



Provider Alert

Urgent Provider News



April 12, 2024

Dear Provider,

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

- Managed Behavioral Health and Health Equity Full Accreditation Awarded
- Hampton Roads Sanitation District Joins Sentara Health Plans
- New Paper Claims Vendor – Electronic Submission Encouraged
- Provider Satisfaction and Access Surveys Scheduled to Begin Next Month

Managed Behavioral Health and Health Equity Full Accreditation Awarded

Sentara Health Plans is pleased to announce that the National Committee for Quality Assurance (NCQA) has awarded us full accreditation, the highest possible approval level, for Managed Behavioral Health Accreditation (MBHO) and Health Equity Accreditation (HEA).

Earning the Health Equity Accreditation shows that we have implemented a proven and actionable framework for improving and advancing health equity.

Obtaining the Managed Behavioral Health Accreditation demonstrates our commitment to following evidence-based practices to provide high-quality care, adequate network access, and consumer protections for our membership.

Hampton Roads Sanitation District Joins Sentara Health Plans

We are pleased to announce the Hampton Roads Sanitation District (HRSD) large group will join Sentara Health Plans effective July 1. A large portion of HRSD's employee base lives on the Peninsula.

New Paper Claims Vendor – Electronic Submission Encouraged

Beginning July 1, Sentara Health Plans will transition our paper claims processing functions to FirstSource, a third-party vendor responsible for the intake and processing of mailed claims. To help support this transition, we are reaching out to our provider community ahead of the go live to communicate the change and ensure our provider partners have the details needed to submit claims successfully.

As part of this transition, submitted paper claims will be processed according to billing requirements consistent with CMS and Department of Medical Assistance Services (DMAS). This change will ensure health plan compliance, ensuring our received paper claims include the required fields and formatting to process as clean claims. Providers who previously submitted paper claims to Sentara Health Plans could see a change in processing. With the change to this vendor, claims that were previously processed by Sentara Health Plans and denied for missing information will be rejected prior to health plan processing. This will result in faster exchange of information to allow for an opportunity for re-billing or correcting claims.

We also always encourage providers to submit claims electronically for the quickest and most effective processing route. As an additional option, providers can use the provider portal through Availity to submit single claims electronically. More information can be found [here](#).

Provider Satisfaction and Access Surveys Scheduled to Begin Next Month

In May, our contracted survey vendor, Press Ganey, will perform several surveys of participating providers that will assist Sentara Health Plans in identifying and prioritizing service improvements, allocating resources, and meeting the National Committee for Quality Assurance (NCQA) and government regulatory requirements.

Appointment Access and After-Hours Survey

This required survey determines how well providers meet our appointment access standards and after-hours coverage requirements. Press Ganey will perform by phone the appointment access and after-hours coverage survey during office hours for a random sample of providers. Current appointment standards are listed in the Sentara Health Plans Provider Manuals and after-hours coverage requires that a person or recording be in place to immediately direct patients for emergency care. If a person is directing patients for emergency care, they must provide the patient an opportunity to indicate that it is an emergency prior to placing the call on hold. The call cannot be placed on hold without giving the patient an opportunity to speak.

Provider Satisfaction Survey

A random sample of provider offices will receive mail, an email, and/or a phone call from our vendor, Press Ganey, asking them to participate in our Provider Satisfaction Survey. This survey asks providers to rate the services Sentara Health Plans provides to our providers and is an excellent vehicle to anonymously provide feedback and make suggestions for operational areas within the health plan.

Sincerely,

Your Sentara Health Plans Team