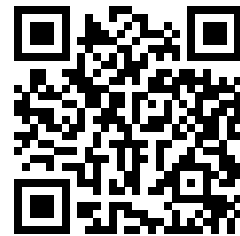


Easy.  
Confidential.  
No cost.



A wide range of  
resources are just a click  
away at [sentaraEAP.com](https://www.sentaraEAP.com)  
1-800-899-8174

Guidance and  
support for  
everyday life.



 **Sentara**<sup>®</sup>  
Health Plans

[sentaraEAP.com](https://www.sentaraEAP.com)  
1-800-899-8174

Sentara EAP assists you with challenges you may be facing in your personal and professional life.



**We are here to help you:**

- improve relationships
- find tools to manage stress or anger
- explore child or eldercare resources
- cope with grief and loss
- manage conflict with a coworker or an employee
- make other positive changes in your life

## Q&As

**What can I expect when I call Sentara EAP?**

Our friendly team members will ask for basic information, such as your name and your employer. They will assist you with scheduling a counseling appointment or provide you with the right resources based on your needs. You can choose an in-person, telephonic, or HIPAA-compliant virtual counseling appointment.

**How can EAP counseling help me?**

When you feel overwhelmed or when your typical coping skills aren't working, our clinicians can provide you with a different perspective and offer suggestions or interventions you haven't considered. Our focus is on helping you manage your life in a healthy and productive way.

**What happens at a counseling session?**

You'll first complete some basic paperwork and a health questionnaire. Next, you'll meet with a clinician who will assess your situation and work with you to develop solutions. Counseling sessions typically last about 45 minutes.

**What online resources do you offer?**

Sign in anonymously to [sentaraEAP.com](https://sentaraEAP.com) to explore helpful tools on relationships, emotional well-being, work/life balance, and financial and legal concerns. You can also check out our training center for on-demand courses on topics for self-growth and professional development.

**Easy**

Call **1-800-899-8174** to schedule an in-person, telephonic, or virtual counseling appointment. You don't need to go through your manager or human resources department to access counseling services.



**Confidential**

Discussions with our clinicians are protected by strict privacy laws. Sentara EAP will not share any information without your consent or unless required by law.



**No cost**

Our services are covered by your employer, so there's no cost to you or your household members.



# Protect Yourself, Protect Others. Get Your Flu Shot.

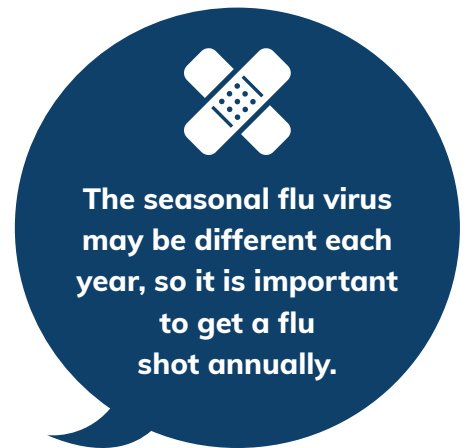


## 2023–2024 Influenza Season

Optima Health covers the flu vaccine for members with medical and/or pharmacy benefits.

For the 2023-2024 flu season, Optima Health will cover the Trivalent, Quadrivalent, and Adjuvant (for members 65 and older) influenza vaccine at 100% under the preventive care benefit.

The seasonal flu and COVID-19 are both contagious respiratory illnesses with similar symptoms, but they are caused by different viruses. Optima Health recommends that you protect yourself from these viruses. It is safe for you to be given the flu vaccine and COVID-19 vaccine at the same time. The COVID-19 vaccine is also covered by Optima Health.



## Visit the following locations to receive a flu shot:



### Your Physician's Office

Check with your physician to see if they offer the flu vaccine. A copayment may apply if you receive the flu vaccine during a scheduled office visit.



### Your Local Pharmacy

There is no copayment, coinsurance, or deductible for members that receive a covered flu vaccine<sup>1</sup> from a participating pharmacy (age restrictions may apply). Please contact your local pharmacy to verify participation.

