



Provider Alert

Urgent Provider News



Dear Provider,

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

- OncoHealth To Administer the Oncology Benefits Management Program
- Quest Diagnostics To Become the Lab Provider for Sentara Health Plans
- Avalon Genetic Testing Management Program Partnership Training and Implementation
- Medicaid Provider Manual Update Available in December
- Important Reminder About the National Provider Identifier for Groups
- 23-Hour Crisis Stabilization Services—Deadline Extended
- Where To Go for Care
- Appropriate Documentation of Injection Administration of Medroxyprogesterone Acetate (Depo Provera)
- Authorization Updates Effective January 1

OncoHealth To Administer the Oncology Benefits Management Program

On October 1, 2024, Sentara Health Plans announced our partnership with OncoHealth to administer our Oncology Benefits Management Program. The program includes support for prior authorization management of all Sentara Health Plans commercial, Medicaid, and Medicare lines of business for members with a cancer diagnosis that requires chemotherapeutic drugs (oral and infusion), symptom management drugs, supportive agents, radiation therapy drugs and molecular genetic testing. Effective January 1, 2025, providers will need to submit requests for authorization for oncology

services to OncoHealth.

Training is encouraged for hematologists, oncologists, gynecologic oncologists, radiation oncologists, urologists, and other specialists that submit in-scope oncology treatment requests, as well as key clinical and administrative decision makers.

- [Learn more about OncoHealth](#)
- [Learn about the Oncology Benefits Program](#)
- [Register now for the training series that begins November 12, 2024](#)

Quest Diagnostics To Become the Lab Provider for Sentara Health Plans

Beginning January 1, 2025, Quest Diagnostics will be the exclusive independent national laboratory provider of clinical laboratory and anatomic pathology services for members of Sentara Health Plans commercial and government programs.

The agreement will apply to Sentara Health Plans members in Florida and Virginia, including those in Sentara's Florida-serving AvMed business.

Quest is one of the world's leading providers of diagnostic testing information services and is committed to delivering the best possible laboratory services to our members. They currently have over 40 patient service centers and draw site locations within Virginia. Quest also has a daily courier service which picks up specimens from all medical offices and facilities in your plan's provider network throughout the entire state.

Learn more on sentarahealthplans.com.

Avalon Genetic Testing Management Program Partnership Training and Implementation

On October 1, 2024, Sentara Health Plans announced our continued collaboration with Avalon Healthcare Solutions (Avalon) through the implementation of Avalon Genetic Testing Management services, as well as related training opportunities. Effective December 15, 2024, providers will need to submit requests for authorization for specific genetic tests for select commercial plans to Avalon. Avalon adds clinical and quality components, which will be outlined during training sessions designed for your clinical and administrative decision makers. The Avalon provider portal can be accessed via single sign on through Availity Essentials.

- [Training dates](#)

- [View frequently asked questions](#)
- [Genetic Testing Management program details](#)

Medicaid Provider Manual Update Available in December

An updated Sentara Health Plans Medicaid Provider Manual will be released in December. The revised version will contain some regulatory and operational updates. Once it is finalized, it will be available on our website. An additional notification will be sent at the time of publication.

Current Provider Manuals are located at the following [link](#).

Important Reminder About the National Provider Identifier for Groups

When requesting authorization for a group that is acting as the rendering provider, 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 the NPIs match on the authorization and claim will help prevent the inappropriate denial of claims.

23-Hour Crisis Stabilization Services—Deadline Extended

The Department of Medical Assistance Services (DMAS) has extended the deadlines previously announced in the August 13, 2024, DMAS bulletin “Department of Behavioral Health and Developmental Services (DBHDS) Crisis Services Regulatory Updates and Related Provider Enrollment Requirements for Comprehensive Crisis and Transition Services” to **December 2, 2024**.

Visit sentarahealthplans.com to learn more.

Where To Go for Care

As part of Sentara Health Plans’ continued efforts to ensure our members access the right level of care at the right time, we want to educate our providers to the many

alternatives available to members for receiving care for urgent or non-life-threatening conditions outside of the Emergency Department.

Please [review the attached flyer](#) to assist you in referring Sentara Health Plans Medicaid members to the correct resources for care.

Appropriate Documentation of Injection Administration of Medroxyprogesterone Acetate (Depo Provera)

Effective January 5, 2025, injection administration of medroxyprogesterone acetate (Depo Provera) should be reported using HCPCS code J1050 (injection, medroxyprogesterone acetate, 1 mg). When reporting code J1050, the appropriate dosage (measured in units) should be reported based on the specific needs of the patient.

Additionally, report CPT code 96372 (therapeutic, prophylactic, or diagnostic injection—specify substance or drug; subcutaneous or intramuscular) if there is direct physician or qualified health care professional supervision or if the administration occurs in the hospital setting.

If administration is not in the hospital setting and does not occur under direct physician or qualified health professional supervision, report code 99211 instead (office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional).

Injection of medroxyprogesterone should not be reported using J3490 (unclassified drug).

Authorization Updates Effective January 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,
Your Sentara Health Plans Team

[Register for upcoming provider webinars](#)
[View current policy and operations changes](#)