



Provider Alert

Urgent Provider News



February 21, 2024

Dear Provider,

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

- **Remittance Viewing in Availity Essentials**
- **Modifier 25 Update**
- **Secondary Claims Denial Update**
- **Easing Administrative Requirements for ACT, FFT, and MST Services**
- **Important Reminder – New Paper Claims Mailing Address**
- **Provider Quality Care Workgroup**
- **Register for Our Upcoming Webinars**

Remittance Viewing in Availity Essentials

Effective March 1, remittances will be viewable through Availity Essentials beginning with January 1 dates of service.

Modifier 25 Update

On February 12, you were notified that some services were incorrectly receiving payment reductions when Modifier 25 was applied. Reconfiguration has been completed and all claims were reprocessed on February 16. The reprocessed claims will be paid this week. Remittance advice will show that the original claim was retracted and repaid at the correct rate.

Secondary Claims Denial Update

On February 6, we notified you that some secondary claims were erroneously denied because of a routing error for dual aligned members under our former Optima Health plan with 2023 dates of service. The impacted enrollment records were reloaded correctly, and claims were reprocessed on February 7. You may direct any unresolved concerns to contactmyrep@sentara.com.

Easing Administrative Requirements for ACT, FFT, and MST Services

To reduce the administrative burden on providers of Assertive Community Treatment (ACT, H0040), Functional Family Therapy (FFT, H0036), and Multisystemic Therapy (MST, H2033), Sentara Health Plans no longer requires prior authorization for these services.

Providers do not need to submit any paperwork to the typical prior authorization channels but can instead directly submit the claim. ACT will be capped at 260 units per year, with any additional units requiring authorization.

Important Reminder – New Paper Claims Mailing Address

Please be reminded that the paper claims mailing address changed, effective January 1. Claims should be mailed to the addresses listed below to avoid claims payment delays due to mail rerouting.

Medical Claims

Sentara Health Plans, Inc.

PO Box 8203
Kingston, NY 12402

Behavioral Health Claims

Sentara Health Plans, Inc.
PO Box 8204
Kingston, NY 12402

Provider Quality Care Workgroup

Why are care gaps important? Is your staff aware of the value of closing care gaps? Join our new quarterly Provider Quality Care Workgroup sessions beginning in March! Closing care gaps is crucial and has a direct impact on your patients' healthcare outcomes. We encourage your designated quality subject matter expert(s), key clinical

representative(s), and other staff members to join us virtually and learn how you can identify and address care gaps effectively. Find out how you can decrease no-shows, improve health outcomes by educating and engaging members, and emphasize the vital role preventive care plays in long-term health and overall quality of life.

Register today for upcoming sessions:

- March 5 – 12 p.m.
- March 14 – 7 a.m.

Register for Our Upcoming Webinars

Mark your calendars to join our upcoming quarterly educational sessions. **Visit our website** to learn more and register. Presentations from previous sessions are also available.

Claims Brush Up Clinics

- March 13 – 1 p.m.
- June 12 – 1 p.m.

Medical Provider Touchpoint

- May 8 – 10 a.m.
- May 15 – 1 p.m.

Let's Talk Behavioral Health

- May 14 – 1 p.m.

Sincerely,

Your Sentara Health Plans Team