**If you need assistance finding a location to receive a flu vaccine, contact Optima Health member services at the number listed on the back of your member ID card.**

<sup>1</sup>High-dose and FluMist® influenza vaccines are not covered for all ages. Adjuvant influenza vaccines are not covered for members ages 64 and younger. Optima Family Care and Optima Health Community Care members (excluding FAMIS) ages 18 and younger must obtain influenza vaccinations through the Vaccines for Children (VFC) program. Please see your doctor, physician, or pharmacy for information on receiving the flu vaccine. As always, we recommend that you check your benefits documents or call member services to confirm coverage details.

Source: Frequently asked flu questions: 2023-2024. Centers for Disease Control and Prevention. [cdc.gov/flu/season/faq-flu-season-2023-2024.htm](https://www.cdc.gov/flu/season/faq-flu-season-2023-2024.htm)

**24/7/365**

on-demand access to  
quality healthcare.  
Anytime, Anywhere.

With MDLIVE, you can visit with a doctor 24/7 from your home, or on the go. MDLIVE's network of Board Certified doctors is available by phone or secure video to assist with non-emergency medical conditions.



### Who are our doctors?

MDLIVE has the nation's largest network of telehealth doctors and behavioral health providers. On average, MDLIVE's doctors have 15 years of experience practicing medicine and are licensed in the state where patients are located. Their specialties include primary care, pediatrics, emergency medicine, and family medicine. MDLIVE's doctors are committed to providing convenient, quality care and are always ready to take your call.

### Common Conditions We Treat

- allergies
- asthma
- behavioral health
- bronchitis
- cold and flu
- diarrhea
- ear aches
- fever
- headache
- infections
- insect bites
- joint aches
- rashes
- respiratory infections
- sinus infection
- urinary tract infections
- sore throat
- and more!

### Pediatric Care

- cold and flu
- constipation
- ear aches
- nausea
- pink eye
- and more!

### When should I use MDLIVE?

- for non-emergency issues that do not require a trip to the ER or an urgent care center
- during or after normal business hours, nights, weekends, and even holidays
- if your primary care doctor is not available
- if you need to request prescription refills (when appropriate)
- if you are traveling and in need of medical care

**MDLIVE has pediatricians  
on call 24/7/365.**

Exceptional Care,  
Anywhere

Register now! Call 1-888-469-9189, or sign in at [sentarahealthplans.com](https://sentarahealthplans.com) and select Virtual Visit.

# Treatment Cost Calculator



## Better Information

View estimates on all covered procedures and services in your area, based on your specific benefit plan information.

## Better Decisions

Shop and compare out-of-pocket costs for a specific procedure at a specific doctor or medical facility.

## Better Health

Compare your options, plan for future expenses, and make the best decisions for your specific needs.

After exploring your options, discuss the information with your healthcare provider to help you make the best decision for your specific needs.

## Explore your options:

- Search for estimates two ways:
  - Total Cost Treatment Estimator - provides total cost of care for procedures
  - CPT Code Treatment Estimator - provides costs of items and services from a specific provider
- Review out-of-pocket estimates\* based on real-time balances of your health plan's deductibles and out-of-pocket maximums.
- Explore cost-saving tips and additional guidance on technical healthcare information relevant to your search.
- View maps, get directions, call for appointments, and print or email estimates.

**\*Please Note:** Estimates provided within the Treatment Cost Estimator are not quotes. While every effort is made to provide members with the most accurate information, in some instances the actual charges from your healthcare provider may be different than the average estimate provided.

Sign in at [sentarahealthplans.com/members](https://sentarahealthplans.com/members) to  
Calculate Treatment Costs



Provided by Assist America

# Sentara Health Plans Emergency Travel Assistance



## Peace of Mind!

**No matter where you are in the world, you will always get the care you need**

Your enrollment with Sentara Health Plans includes a FREE Emergency Travel Assistance program that can handle and resolve your medical and travel emergencies. You, and any dependents on your health plan, are covered whenever traveling 100 miles or more away from your permanent residence, or in another country.

## Emergency Travel Assistance Services Include:

### **Medical Consultation, Evaluation, and Referral**

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

### **Foreign Hospital Admission Assistance**

Assist America fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. Advances must be repaid within 45 days.

