



Stay Connected and Informed



Sentara Health Plans Provider Website

Our provider website houses a robust library of resources and tools without requiring a secure sign in. You'll have easy access to:

- claims information
- electronic funds transfer enrollment
- clinical guidelines
- forms
- Sentara Health Plans provider manuals
- provider newsletter, event information and important updates
- "How to" job aides
- member ID card examples

providerNEWS

The quarterly provider newsletter is distributed by email. The current (and archived) editions are available on the provider website on the Provider Support page. Sign up to receive the newsletter by emailing providernews@sentarahealthplans.com.

Do Business Anytime!

On January 1, 2024, we began our partnership with Availity to improve payer-provider collaboration and reduce administrative burdens. We will transition to this platform in three phases through 2025. During this period, we will provide a bridge to key electronic features through our original portals.

New Availity Essentials users may start by visiting **Availity.com** and clicking on Get Started where you can create an account. New sign in credentials will not be required if you have an active account.

Register here to check eligibility and benefits, view claim status, view remittances, view member ID cards, submit claim corrections, and submit authorizations and view statuses.

Register here to view claim status or submit claim reconsiderations.

Quarterly Network Educator Webinars

Join webinars to receive timely medical and behavioral health updates, learn how to avoid claims submission errors, etc.

View the schedule and register at sentarahealthplans.com/providers/webinars.

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Sentara Health Plans is the trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.