



Provider Alert

Urgent Provider News



February 26, 2024

Dear Provider,

On Wednesday, February 21, Sentara Health, for the protection of our consumers and systems, disconnected inbound and outbound transactions from Change Healthcare, a subsidiary of UnitedHealth Group, following reports of a cyber incident with the healthcare technology company. Health systems, hospitals, and pharmacies nationwide are being impacted by this disruption.

Our team is working closely with UnitedHealth Group and Change Healthcare to determine the full impact of the incident and to safely reestablish services. At this time, Sentara Health Plans providers are unable to submit claims through Change Healthcare. Once Change Healthcare systems are back online, claims submissions can be released for processing.

Providers are also currently unable to access the former Virginia Premier Provider Portal to view claims or submit claims reconsiderations status for dates of service in 2023. For 2023 claims status, please contact provider services at 1-800-881-2166. We suggest that you use the self-service IVR to rapidly receive claims status. Providers are still able to view eligibility and authorizations in the Sentara Health Plans Provider Portal.

We will continue to update you as we learn more about this evolving situation. We appreciate your patience and support while we take measures to protect you and our members.

Sincerely,
Your Sentara Health Plans Team