For more information,  
visit: [sentarahealthplans.com](http://sentarahealthplans.com)

## Assist America Operations Center

**1-800-872-1414**

(inside USA)

**+1-609-986-1234**

(outside USA)

Reference Number: 01-AA-OPT-10113

- State-of-the-art 24/7 Operations Center
- Worldwide response capabilities
- Trained multilingual and medical personnel, including doctors and nurses
- Experienced crisis management professionals
- Air and ground ambulance service providers
- Ready to help you, anytime, anywhere!

### **Prescription Assistance**

If a participant needs a replacement prescription while traveling, Assist America will help in filling that prescription.

### **Emergency Trauma Counseling**

Telephone-based counseling and referrals to qualified counselors.



SAVING MORE

# Optima Health and Husk Wellness



Optima Health and Husk Wellness have teamed up to offer Optima Health members the best fitness brands at the best prices. Members have access to premier fitness, weight loss, and wellness brands at discounted pricing with Husk Wellness.



**Husk Wellness**, previously known as Gym Network 360, provides access to premier fitness, weight loss, and wellness brands at discounted pricing along with the education, resources, and tools to engage and motivate members to become more active and adopt healthier behaviors.

## Exercise

Members enjoy savings of 5-20% off retail rates of over 6,000 fitness facilities and programs designed to engage at all fitness levels.

- Top brands include Anytime Fitness, Curves, Planet Fitness, OneLife Fitness, and more.
- Regional and specialty studio options include CrossFit, cycling, kickboxing, yoga, and more.
- Virtual fitness options include Honor Yoga, CoPilot, and Husk Movement

## Eating

Members enjoy exclusive rates on top-ranked nutrition, weight loss, and healthy eating programs.

- Variety of meal plans include fresh prepared meals, and diet delivery options.
- Discounts on top brands such as Jenny Craig and Diet-to-Go.
- Discounts on vitamins, supplements, and other healthy food products.

## Education

Husk Wellness provides wellness tools and resources to support and motivate members through their wellness journey all year long, including monthly promotions for additional savings.

For access to Husk Wellness, visit our **Health and Wellness Discounts** page at [optimahealth.com/members](https://optimahealth.com/members)

OptimaHealth 

These discounts apply for all Optima Health members and do not, in any way, affect your premium, nor are they covered benefits under your health plan. These discounts cannot be used in conjunction with any other discount, rider, or benefit, and you will be responsible for applicable taxes. Optima Health is the trade name of Optima Health Plan, Optima Health Insurance Company, and Sentara Health Plans, Inc. Optima Vantage HMO products and Point-of-Service products are underwritten by Optima Health Plan. Optima Plus PPO products and Optima Individual Plans are underwritten by Optima Health Insurance Company. Sentara Health Plans, Inc. provides administrative and TPA services for self-insured group health plans. The services listed on this flyer are value-added benefits available to Optima Health plan members and not covered benefits under any Optima Health Plan.

# Where to go for Care



If you feel sick, knowing where to go to get the best care can help you save time and money. Need to find a doctor? You'll find a complete list of doctors, urgent care centers, and other facilities in the Sentara Health Plans network at [sentarahealthplans.com/findadoc](https://sentarahealthplans.com/findadoc).

## Call Your Primary Care Provider (PCP) or Have a Virtual Visit



Cost: \$  
Wait Time: Short

See your PCP for routine health issues. Your PCP is your main point of contact to identify an illness or condition, offer methods of care, and recommend specialists or facilities if additional diagnoses and follow up are needed. Your PCP may also offer virtual visits for certain conditions.

- refill and renew medications
- chronic illness
- vaccines
- long-term urine/bowel issues
- most behavioral health needs
- flu/sore throat/fever
- toothache
- any symptoms listed under urgent care/virtual consult

## Go to Urgent Care



Cost: \$\$  
Wait Time: Moderate

The following can be handled by your PCP, but urgent care or a virtual consult may be a better option when your PCP's office may be closed, such as weekends or holidays.

- cough/cold/runny nose
- throat pain or sore throat
- ear pain
- pain/burning in urine
- headache
- nausea/vomiting
- loose stools/diarrhea
- fever less than 104°F
- rash
- back pain
- penile/vaginal discharge
- minor injuries/cuts/burns

## Go to the Emergency Room (ER) or Call 911



Cost: \$\$\$  
Wait time: Long

In any life-threatening emergency situation, always go to the closest ER or call 911.

