

OPTIMA Updated 3/30/2021

Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **5415M**

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com
Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator
Care Coordination	Latosha Goldsmith 757-983-4019 llgoldsm@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 Brobenae2@sentara.com Care Coordination Line: 866-546-7924
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com
Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator

Care Coordination	Interim Malinda Sant mmsmart@sentara.com 757-807-9573	Interim Malinda Sant Inter mmsmart@sentara.com 757-807-9573	Tracy Maitland-Martin tmaitla@sentara.com 757-807-9573
	Care Coordination Line: 866-546-7924	Care Coordination Line: 866-546-7924	Care Coordination Line: 866-546-7924

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator
Care Coordination	Latosha Goldsmith 757-983-4019 llgoldsm@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: **5415M**

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Interim Malinda Smart 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Interim Malinda Smart 757-807-9573 mmsmart@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: Nancy Everitt 855-359-5391 joincentipede@heops.com	CENTIPEDE: Nancy Everitt 855-359-5391 joincentipede@heops.com	CENTIPEDE: Nancy Everitt 855-359-5391 joincentipede@heops.com
Credentialing	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com
Authorizations	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@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	Latosha Goldsmith 757-983-4019 llgoldsm@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: Nancy Everitt 855-359-5391 joincentipede@heops.com	CENTIPEDE: Nancy Everitt 855-359-5391 joincentipede@heops.com	CENTIPEDE: Nancy Everitt 855-359-5391 joincentipede@heops.com
Credentialing	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com	CENTIPEDE: Ricki Wilkey 855-359-5391 joincentipede@heops.com
Authorizations	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com

Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator
Care Coordination	Interim Malinda Smart. 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Interim Malinda Smart 757-807-9573 mmsmart@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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Community Mental Health Rehab. Services	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com
Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator
Care Coordination	Latosha Goldsmith 757-983-4019 llgoldsm@sentara.com Care Coordination Line: 866-546-7924	Diane Hiel 757-807-9735 dxhiel@sentara.com Care Coordination Line: 866-546-7924	Braae Obenauer 757-995-4125 Broben2@sentara.com Care Coordination Line: 866-546-7924
Community Mental Health Rehab. Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com	Lavinia Smith 757-983-4339 LYSMITH3@sentara.com
Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator

Care Coordination	Interim Malinda Sant mmsmart@sentara.com	757-807-9573	Interim Malinda Sant mmsmart@sentara.com	757-807-9573	Tracy Maitland-Martin tlmaitla@sentara.com	757-807-9573
	Care Coordination Line:	866-546-7924	Care Coordination Line:	866-546-7924	Care Coordination Line:	866-546-7924

OPTIMA

Health Plan Payer ID: Institutional: **00453**/ Professional: **54154**/ Professional Mental Health: **5415M**

DME AT & EM	Tidewater	Central	Charlottesville/Western
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com
Claims	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator	<u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator
Care Coordination	Latosha Goldsmith 757-983-4019 llgoldsm@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: **5415M**

DME AT & EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@sentara.com	Network Management 877-865-9075 x 4 OptimaContract@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	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com	Sunshine Reil 757-983-4174 sjreil1@sentara.com
Claims	<u>Primary</u> : Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation</u> : Assigned Network Educator	<u>Primary</u> : Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation</u> : Assigned Network Educator	<u>Primary</u> : Provider Service Representatives 757-552-8370 or 1-844-512-3172 ProviderRelations@sentara.com <u>Escalation</u> : Assigned Network Educator
Care Coordination	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924
DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Latosha Goldsmith 757-983-4019 llgoldsm@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 Brobenas2@sentara.com Care Coordination Line: 866-546-7924
Escalation Contact	Latosha Goldsmith 757-983-4019 llgoldsm@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 Brobenas2@sentara.com Care Coordination Line: 866-546-7924
DD Waivers Residential	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924
Escalation Contact	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Interim Malinda Sant 757-807-9573 mmsmart@sentara.com Care Coordination Line: 866-546-7924	Tracy Maitland-Martin 757-807-9573 tlmaitla@sentara.com Care Coordination Line: 866-546-7924

