

MCO Directory by Region
SENTARA COMMUNITY PLAN updated 04/15/2024

Sentara Payor ID: 54154; Change Healthcare submitters only should continue to utilize VAPRM for group number VP claims runout activity until further notice.

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	No Auth Required for NF; please send notifications of admissions/discharges/transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for NF; please send notifications of admissions/discharges/transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for NF; please send notifications of admissions/discharges/transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924

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Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	No Auth Required for NF; please send notifications of admissions/discharges/ transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for NF; please send notifications of admissions/discharges/transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for NF; please send notifications of admissions/discharges/transfers related to NF to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924	Donna Brock; dkbrock@sentara.com Phone: 434-713-1273 Main Toll-Free Number: 866-546-7924

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Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Notifications- Authorizations	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com

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Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Notifications - Authorizations	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice/ to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice/ to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924	No Auth Required for hospice; please send notifications of admissions/discharges/transfers/deaths related to hospice/ to: SHPWaiverTeam@sentara.com FAX: 844-552-7508 Phone: 866-546-7924
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com

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LTSS	Tidewater	Central	Charlottesville/Western
Contracting	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com
Credentialing	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com
Authorizations	Main Phone: 888-946-1167 FAX: 844-828-0600	Main Phone: 888-946-1167 FAX: 844-828-0600	Main Phone: 888-946-1167 FAX: 844-828-0600
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com
Credentialing	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com	CENTIPEDE: 855-359-5391 joincentipede@heops.com
Authorizations	Main Phone: 888-946-1167 FAX: 844-828-0600	Main Phone: 888-946-1167 FAX: 844-828-0600	Main Phone: 888-946-1167 FAX: 844-828-0600
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com

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DME AT & EM	Tidewater	Central	Charlottesville/Western
Contracting	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX 844-348-3720 DME	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX: 844-348-3720 DME	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX: 844-348-3720 DME
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com
DME AT & EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX: 844-348-3720 DME	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX: 844-348-3720 DME	Main Phone: 888-946-1167 FAX: 844-828-0600 EM & AT FAX: 844-348-3720 DME
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com

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DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com
Escalation Contact	SentaraMedicaid@sentara.com	SentaraMedicaid@sentara.com	SentaraMedicaid@sentara.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com
Escalation Contact	SentaraMedicaid@sentara.com	SentaraMedicaid@sentara.com	SentaraMedicaid@sentara.com

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ARTS Please copy Kaine Toomy (iktoomey@sentara.com) and Jennifer Varbero@sentara.com on all correspondence	Tidewater (jsvarber@sentara.com)	Central	Charlottesville/Western
Contracting	Kresha Garland: krgarlan@sentara .com	Kresha Garland: krgarlan@sentara .com	Kresha Garland: krgarlan@sentara .com
Credentialing	Faith Decoster ftdecost@sentara.com	Faith Decoster ftdecost@sentara.com	Faith Decoster ftdecost@sentara.com
Authorizations	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries. Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals.	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals.	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals.
Claims	Aundrea Christmas adchrist@sentara.com	Aundrea Christmas adchrist@sentara.com	Aundrea Christmas adchrist@sentara.com
Care Coordination	Danielle Ridgeway dlridge1@sentara.com	Danielle Ridgeway dlridge1@sentara.com	Danielle Ridgeway dlridge1@sentara.com
ARTS for grievances or denials appeals.	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Kresha Garland: krgarlan@sentara .com	Kresha Garland: krgarlan@sentara .com	Kresha Garland: krgarlan@sentara .com
Credentialing	Faith Decoster ftdecost@sentara.com	Faith Decoster ftdecost@sentara.com	Faith Decoster ftdecost@sentara.com
Authorizations	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals.	757-552-7474 or 1-800-229-8822 and follow the prompts for provider relations for Inquiries Please reach out to Natasha Byrd (nxbyrd@sentara.com) for grievances or denial appeals.
Claims	Aundrea Christmas adchrist@sentara.com	Aundrea Christmas adchrist@sentara.com	Aundrea Christmas adchrist@sentara.com
Care Coordination	Danielle Ridgeway dlridge1@sentara.com	Danielle Ridgeway dlridge1@sentara.com	Danielle Ridgeway dlridge1@sentara.com

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Mental Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management: 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives: 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com
Mental Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRVRECRUIT@sentara.com
Credentialing	SHPCredDept@sentara.com	SHPCredDept@sentara.com	SHPCredDept@sentara.com
Provider Data Management	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com	Provider Data Add/Term/Update Status Inquire PUStatus@sentara.com
Authorizations	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899	BH Inpatient Fax: 844-348-3719 MHS/Bravo Services Fax: 844-894-3231 Crisis/MH IOP/MHPHP Fax: 844-366-3899
Claims	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com	Primary: Provider Service Representatives 1-800-881-2166 Escalation: Assigned Network Educator ProviderRelations@sentara.com
Care Coordination	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com	Care Coordination Line: 866-546-7924 shp_mcm_mgr@sentara.com