- chest pain
- head trauma
- trouble breathing
- broken bones
- poisoning
- seizures
- severe bleeding
- loss of vision
- stroke
- fever over 104°F
- vaginal bleeding when pregnant
- plans to harm yourself or others

Download the Sentara Health Plans mobile app. Find doctors and urgent care centers, view benefit and claims information, access your member ID card, and more. The Sentara Health Plans mobile app is available in the App Store and Google Play.



Still unsure of where to go for help? Contact the free 24/7 Nurse Advice Line by calling **1-800-394-2237**.





## PREVENTIVE SERVICES

# Covered Under Health Care Reform



### Covered Preventive Services for Adults

**Abdominal aortic aneurysm screening:** men

**Alcohol misuse:** screening and counseling

**Aspirin use:** adults ages 50–59 with risk of cardiovascular disease

**Cholesterol screening for adults of certain ages**

**Colorectal cancer screening:** regular screenings for adults ages 45–75, selective screenings for adults ages 76–85

**Consultation for screening colonoscopy**

**Depression screening**

**Diabetes screening:** adults with high blood pressure

**Falls prevention:** adults 65 years or older—Vitamin D and exercise or physical therapy

**Healthy diet and physical activity counseling:** adults with cardiovascular disease risk factors

**Hepatitis B screening: adults at increased risk**

**Hepatitis C virus infection screening:** adults ages 18–79

**HIV pre-exposure prophylaxis (PrEP)**

**HIV screening**

**Hypertension screening:** adults ages 18 or older without known hypertension

**Immunization vaccines:**

- Hepatitis A
- Hepatitis B
- Herpes Zoster
- Human Papillomavirus
- Influenza
- Measles, Mumps, Rubella
- Meningococcal
- Pneumococcal
- Tetanus, Diphtheria, Pertussis
- Varicella

**Lung cancer screening:** adults ages 50–80 with 20 pack-year smoking history and currently smoke or who have quit within the past 15 years

Under the Affordable Care Act, certain preventive services and medications are covered at no cost<sup>1</sup> to the member when administered by an in-network plan physician or pharmacy.

**Male condoms**

**Prediabetes and type 2 diabetes screening:**

asymptomatic adults ages 35–70 who are overweight or obese

**Statin medications<sup>2</sup>:** adults ages 40–75 with no history of cardiovascular disease who have one or more risk factors and calculated 10-year risk

**STI counseling:** adults at increased risk

**Syphilis screening**

**Tobacco use counseling, generic and over-the-counter medications, and cessation interventions**

**Tuberculosis screening**

**Unhealthy drug use:** adults ages 18 and older

### Covered Preventive Services for Women, Including Pregnant Persons

**Anemia screening:** pregnant persons

**Aspirin use:** after 12 weeks of gestation in women who are at high risk for preeclampsia

**Bacteriuria screening**

**Behavioral health counseling for healthy weight and weight gain in pregnancy**

**BRCA risk assessment and genetic counseling/screening**

**Breast cancer chemoprevention counseling**

**Breast cancer preventive medication<sup>2</sup>**

**Breast cancer screening:** women over age 40

**Breast feeding support and counseling**

**Cervical cancer screening**

**Chlamydia infection screening**

<sup>1</sup>An office visit copayment may be charged to health plan members for some services.

<sup>2</sup>Select medications only are covered at no cost to the member. Please contact member services or pharmacy services at the number on the back of your member ID card for more information.

## Covered Preventive Services for Women, Including Pregnant Persons (continued)

**Contraception:** All Food and Drug Administration-approved contraceptive methods and intrauterine devices (IUD); sterilization procedures including tubal ligations and Essure; and patient education and counseling; not including abort/facient drugs. Generic oral contraceptives are eligible for 100% coverage. Please visit [sentarahealthplans.com](http://sentarahealthplans.com) to determine member cost share for brand name oral contraceptives.

