

Change to CareCentrix’s Agreement with Sentara® Health Plans

Purpose of this communication:

- To notify participating providers contracted to service Sentara® Health Plans (Sentara) members of a change to CareCentrix’s agreement with Sentara.

What do I need to know?

- Effective April 1, 2025**, CareCentrix will no longer coordinate services for Sentara members. To ensure a smooth transition for Sentara and its members, and to support our provider network, we are proactively notifying you to ensure there is no disruption in care.
- This change does not impact any other health plan client and does not affect your Provider Agreement with CareCentrix.

CHANGES IMPACTING THE COORDINATION OF SERVICES WITH CARECENTRIX	
Service Registrations/Authorizations	<ul style="list-style-type: none"> CareCentrix will process service requests for dates of service on or before March 31, 2025. Do not register services or request authorization from CareCentrix for services that will be delivered on or after April 1, 2025. Any authorization requests for services delivered on or after April 1, 2025, should be submitted directly to Sentara.
Claims	<ul style="list-style-type: none"> Providers should follow current claims submission processes for claims with dates of service on or before March 31, 2025. Claims submitted to CareCentrix for Sentara members with dates of service on or after April 1, 2025 will be rejected and should be submitted directly to Sentara.
Member Transition	<ul style="list-style-type: none"> The CareCentrix Transition team will work with Sentara and their members to ensure continuity of care and a smooth transition for all parties.
Contact Information	<ul style="list-style-type: none"> Providers seeking CareCentrix support for services on or before March 31, 2025 should utilize the HomeBridge® provider portal or the Key Contacts section in the Provider Manual. For questions on dates of service after March 31, 2025, please contact Sentara directly. In order to continue servicing Sentara members, providers can find more information on how to join Sentara’s provider network by visiting their website.

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash

January 2025

IMPORTANT DATES:	
CareCentrix Phone Lines:	<p>Physician peer-to-peer reviews can be coordinated until April 1, 2025.</p> <p>Provider lines for service requests will remain open until April 1, 2025.</p> <p>For claims-related questions, phone lines will remain open until April 1, 2026.</p> <ul style="list-style-type: none">• For Home Infusion claims-related questions for dates of service on or before March 31, 2025, please call (833) 592-1091.• For Sleep Test claims-related questions for dates of service on or before March 31, 2025, please call (833) 592-1092. <p>After April 1, 2026, ALL lines will be decommissioned.</p>
Rejection of Claims:	<p>The timely filing deadline is not impacted by this change. Claims with dates of service on or after April 1, 2025 will be rejected and should be submitted to Sentara.</p>
Claims Reconsiderations/Appeals:	<p>Standard claims reconsiderations and appeals processes will apply.</p>

What do I need to do?

- To continue servicing Sentara members on an in-network basis, providers must be a part of Sentara's provider network. More information on how providers can request to join Sentara's network can be found on their [website](#).
- Review the above information and attached FAQ for additional details on claims, service registrations, and more.

Thank you in advance for your cooperation and continued partnership.

SENTARA HEALTH PLANS TRANSITION FREQUENTLY ASKED QUESTIONS (FAQ)

1) When is this change effective?

This change will be effective April 1, 2025.

2) What Health Plans/members are impacted?

Only Sentara® Health Plans and their members are impacted. This change does not impact any other CareCentrix health plan clients.

3) Will CareCentrix continue to support any services for Sentara?

No, effective April 1, 2025, CareCentrix will not be coordinating any services for Sentara members.

4) Will my contract with CareCentrix automatically terminate on April 1, 2025?

If you are contracted to service members for other health plans, your contract will not be impacted for those members.

5) Will I still have access to the CareCentrix HomeBridge® provider portal on or after April 1, 2025?

Yes, this change will not affect your ability to access the HomeBridge provider portal.

6) If I am contracted with CareCentrix, will that make me automatically in-network with Sentara once the transition occurs?

No, if you are not currently within Sentara's network to continue servicing Sentara members, you must apply to join Sentara's provider network. More information can be found on their [website](#).

7) Can I disclose my contracted rate with CareCentrix to Sentara?

No, providers must not disclose their fee schedule or rates.

8) Who should I call for claims, service registration questions and/or support for services rendered to Sentara members on or before March 31, 2025?

Providers seeking CareCentrix support for services rendered on or before March 31, 2025, should utilize the HomeBridge® provider portal or contact information listed in the Provider Manual.

Thank you in advance for your cooperation and continued partnership.



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9) Who should I call for claim and/or service registration questions or support for services rendered to Sentara members on or after April 1, 2025?

For questions about claim and/or service registration requests or reauthorization requests, please contact the health plan on the back of the member's insurance card.

Service Registration/Authorization Related Questions:

10) Will CareCentrix still issue Service Registration Forms (SRF) for Sentara members?

CareCentrix will issue SRFs for requests received by March 31, 2025 for services that will be delivered on or before March 31, 2025.

11) Can I submit retrospective requests?

CareCentrix will process service requests for dates of service on or before March 31, 2025. Do not register services or request authorization from CareCentrix for services that will be delivered on or after April 1, 2025.

Any authorization requests for services delivered on or after April 1, 2025 should be submitted directly to Sentara.

12) What is the impact to service registration end dates?

There is no impact to service registration end dates. However, CareCentrix will only review claims received within the timely filing deadline for dates of service on or before March 31, 2025. Any claims with dates of service on or after April 1, 2025, should be submitted to Sentara.

Claims Related Questions:

13) Are there any changes to the claims processes to CareCentrix for dates of service on or before March 31, 2025?

No, providers should continue to follow current claims submission processes for claims with dates of service on or before March 31, 2025.

14) Where should I submit claims for Sentara members with dates of service on or after April 1, 2025?

All claims with dates of service on or after April 1, 2025, should be submitted to Sentara, even if the Service Registration Form (SRF) was issued by CareCentrix.

15) What is the timely filing deadline for claims for services provided prior to the transition?

The timely filing deadlines for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and Provider Manual.

Thank you in advance for your cooperation and continued partnership.



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16) Will Sentara offer claims support on denied or rejected claims by CareCentrix?

No, claims submitted for services provided on or before March 31, 2025 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and Provider Manual.

17) What if I accidentally send claims for dates of service on or after April 1, 2025 to CareCentrix instead of Sentara?

Claims submitted to CareCentrix for Sentara members with dates of service on or after April 1, 2025, will be rejected and should be submitted directly to Sentara.

18) Will reconsiderations and appeals still follow the same timeline?

Providers should continue to follow the reconsideration and appeals processes defined in the CareCentrix Provider Manual for dates of service on or before March 31, 2025.

19) Will I be subject to recoupments on or after April 1, 2025?

Claims for dates of service on or before March 31, 2025, will be subject to the standard claims process, including recoupment where appropriate.

20) If I am currently enrolled in ERA and EFT through Madaket, how can I ensure this information is transferred to Sentara?

CareCentrix cannot transition provider ERA/EFT enrollment to Sentara. Please contact Sentara for direction on enrollment for ERA/EFT processing.

Thank you in advance for your cooperation and continued partnership.