

Sentara Health Plans Website

Our provider website hosts a robust library of resources and tools without requiring a secure sign-in. Our provider website is organized as follows:

- **Authorizations** - prior authorization forms, reconsideration forms, policy information, and the Prior Authorization Lookup (PAL) Tool
- **Behavioral Health** - behavioral health reconsideration form and behavioral health resources
- **Billing and Claims** - guidelines associated with claims submission coverage decisions and appeals
- **Clinical Reference** - clinical guidelines, Healthcare Effectiveness Data and Information Set (HEDIS) information, and medical policies
- **News** - policy news, emails, and providerNEWS
- **Pharmacy** - formularies and drug lists
- **Provider Support** - Jiva resources, join our network, provider programs, provider education, provider manuals and directories, provider orientation, provider toolkit, update your information, webinars, and video library
- **Close Care Gaps** - resources to help transform our community by lowering health care costs, increasing the quality of the care provided, as well as help our members achieve the best health outcomes possible.

Need to connect with your network educator?

Email contactmyrep@sentara.com



Resources Available Online

Provider Manuals

- **Sentara Health Plans Commercial Provider Manual** – Medical and Behavioral Health Provider, Facility and Ancillary.
- **Sentara Health Plans Medicaid Provider Manual**
- **Sentara Health Plans Medicare Dual-Eligible Special Needs (D-SNP) Provider Manual**

It is recommended that you review the Member Rights and Responsibilities, Access and After-hours Standards, and Appointment Access Standards.

Conduct Business Anytime with Availity Essentials and the Sentara Health Plans Portal

Our partnership with Availity improves payer-provider collaboration and reduces administrative burdens. Visit the [Availity site](#) to get started by creating a new account to check eligibility and benefits, claims submission, claims status, remittances, and Payer Space which houses:

- **Applications** - where you are a click away from the Sentara Health Plans Portal and Avalon Portal.
- **Resources** - where payment policies, forms, provider manuals, etc. are located.
- **News and Announcements** - provides access to our policy news, emails, and providerNews sections.

Register here to access the Sentara Health Plans Portal and to check eligibility and benefits, claims status, create/view authorizations, historical remittances, member ID cards, and payment policies.

Provider Webinars and Video Library

We have built an educational hub with interactive video training, webinars, and forums designed to help our provider partners conduct business with us successfully. View the scheduled webinars and register [here](#).