**Decision making/sharing by clinicians with women at increased risk for breast cancer**

**Depression screening**

**Double electric breast pumps, parts, and milk storage supplies**

**Folic acid supplementation**

**Gestational diabetes screening: asymptomatic pregnant persons at 24 weeks of gestation or after**

**Gonorrhea screening**

**Hepatitis B screening at first prenatal visit**

**HIV screening:** pregnant persons

**HPV test**

**Intimate partner violence screening and counseling**

**Lactation support and counseling**

**Osteoporosis screening:** postmenopausal women younger than 65 at increased risk, and women over 65 or at high risk

**Perinatal depression counseling and interventions**

**Preeclampsia screening and prevention**

**Rh incompatibility screening:** first pregnancy visit and between 24 and 28 weeks gestation

**Syphilis screening**

**Weight and nutrition counseling: women ages 40-60**

**Well-woman visits**

**Tobacco counseling and intervention**

## Covered Preventive Services for Children

**Alcohol and drug use assessments**

**Autism screening:** children at age 18 and 24 months

**Behavioral assessments**

**Blood pressure screening**

**Cardiac disease screening:** at-risk children and adolescents ages 11-21

**Cervical dysplasia screening: sexually active females**

**Congenital hypothyroidism screening:** newborns  
**Dental cavities prevention:** infants and children up to age five years

**Depression screening:** adolescents

**Developmental screening:** children under age three, and surveillance throughout childhood

**Dyslipidemia screening:** children at high risk of lipid disorders

**Gonorrhea prophylactic medication:** newborns

**Hearing loss screening:** newborns

**Height, weight, and body mass index measurements**

**Hematocrit or hemoglobin screening**

**Hemoglobinopathies screening:** newborns

**Hepatitis B infection screening:** ages newborn-21

**Hepatitis C virus infection screening:** adolescents

**HIV screening**

**Immunization vaccines:**

- Diphtheria, Tetanus, Pertussis
- Haemophilus influenzae type b
- Hepatitis A
- Hepatitis B
- Human Papillomavirus
- Inactivated Poliovirus
- Influenza
- Measles, Mumps, Rubella
- Meningococcal
- Pneumococcal
- Rotavirus
- Varicella

**Iron supplementation**

**Lead screening:** for children at risk of exposure

**Medical history**

**Obesity screening:** children and adolescents

**Oral fluoride supplementation:** starting at age six months for children whose water supply is fluoride deficient

**Oral health risk assessment**

**Phenylketonuria (PKU) screening:** newborns

**Skin cancer behavioral counseling:** children, adolescents and young adults ages 10-24 years old

**STI prevention counseling and screening:** for all sexually active adolescents

**Suicide risk screening:** ages 12-21

**Tobacco use interventions:** school-aged children and adolescents

**Tuberculin testing for children at higher risk of tuberculosis**

**Visual acuity screening**

# Express Scripts® Mail-Order Program



With your pharmacy benefits from Sentara Health Plans, you can get 90-day supplies of your maintenance medications delivered right to your door from Express Scripts® Pharmacy.

Along with simple, stress-free ordering and delivery that can save you time and money, you'll also enjoy:

- FREE standard shipping,\* with most orders arriving within 5-7 days once shipped
- Access to a hassle-free automatic refill program so you never run out of medication
- Sign in to [sentarahealthplans.com/members](https://sentarahealthplans.com/members) or the Sentara Health Plans mobile app to refill medications, track orders, transfer prescriptions to our pharmacy, and make payments
- 24/7 access to pharmacists and patient care advocates to answer your questions.

Express Scripts Pharmacy is 100% focused on pharmacy and 100% focused on getting you your medications safely, quickly, and accurately.

*\* Standard shipping costs are included as part of your prescription plan.*

## Three easy ways to switch to Express Scripts Pharmacy



### ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy

### Online

Sign in to [sentarahealthplans.com/member](https://sentarahealthplans.com/member) or the Sentara Health Plans mobile app to activate your pharmacy account. After activating your account, you'll be able to view your prescriptions and savings; then, simply click to transfer your eligible prescriptions to home delivery.

### Phone

Call **1-888-899-2653** to learn how to get your long-term maintenance medications delivered by Express Scripts Pharmacy. TTY users can call **1-800-716-3231** or **711**.

[sentarahealthplans.com](https://sentarahealthplans.com)

 **Sentara®**  
Health Plans

## Frequently Asked Questions

### **Q: What medications can be delivered?**

A: Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your door. These often come in a 90-day, versus a 30-day, supply, so you are less likely to miss a dose, which can keep you healthier.

