



Personal Emergency Response System (PERS) Eligible members receive a PERS in-home monitoring device to connect them to help with just a press of a button or as soon as a fall occurs, 24 hours a day. Authorization is required and there is no cost to the member.

OnDuo Diabetes Program For members with type 2 diabetes, coaches and diabetes experts from the Onduo team work with the member and provider to optimize a diabetes care plan. Participating members receive an FDA-cleared blood glucose meter with an unlimited supply of test strips, using the Ondo app to track glucose levels. Some members, if additional eligibility criteria is met, may receive access to a continuous glucose monitoring system. There is no cost to eligible members.

Post-discharge Meals Eligible members can receive up to two meals per day for a maximum of 28 days per admission. The meals will be delivered to the member's home after a discharge from an inpatient facility such as a hospital or skilled nursing facility. Prior authorization is required.

Medical Transport SouthEastTrans (SET) provides 24 one-way trips for Optima Community Complete members. The transportation is provided by van, sedan, taxi, or ride share. A stretcher, BLS, or ALS can be provided if a letter of medical necessity is provided to SET. Call Optima Community Complete Member Services at the phone number on the back of your member ID card at least three business days ahead of the needed trip. For urgent transportation clinical personnel at the plan, hospital, or provider office can call 24/7. There is no copay.

Non-Medical Transport SouthEastTrans (SET) provides 24 non-health-related one-way trips for members who are chronically ill. The trips can be used for church, grocery stores, senior centers, social clubs, support groups, etc. Members must meet specific disease states and other criteria including being under intensive case management. This benefit requires an authorization and three business days' notice.

Readmission Prevention Program The Optima Health Readmission Prevention Program delivers support to our Medicare members immediately after a hospital stay or an emergency department visit. Our team provides assistance to members for the following: discharge instructions, general health questions/concerns, DME and home health needs, medication questions/concerns, transportation and scheduling a visit with a Primary Care Physician. Members discharged from a hospital stay will receive two calls from 757-252-6315. The first call will come one day one after the hospital discharge and the second call will come on day three.

Over-the-counter (OTC) Members can use their Optima Community Complete member ID card to order items and have them delivered directly to their home. There are two ways to order:

- By phone: 1-800-927-6048 (TTY: 711)
8 a.m. - 8 p.m. | Monday – Sunday | October 1 – March 31
8 a.m. - 8 p.m. | Monday – Friday | April 1 – September 30
- Online to order directly from the online catalog: nationsotc.com/optimahealth

Home Delivery Prescriptions This is a convenient way to make sure members take their medications when there is a barrier getting to the pharmacy. The member's physician can call OptumRx at 1-866-244-9113 or fax the prescription to 1-888-637-5191.

Optima Medicare Case Management may be contact by phone or email for questions about listed benefits (resources)

- Phone: 757-687-6318 or 888-204-3381
- Email: MA_Casemanager@sentara.com

Case Management referrals may be sent via email to MA_Casemanager@sentara.com

Coordinated Care Plus (CCC+) members may call 1-866-546-7924 to be connected to a Care Coordinator.

Optima Community Complete complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, existen servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al 1-855-687-6260.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-6260 (TTY: 711) 번으로 전화해 주십시오.