



Provider Alert

Urgent Provider News



December 8, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- [Provider Connection - Member ID Field Update](#)
- [Reminder: Medicaid Authorizations Update](#)
- [Provider Manuals](#)
- [Avalon Provider Training Opportunities](#)

Provider Connection - Member ID Field Updates

The asterisk (*) will no longer be required in the member ID field effective December 14, 2023. The asterisk (*) field has been removed and replaced with a single field. You should input all numbers before and after the asterisk within the single field.

Reminder: Medicaid Authorizations Update

We are updating Provider Connection, our secure portal, which will temporarily suspend the ability to create/view authorizations for the Medicaid line of business. Providers may continue to fax in authorization requests per normal process.

Between December 1-December 15:

- Please fax Medicaid authorization requests for DOS January 1, 2024 and beyond using the authorization request forms published on the website for Group Number VP or Optima Health Medicaid members.
- Normal portal functionality will resume on December 16, 2023.

You can expect communication about your faxed authorization requests no later than 14 days from time of submission as per the standard process. If this processing period is exceeded or the matter is urgent, please call provider services at 1-800-881-2166.

Provider Manuals

Updated Provider Manuals will be added to the website in January 2024 and will be rebranded to reflect our new name, Sentara Health Plans. The Provider Manuals will also reflect our alignment of processes under a single health plan.

Providers that previously used the Virginia Premier brand Medicare Manual should refer to our Sentara Health Plans Provider Manual and Medicare Supplement as the Virginia Premier brand Provider Manual will be retired at the end of 2023. Similarly, the Optima Health Group: VP (Virginia Premier brand) Medicaid Manual Supplement will also be retired at the end of 2023, so providers should refer to the Sentara Health Plans Medicaid Program Provider Manual.

Other existing Provider Manual Supplements are being revised and embedded into the Sentara Health Plans Provider Manual and Sentara Health Plans Medicaid Program Provider Manual, where applicable. By consolidating the number of Provider Manual Supplements, we hope to improve the provider experience by reducing the number of materials providers must refer to for needed information.

Updated Provider Manuals will be listed on our [website](#).

Avalon Provider Training Opportunities

Avalon provides Routine Testing Management (RTM) services. RTM, an automated review of high-volume, low-cost laboratory tests, provides consistent application of laboratory policies while remaining provider and member friendly. Avalon will be hosting training sessions early next year to introduce new providers to the program and processes. Existing users are welcome to attend as well. The meeting will be facilitated through Microsoft Teams, and you may join on your computer, mobile app, or room device.

Upcoming Training Sessions:

January 10, 2024, 11:30 a.m.

[Click here to join the meeting](#)

Meeting ID: 294 773 151 904

Passcode: b3WBkR

January 19, 2024, 1:30-2:00 p.m.

[Click here to join the meeting](#)

Meeting ID: 282 820 482 567

Passcode: nG4E5z

Feb 8, 2024, 2:30-3:00 p.m.

[Click here to join the meeting](#)

Meeting ID: 269 011 700 996

Passcode: 8iDhKQ

Sincerely,

Your Optima Health Team