### **Q: Is it safe to get my medications delivered?**

A: It's very safe. Millions of people have their medications delivered every day. Express Scripts Pharmacy ensures packaging is confidential, tamper evident, and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

### **Q: How long will it take to receive my home delivery medications?**

A: After Express Scripts Pharmacy receives your prescription from your doctor, your medication usually arrives within 5-7 days once shipped. It may take longer if Express Scripts Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. In such cases, Express Scripts Pharmacy will notify you and give you options. You can always track the progress of your medication shipment online or through the Sentara Health Plans mobile app.

### **Q: How do I refill my prescriptions?**

A: You can order a refill by:

- using the pharmacy portal on
- [sentarahealthplans.com/members](https://sentarahealthplans.com/members)
- using the Sentara Health Plans mobile app
- calling toll-free **1-888-899-2653** or on your prescription label

All of these options are available 24 hours a day, 7 days a week.

[sentarahealthplans.com](https://sentarahealthplans.com)

### **Q: How do I set up automatic refills?**

Automatic refills from Express Scripts Pharmacy are available for qualifying long-term daily medications. When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the delivery date, the address, and more on the mobile app and website.

You can set up automatic refills using the pharmacy portal on [sentarahealthplans.com/members](https://sentarahealthplans.com/members) or the Sentara Health Plans mobile app. After you sign in to your account, you simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to an Express Scripts Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program; simply call the toll-free number on the back of your member ID card or on your prescription label.

### **Q: What if I have a question about my medication or want to talk to a pharmacist? Where do I call with additional questions or for help?**

A: You can always reach a live person—a patient care advocate or a pharmacist—to help you at Express Scripts Pharmacy, 24 hours a day, 7 days a week. Simply contact Express Scripts Pharmacy at **1-888-899-2653**.



## 1. What is a specialty pharmacy?

Specialty pharmacies handle high-cost medications for complex health conditions. These medications often require special handling, disposal, and/or monitoring. Pharmacy team members help to identify and remove barriers so patients are able to take their medications and thus improve their quality of life.

## 2. What service does Proprium Pharmacy provide?

- a live answer by a team member every time you call during business hours
- support with insurance issues and financial assistance program enrollment
- refill reminder calls/text messages to help you refill your medications on time
- Patient Management Program: personalized care for every patient. We will work with you and your healthcare providers to develop a care plan based upon your individual health conditions.

## 3. What are some of the potential benefits of working with Proprium Pharmacy's patient management program?

- better understanding of your condition and prescribed medication regimen
- improved ability to take your medications as ordered by your doctor
- assistance with side effect management
- improvement in quality of life and overall health

## 4. What are some of the potential limitations of working with Proprium Pharmacy's patient management program?

The program is intended to aid patients in managing their health conditions and is not intended as a cure.

## 5. How much will my medications cost?

Medication costs vary based upon a patient's insurance plan and the medication prescribed. We will be able to determine your out of pocket costs such as deductibles, copayments and coinsurance as soon as we have processed the claim with the insurance company. We will ensure you are aware of your financial responsibility before sending the medication to you.

## 6. What if my insurance company doesn't cover my medications or I cannot afford the copayment and/or coinsurance?

We have patient care advocates who are dedicated to working with your physician and insurance company to obtain coverage for your medications wherever possible. These patient care advocates also perform a thorough investigation and eligibility review of available patient financial assistance programs with the goal of lowering your cost as much as possible.

## 7. What if Proprium Pharmacy is not a preferred provider for my insurance?

If Proprium Pharmacy is considered out-of-network by your insurance, our patient care advocates will consult with your insurance company to determine what the cost difference is for you to use our pharmacy versus an in-network pharmacy. We will provide our costs to you in writing and will work with you to determine the best avenue for you to obtain your medication.

**Call Proprium Pharmacy  
toll-free at 1-855-553-3568**

### **8. Does Proprium Pharmacy have access to all specialty medications?**

Proprium Pharmacy has access to most specialty medications. However, in the event we do not have access to your medication, we will transfer your prescription to a pharmacy that can provide the medication and we will contact you to let you know where your medication has been transferred.

### **9. Will Proprium Pharmacy ever substitute my brand name medication with a generic version?**

According to the FDA, an approved generic drug is the same as a brand-name drug in dosage, safety, strength, quality, performance, and intended use; and can be safely substituted. Proprium Pharmacy will substitute for the generic alternative unless your doctor indicates the brand product is medically necessary. Your insurance may charge a higher copayment in these circumstances.

