

Dear Provider,

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

- New preferred durable medical equipment provider – Effective November 1, 2026
- Payment policy updates
- Revised Sentara Health Plans Medicaid provider manual now available
- New claim correction feature in Availity Essentials
- Tobacco cessation referrals
- Authorization and medical policy updates
- Upcoming educational opportunities

New preferred durable medical equipment provider - Effective November 1, 2026

On November 1, 2026, Sentara Health Plans began a new partnership with industry leaders Apria and Byram, our preferred Durable Medical Equipment (DME) providers. This is a pivotal step forward to greater efficiency, streamlined service, and improved access to care for all providers and members.

The process for obtaining DME for Sentara Health Plans members has not changed. This collaboration affords seamless ordering, fulfillment, and support for all DME needs. Providers can

expect faster turnaround times, easier ordering processes, expanded product selection, and expert guidance throughout every step of the patient care journey. This partnership ensures that our members, your patients, will receive high-quality equipment and supplies with the professional support they deserve.

Helpful to know:

- Members' covered services will not be impacted and they will continue receiving services or support for:
    - Respiratory Care
    - Sleep Therapy
    - Wound Care
    - Medical Supplies
    - Diabetes
    - Lymphedema
    - Breast Pumps
    - And more
- Apria and Byram contract with other DME providers to source repairs, complex rehabilitation technology (including power wheelchairs and other mobility equipment), enteral nutrition, orthotics and prosthetics repairs, and other services they do not provide directly. The Sentara Health Plans care coordination team will help coordinate these services.
- Members may continue obtaining items from their preferred pharmacy.
- Members may contact Sentara Health Plans member services for referral information using the number on the back of their identification card.

We appreciate your partnership as we improve health every day through the delivery of services and quality care outcomes for the communities we serve. Learn more by clicking this link and scroll down to Vendor Resources-Apria and Byram.

Payment policy updates

Sentara Health Plans has updated its Device, Implant, and Skin Substitute Payment Policy to provide clearer guidance and better align requirements by line of business.

Key Updates

- **Medicare:** Effective December 31, 2026, Medicare will be retired from Payment Policy #3983. Following this change, providers should refer to the Centers for Medicare & Medicaid Services (CMS) for guidance related to devices, implants, and skin substitutes.
- **Medicaid and Commercial:** The existing combined policy has been separated into individual Medicaid and commercial policies. The updated policies are effective **January 22, 2027**.
- **Policy Clarifications:** Additional guidance has been added for billing, coding, documentation, and reimbursement requirements, including same-claim and same-date-of-service reporting, device credits, replacement devices, skin substitutes, and revenue code 0278.

Providers are encouraged to review the updated policies and ensure billing and documentation practices align with the requirements applicable to their patients' line of business.

Revised Sentara Health Plans Medicaid provider manual now available

The annual review of the Sentara Health Plans Medicaid Provider Manual is complete. The revised manual includes regulatory and operational updates to several key areas, including:

- Credentialing and supporting documentation
- EPSDT screenings, documentation, treatment, and referrals
- Outpatient behavioral health services
- Addiction and Recovery Treatment Services (ARTS)
- Payment policies and overpayments
- Claim reconsiderations
- Provider collaboration
- Appointment timeliness standards

For additional provider resources and information, visit the **Sentara Health Plans provider website**.

New claim correction feature in Availity Essentials

Effective November 16, 2026, Sentara Health Plans will offer a new claim correction feature in Availity Essentials, allowing providers to electronically submit corrected or replacement claims.

Initially available for Medicaid and DSNP claims, the feature will:

- Confirm claim eligibility for correction.
- Prepopulate information from the original claim.
- Reduce manual processing and support faster submissions.

Commercial claims should continue to follow the current correction process.

To learn more please review the Overview of claim corrections process via Availity Essentials located in the provider toolkit on the Sentara Health Plans website.

Tobacco cessation referrals

You can easily refer patients to the state tobacco quit line directly in Epic. Quit Now Virginia and Quitline NC provide free, 24/7 counseling for patients ages 13 and older who want to quit tobacco or nicotine, including vaping. Free nicotine replacement therapy is available based on patient assessment. Submit your referral in Epic. Sentara Health Plans will route it and document the outcome in the patient's chart. For instructions, see the Epic Tip Sheet under the How To section of the Provider Toolkit.

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 on Sentara Health Plans' processes and procedures. 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.

Sincerely,

Sentara Health Plans

Register for upcoming provider webinars
View current policy and operations changes