



Provider Alert

Urgent Provider News



April 4, 2024

Dear Provider,

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

As part of Sentara Health Plans' ongoing commitment to providing convenient, self-service tools to the provider community, we encourage the use of the authorization capabilities within the secure provider portal. Benefits include:

- Ability to attach substantiating clinical documentation
- Ability to verify status 24 hours a day, 7 days per week
- All authorizations consolidated in one place
- Reduced need to place follow-up calls to provider services for updates

We have created a short video that demonstrates the easy-to-follow process for submitting authorizations online through Jiva. To begin, you will need to have access to our secure portal, [Provider Connection](#). If you do not yet have access, you may obtain access by submitting a registration online. You may scroll to the middle of the [provider toolkit page](#) to view the videos to learn how to submit authorizations as well as how to request access to the portal.

Select the correct member identifier from the drop-down menu:

- Alternate ID = Medicare member
- State ID = Medicaid member
- Sentara Health Insurance # = Medicaid member
- Subscriber ID = Commercial member

Related desk references are available on our [website](#):

- Provider Portal: [Tips for Requesting an Authorization](#)
- [Step-by-Step Guide](#) for Authorization Requests in the Provider Portal

Sincerely,
Your Sentara Health Plans Team