



Provider Alert

Urgent Provider News



February 22, 2024

Dear Provider,

On Wednesday afternoon, Sentara Health Plans was alerted that Change Healthcare experienced a cyber security incident. Due to the nature of this threat, we made the decision to disconnect inbound and outbound transactions from Change Healthcare.

The former Virginia Premier Provider Portal was also disconnected starting yesterday at 5 p.m. and this will continue until further notice.

We will provide updates as we learn more.

Sincerely,

Your Sentara Health Plans Team