sentara Health Plans.

It is also important that front office and patient-facing staff members are informed as they may receive member inquiries regarding coverage. This simple update will help ensure our members maintain uninterrupted and timely access to necessary healthcare services.

Sentara Health Plans offers a full suite of commercial products including employer group plans, Individual & Family Health Plans, Employee Assistance Programs (EAP), and plans serving Medicare and Medicaid enrollees. Please visit [sentarahealthplans.com](http://sentarahealthplans.com) to learn more.

## **Change In Enrollment Policy for Certain Dual Eligible Medicare-Medicaid Enrollees**

Visit [sentarahealthplans.com](http://sentarahealthplans.com) to view the memo from the Department of Medical Assistance Services (DMAS) regarding the change in enrollment policy for certain dual eligible Medicare-Medicaid enrollees.

Sincerely,  
Your Sentara Health Plans Team

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