

Stay Connected and Informed



How We Communicate

Email

In addition to notifying a primary contact for contractual matters, Sentara Health Plans recommends providing additional contacts to help disseminate information. Providing additional contacts:

- Ensures key team members receive notification of changes 60 days or more in advance.
- Allows you to ask questions before implementation and prepare as soon as possible.
- Avoids unnecessary denial of claims, claims reprocessing, etc.
- Allows you to participate in provider training in advance of changes, when applicable.



Important emails regarding Sentara Health Plans are sent as needed. We use emails to communicate immediate and non-urgent updates for medical and/or behavioral changes, policy updates, new or updated vendor information, authorization updates, and much more.

providerNEWS

The Sentara Health Plans newsletter, also known as providerNEWS, is emailed quarterly. Issues of providerNEWS contain important information such as health plan updates, Department of Medical Assistance Services (DMAS) announcements, quality improvement information, authorization requirement updates, medical policies and billing and more. Archived editions are available on our [website](#) under the "News" tab.

Who Should be a Contact? Providers (physicians, nurses, other clinicians, billers and coders, practice administrators and managers, and quality subject matter experts). **If you are the designated recipient, please forward emails to others as appropriate and submit the email addresses of key team members to your network educator.**

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@sntara.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**](#).