

# Sentara Health Plans Provider Network Status

Sentara Health Plans offers a comprehensive statewide network, including coverage throughout Northern Virginia. Learn more about visiting your providers in our network below.

## 1. What if my provider accepted Optima Health insurance but does not accept Sentara Health Plans?

Optima Health became Sentara Health Plans on January 1, 2024. We have a new name but the same great service. If your provider accepted Optima Health, they will accept Sentara Health Plans.

## 2. How can I verify if a provider is in-network?

Existing members can check the network status of a provider when they sign into our **member portal** or the **Sentara Health Plans mobile app**. Anyone can check the network status of a provider by visiting our **Find Doctors, Drugs, and Facilities** tool at **[sentarahealthplans.com](https://sentarahealthplans.com)**.

## 3. Why do I have an assigned PCP?

Sentara Health Plans encourages establishing a clinician as your primary care provider (PCP) to serve as a main point-of-contact and go-to resource for your health needs. If you do not designate a PCP when you enroll with Sentara Health Plans, then depending on your plan, we may automatically assign you one in the member portal. You are not required to visit your assigned PCP and may visit or re-designate your usual doctor as your PCP.

## 4. What if my assigned PCP is different from the PCP I normally visit?

You are not limited to visiting the PCP assigned to you on your member portal. You may also switch your PCP on your member portal by following the steps below.

## 5. How do I designate a provider as my PCP on the Sentara Health Plans site?

To designate a provider as your PCP, sign in to the **member portal**. From the menu on the left, select the *Doctors and Medication* drop-down and select *Change Primary Care Physician*. You will be redirected to our *Find Doctors, Drugs, and Facilities* tool. Scroll down to the *Primary Care Providers* section and select the *Change Primary Care Doctor* button. Search for your desired provider and assign them as your PCP if they are in-network. If you need additional assistance, reach out to member services through online chat, email, or at the number on the back of your member ID card.

## 6. What type of providers can I designate as my PCP?

You can designate a variety of providers as your PCP. Family medicine, internal medicine, and general practitioners are common specialties to choose for your PCP. Women may designate their OB/GYN as their PCP. For children, you may choose a pediatrician as their PCP.

## 7. What if I am new to Sentara Health Plans and my current PCP is listed as 'not accepting new patients?'

If you have previously been visiting a provider, you will not be considered a 'new patient' by their practice. You may continue to see your usual doctor. The 'not accepting new patients' feature is intended to help you when selecting new providers.

## 8. What if my desired PCP cannot be designated as my PCP on the Sentara Health Plans site?

If you are new to Sentara Health Plans and your existing provider is listed as 'not accepting new patients', you may not be able to change them to your designated PCP on the member portal. You may still continue to visit your provider of choice as your PCP, it just won't be reflected in our systems. For more information, contact member services through online chat, email, or at the number listed on the back of your member ID card.

## 9. What if the provider I want to visit is listed as 'not accepting new patients'?

If a provider's practice is at capacity, it may be listed on our provider search tool as 'not accepting new patients'. If you are new to Sentara Health Plans but have been seeing a provider previously, you will not be considered a new patient, and may continue to visit your regular provider.

## 10. Does my assigned PCP have access to my medical records?

No, a provider only has access to your medical records once you are seen by them and authorize access.

## 11. Do I need a referral from my PCP to visit specialists?

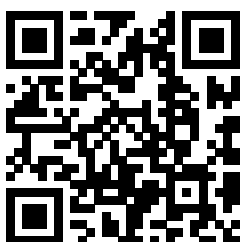
No, Sentara Health Plans offers a referral-free network for members. If you already have a specialist you want to visit, you can schedule your appointment without a referral. Don't forget to check the specialists' network status using our Find Doctors, Drugs, and Facilities tool.

## 12. Why is the PHCS/MultiPlan logo on the front of my member ID card?

The PHCS/Multiplan network provides access to an extended group of Virginia-based in-network providers in the Northern Virginia region for Sentara Health Plans members. You can explore the full network of providers available for your plan when you sign in to your **member portal** and use the Find Doctors, Drugs, and Facilities tool.

## 13. What if my provider says they do not accept Sentara Health Plans insurance?

If a provider is showing as in-network on our website, but you speak with them and they say they do not accept Sentara Health Plans, we can help. Have your provider's office call Provider Services at **757-552-7474** or **1-800-229-8822**, option 2 before you leave the office. You can also contact member services through online chat, email, or at the number on the back of your member ID card for assistance.



## Take me with you to your next appointment:

- Optima Health became Sentara Health Plans on January 1, 2024. Sentara Health Plans is accepted at the same providers that accepted Optima Health insurance.
- If your provider does not think they are in-network, but they are showing as in-network on our Find Doctors, Drugs, and Facilities tool or your member portal, have your provider call Provider Services at **757-552-7474** or **1-800-229-8822**, option 2 before you leave the office. You can also contact member services through online chat, email, or at the number on the back of your member ID card for assistance.