

OPTIMA HEALTH Updated 6/3/2022

Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **54154M**

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Notifications- Authorizations	Melissa Hartley 757-983-4051 mrhartl1@sentara.com	Melissa Hartley 757-983-4051 mrhartl1@sentara.com	Melissa Hartley 757-983-4051 mrhartl1@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branee Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924

OPTIMA

Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **54154M**

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Notifications - Authorizations	Melissa Hartley 757-983-4051 mrhartl1@sentara.com	Melissa Hartley 757-983-4051 mrhartl1@sentara.com	Melissa Hartley 757-983-4051 mrhartl1@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com
Credentialing	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 LXRELIFO@Sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 LXRELIFO@Sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 LXRELIFO@Sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924

LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com
Credentialing	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joicentipede@heops.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924

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Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **54154M**

Mental Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com
Mental Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com	Authorizations Line: 800-648-8420 Escalation: Thomas Bateman 757-983-2599 txbatema@sentara.com

Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924 Jennifer Bernard 757-983-4067 Jrberna3@sentara.com

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DME AT & EM	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924

OPTIMA

Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **54154M**

DME AT & EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com	Network Management 877-865-9075 x 4 PRV_RECRUIT@sentara.com
Credentialing	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com	Network Management 877-865-9075 x 3 Cred_Org_Apps@sentara.com
Authorizations	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com	LeeAnn Reliford 888-946-1167 x 2 then x 5 lxrelifo@sentara.com
Claims	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator	Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com Escalation: Assigned Network Educator
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924
DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 804-510-7524 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924
Escalation Contact	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Branae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924
DD Waivers Residential	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924
Care Coordination	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tammy Forbes 757-419-1326 tforbe3@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tmaitla@sentara.com Care Coordination Line: 866-546-7924

