



Provider Alert

Urgent Provider News



January 10, 2024

Dear Provider,

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

Verifying Member Eligibility for Sentara Health Plans

Please note the clarification regarding member ID cards from the provider alert emailed to providers on January 8, 2024. Previous provider alerts can be found on our website.

Changes were made to member ID numbers and how they appear on the respective ID cards for both the Medicaid and Medicare product lines for Sentara Health Plans. Below are images of the new ID cards with the new member ID information.

Medicaid

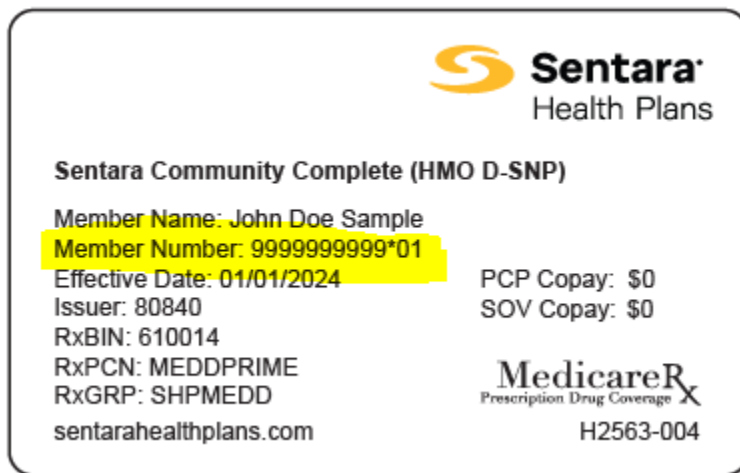
The Medicaid ID number is required for real-time eligibility transactions (i.e., through clearinghouses, provider portals, etc.).



Medicare

The Medicare ID number (including the asterisk *01) is required for real-time eligibility transactions (i.e., through clearinghouses, provider portals, etc.).

All Medicare member ID numbers lead with “900” (new for former Virginia Premier members).



As Sentara Health Plans continues to optimize the performance of our Provider Portal for validating Medicaid member enrollment, please note that provider services offers a self-service option for confirming member eligibility. This self-service option can be accessed by calling 1-800-881-2166.

Sincerely,
Your Sentara Health Plans Team