

Easy access to plan information

As a valued member of Sentara Health Plans, we want to make sure you know where to find important information on your health plan and what it covers.

Sentara Health Plans website

Important details such as the following can be found at sentarahealthplans.com:

- Quality improvement programs and activities
- Consumer satisfaction results
- Clinical practice guidelines
- Compliance and reporting compliance concerns
- Search tool for in-network providers, including their qualifications, office locations, contact information, and hours of operation

Member Handbook

You can access your Member Handbook at sentaramedicaid.com/documents. The handbook includes information on:

- Your rights and responsibilities as a member
- Notice of nondiscrimination
- Notice of privacy practices and protected health information (PHI)
- Our affirmative statement
- Information services for members
- Coordination of healthcare services
- Covered and non-covered benefits and services
- Advanced directives
- Filing a complaint or appeal a denial of service
- Language translation assistance for materials or spoken language, including:
 - How to request language translation assistance
 - How to get materials in an alternative format
- Prescription drug coverage and pharmacy information
- Addiction and recovery treatment services
- How to get:
 - Services through your primary doctor and/or specialist
 - Care after normal business hours or in case of an emergency
 - Care when you are outside of our service area

Member newsletter

Throughout the year, be on the lookout for our member newsletter, which is available at sentaramedicaid.com/documents and includes topics, such as:

- Our population health program
- Our case management program and how to make self-referrals
- How we evaluate new technology
- Member Advisory Committee schedule
- Member safety
- Cultural needs and preferences
- Accessibility of services, such as appointment time standards
- Our chronic disease management program
- Coordination of care and transition to other care
- Under/over utilization results of services available to members

Set your preferences

Don't forget to let us know if you want to go paperless, opt in for text messaging, or change your preferred language to Spanish. You can select your preferences in one of two ways:

- Sign in to the member portal at sentarahealthplans.com/signin
- Use the Sentara Health Plans mobile app (more on the mobile app at sentarahealthplans.com/app)

We are here to help

If you would like a printed copy of your Member Handbook or Provider Directory, please call Member Services at **1-800-881-2166** (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m., to ask for a copy to be mailed to you, at no cost.