

Provider Update

August 23, 2019

Virginia Premier strives to improve and enhance the provider experience with each interaction with our health plan.

To meet the real-time needs of our provider community, Virginia Premier is expanding the ways we incorporate technology into provider revenue cycle functions. We're doing this to make things easier for you, the providers who deliver high-quality care to our members.

Introducing Online Claims Reconsiderations

Beginning **September 3, 2019**, providers with access to Virginia Premier's provider portal can begin submitting first and second level claims reconsiderations through the portal.

Timely and Efficient

Submitting your claims reconsiderations online is an easy and effective way to minimize mailing costs, and reduce the time spent sending and processing requests through the mail. Submitting a request can be done in minutes, and each request includes a unique identification number that can be viewed at any time through the portal.

Multiple Ways to Train!

Providers are welcome to contact our Provider Services team for training on the reconsideration tool, but can also watch a brief video on the training here: <https://youtu.be/ewneANLVBbo>

Access to the portal is required to submit reconsiderations online. This access is free, and providers can register at virginiapremier.com under Providers: Provider Portal. This access will also allow providers to verify eligibility, check claim status, submit authorizations, and more!

Contact Us

We look forward to hearing from you about this exciting change, as well as on other ways we can improve your experience with us. For questions or feedback, please contact our Provider Services team at (804) 968-1529.