### **10. How do I pay for my medications?**

You can pay for your medications using any major credit card or debit card. We also accept both Health Savings Account (HSA) and flexible spending account (FSA) cards.

### **11. How do I receive my medications?**

Your medications will be shipped to your home, work, or physician's office via a local or national courier service. Confidential packaging is used to ensure protection of your privacy.

### **12. What is the cost for delivery?**

Nothing—the pharmacy will deliver your medication at no charge. Certain circumstances may require a re-delivery fee. How do I refill my medication?

### **13. How do I refill my medication?**

One of our staff members will contact you approximately seven days prior to your refill due date to coordinate the delivery of your medications and needed supplies. These calls/texts are

designed to serve as a reminder to refill your medications on time. If you don't hear from us and are due for your refill, please call **757-553-3568** or toll-free **1-855-553-3568**.

### **14. How will I know if my medication is recalled and what should I do?**

Proprium Pharmacy receives alerts when a medication is recalled and we follow the provided recommendations from the FDA. We will reach out to you if you have received an affected product that requires action. Please call us if you have any questions regarding a recalled product.

### **15. How will I know if my order is delayed?**

Meeting our promised delivery times is a top priority for Proprium Pharmacy. However, if an unforeseen delay occurs, we will contact you as soon as we learn of the delay to discuss the circumstances and will work with you to make new arrangements. If you don't receive your order as expected, please let us know as soon as possible.

### **16. What should I do if I am experiencing side effects to my medication?**

Call 911 immediately if you believe your symptoms are life threatening. Otherwise, please contact the pharmacy at **757-553-3568** or toll-free at **1-855-553-3568** any time of day and one of our pharmacists will help guide you.

### **17. How can I inquire about my order's status?**

Please contact the pharmacy at **757-553-3568** or toll-free at **1-855-553-3568** and we can inform you of your order status.

### **18. Can I communicate with you by TTY or other assistive telephone device?**

Absolutely. We utilize Virginia Relay (dial 7-1-1) to assist us with communication with patients who require these services. You may also designate a caregiver or family member to speak with us if you prefer.

# Sentara Health Plans Mobile App

Access Your Sentara Health Plans Account Anywhere, Anytime

The Sentara Health Plans mobile app goes with you wherever you take your smartphone. Safely and securely access important health information when you need it—at home, at the doctor, and even on the road. Download the app from the App Store or Google Play.

**Members and covered family members can:**

- View coverage and benefit details, including in-network plan expenses, deductibles, and balances
- Schedule virtual visits
- Get important preventive care reminders
- View and email digital member ID cards
- Access claims information and authorizations
- Find doctors and facilities
- Get healthy with free wellness tools from WebMD Health Services
- Look up costs for over 500 different treatments, surgeries, and other services
- and more!

*\*Sentara Health Plans members must sign in to use the secure features of the mobile app.*



For more information, visit [sentarahealthplans.com/app](https://sentarahealthplans.com/app)



# Case Management

## Get help achieving your health goals

Sentara Health Plans has a team of registered nurses, health coaches, and social workers available to help you improve your health. While we do not replace the advice given to you by your doctors, working with our care team is a free service that will empower you to take an active, informed role in your health.

### What can case managers do for you?

#### Case managers will work with you to:

- answer questions and find solutions tailored to your specific health needs
- provide support and education to help manage chronic conditions and prevent progression
- develop an individualized care plan with measurable goals
- advocate on your behalf to assist with barriers that may impede your care
- coordinate care
- help you navigate the healthcare system

#### You should reach out to a case manager if you:

- don't understand a diagnosis, medication, or treatment plan
- were recently discharged from the hospital or emergency department
- need assistance obtaining equipment
- require assistance to achieve a health goal



Take the first step now to improve your health by contacting a case manager today! Simply call **1-866-503-2730**.



If you have questions about authorizations, payments, or finding an in-network provider, please contact member services at the number listed on your member ID card. You can also access this information by signing into **sentarahealthplans.com/members** or by visiting the Sentara Health Plans mobile app.







# Member Services

Sentara Health Plans combines advanced technology and local, experienced staff to deliver exceptional service and resolve issues quickly. Our Member Services department maintains high satisfaction rates while managing high volumes via telephone and email, meeting members where they are most comfortable.

Available Monday to Friday, 8:00 a.m. to 8:00 p.m., our Member Services Representatives are highly trained to assist members with questions or requests, including:

- covered benefits
- claim status
- billing and payment information
- eligibility
- transfers to integrated units such as our 24/7 Nurse Advise Line

Our Member Services Representatives have exceptional customer service skills, communicate effectively, and problem-solve in addition to displaying an empathetic, friendly, and positive demeanor with each interaction. Our staff maintain a high level of professionalism. Representatives have a minimum of two years of customer service experience and an average of four years' experience.



**Our Member Services representatives rated 95.7% for respectful and courteous service by our members<sup>1</sup>.**



#### How to reach us:

For the fastest service, please call member services at the number on your member ID card.

You can also call our main number at **757-552-7401** or toll-free at **1-877-552-7401**. If you need language assistance call **1-855-687-6260**.

If you are hearing impaired, call our TTY VA Relay Service at **1-800-828-1140** or 711. Phone lines are open 8:00 a.m. to 8:00 p.m. EST Monday – Friday. Outside of regular business hours, members may leave a voicemail message for a return call the following business day. Email us at [member@sentarahealthplans.com](mailto:member@sentarahealthplans.com). [Sentarahealthplans.com/members/contact-us](https://www.sentarahealthplans.com/members/contact-us).

<sup>1</sup>2020 CAHPS® Commercial Adult Non-PPO 5.1H Final Report.

# New Member Checklist

FOR EMPLOYER-SPONSORED HEALTH INSURANCE PLANS



## Welcome to Optima Health!

Follow these simple steps to get the most out of your health insurance plan.\*

- Register for a secure online account** at [optimahealth.com/members](https://optimahealth.com/members). You'll need your member ID number, which can be found on your member ID card. Once you register online and sign in, you can:
  - Choose a primary care physician** within your plan's network. Sign in to [optimahealth.com/members](https://optimahealth.com/members) at any time or call Member Services at the number on the back of your member ID card to select or change your primary care physician.
  - Reduce mailbox clutter** and switch to electronic notifications for your Explanation of Benefits and other health plan information. Select *Change Mail Settings*.
  - Complete a Personal Health Assessment** and get personalized steps to wellness.
  - Calculate treatment costs** for visits and procedures using the Treatment Cost Calculator. Compare estimates by doctor and facility for over 500 procedures.
  - Register with MDLIVE®** in advance so you are ready to access a doctor by video conference or phone when you need it.†
  - Access your HealthEquity® Health Savings Account (HSA) or Choice Strategies™ Health Reimbursement Arrangement (HRA)** if applicable, to check balances, make payments, and more.†
- Download the Optima Health app** to instantly access your member ID card, claims information, the *Find Doctors, Drugs, and Facilities* search tool, and more.
- Download the Member Guide** at [optimahealth.com/members/manage-plans/member-guides](https://optimahealth.com/members/manage-plans/member-guides) for frequently asked questions, prescription medication information, important phone numbers, and more.
- Ensure any current treatment programs will transition smoothly.**
  - Get pre-authorization and step-edit processes waived for certain prescription medications you currently take if you have them refilled at a retail pharmacy within 60 days of your plan's effective date, or 120 days if you get your medications by mail order.
  - If you are currently undergoing treatment with a physician or facility that is not in the Optima Health network, upon medical review you may be approved to continue care at the in-network cost-sharing amount, for up to 90 days. Visit [optimahealth.com/members/manage-plans/forms](https://optimahealth.com/members/manage-plans/forms) and download the *Transitional Care Request Form*.
- Get discounts** just for being an Optima Health member. Visit the *Saving More* section of [optimahealth.com/mylifemyplan](https://optimahealth.com/mylifemyplan) for savings on gym memberships, vision care, and other wellness services.

\* You may access these and other resources beginning on your plan's effective date.

† Most third-party vendor services are accessible directly when you sign in at [optimahealth.com](https://optimahealth.com). You will automatically be recognized as an Optima Health member and your specific plan benefits will be applied to the service when you sign in.