



OptimaHealth 

Dear Member:

Thank you for selecting Optima Health Community Care for your healthcare coverage. Our goal is to provide you with quality healthcare and excellent customer service. Member Services is available at **1-888-512-3171 or TTY: 1-844-552-8148**, Monday through Friday, from 8:00 a.m. to 8:00 p.m. to answer any questions or concerns you may have about your health plan benefits.

A representative from Optima Health Community Care may reach out to you to arrange a face-to-face visit. Or, if you prefer, we can communicate with you via telephone. All Optima Health employees wear a nametag with the Optima Health logo, so they are easy to recognize.

You should have received your member ID card in the mail. If you have not, or if any of the information on your card is incorrect, please call Member Services.

We hope you find this Orientation Guide helpful. Please call Member Services if you would like to receive a copy of your **Member Handbook, Prescription Drug Formulary, or the Provider and Pharmacy Directory**. A copy will be mailed to you right away.

The Member Handbook includes a list of benefits, covered services, and any health plan limitations or exclusions. The Prescription Drug Formulary is a list of all covered prescription drugs and over-the-counter medications. The Provider and Pharmacy Directory is a list of our network providers as well as the pharmacies (drug stores) that you can use to fill your prescriptions.

You can also view or print these member materials at [optimahealth.com/communitycare](https://optimahealth.com/communitycare). The Member Handbook can also be found at [optimahealth.com/members/medicaid/documents-and-forms](https://optimahealth.com/members/medicaid/documents-and-forms).

Thank you for allowing us to serve your healthcare needs.

Sincerely,

Your Optima Health Team

# Welcome to Optima Health Community Care

Thank you for choosing Optima Health Community Care as your preferred Medicaid Managed Care plan. If you are a new member, we will get in touch with you via phone or a home visit within the next few weeks to go over some very important information. You can ask us any questions or receive help making doctor appointments. If you need to speak with us right away or before we contact you:



- Call Optima Health Community Care Member Services at **1-888-512-3171** or toll-free at **1-844-552-8148**, Monday – Friday, 8:00 a.m. to 8:00 p.m.
- Visit our website at [optimahealth.com/members/community-care](https://optimahealth.com/members/community-care).
- Call the CCC Plus Helpline at **1-844-374-9159 (TTY: 1-800-817-6608)**, Monday – Friday, 8:30 a.m. – 6:00 p.m. for help.

## Eligibility

If you have questions about your Medicaid eligibility, contact your local Department of Social Services eligibility worker or call Cover Virginia at **1-833-5CALLVA (TDD: 1-888-221-1590)** about any Medicaid eligibility questions. You may also visit Cover Virginia at [www.coverva.org](https://www.coverva.org). If you have questions about the services you get under Optima Health Community Care, please call Member Services.

## Remember to use your Optima Health Community Care member ID card for:

- doctors
- lab tests
- surgery
- prescription medications
- hospitals
- X-rays
- Emergency Department visits
- non-prescription medications





**OPTIMA HEALTH COMMUNITY CARE**

Member Name: JOHN DOE  
Member Number: 99999999\*99  
Group Number: ABC  
Member Effective Date: 99-99-99  
PCP Name: JANE DOE  
PCP Phone: 999-999-9999  
RxBIN #: 610011  
RxPCN #: OHPMCAID

Medicaid #: 999999999999  
DOB: 99/99/9999

Detailed benefit information at [optimahealth.com](https://optimahealth.com) and our mobile app



**OPTIMA HEALTH COMMUNITY CARE  
MEDICAID XP**

Member Name: JOHN DOE  
Member Number: 99999999\*99  
Group Number: OHCC  
Member Effective Date: 99-99-99  
PCP Name: 999999999999999999999999  
PCP Phone: 999-999-9999  
RxBIN #: 610011  
RxPCN #: OHPMCAID  
Medicaid #: 999999999999

OV: \$0  
ER: \$0  
RX: \$0  
DOB: 99-99-9999

Detailed benefit information at [optimahealth.com](https://optimahealth.com) and our mobile app

Pre Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.  
**IN CASE OF AN EMERGENCY:** Call 911 or go to the nearest emergency room.  
Always call your Primary Care Physician for non-emergent care.

Member Services: (Hearing Impaired /Virginia Relay: 711)	9-999-999-9999
Behavioral Health/ARTS Crisis Line:	9-999-999-9999
Provider Services: (Including Pre-Authorization)	9-999-999-9999
Care Coordination:	9-999-999-9999
24/7 Nurse Advice Line:	9-999-999-9999
Pharmacist Help Desk: (Including Pre-Authorization)	9-999-999-9999
Dental:	9-999-999-9999
Transportation:	9-999-999-9999

MEDICAL CLAIMS P.O. Box 5028 Troy, MI 48007-5028	BEHAVIORAL HEALTH CLAIMS P.O. Box 1440 Troy, MI 48099-1440	OPTIMA HEALTH 4417 Corporation Lane Virginia Beach, VA 23462-3162
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Offered by Optima Health Plan

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Offered by Optima Health Plan

If you have not received your member ID card, or if your card is damaged, lost, or stolen, call Member Services right away, and we will send you a new card.

Keep your Commonwealth of Virginia Medicaid ID card to access services that are covered through the State under the Medicaid fee-for-service program.

## What is Commonwealth Coordinated Care Plus?

The Commonwealth Coordinated Care Plus (CCC Plus) program is a Medicaid managed care program available through the Department of Medical Assistance Services (DMAS). Optima Health Community Care was approved by DMAS to provide care coordination and health care services. Our goal is to help you improve your quality of care and quality of life.

You are eligible for CCC Plus when you have full Medicaid benefits and meet one of the following categories:

- you are age 65 or older
- you have been identified as Medically Complex through the MCO Member Health Screening
- you are an adult or child with a disability
- you reside in a nursing facility
- you receive services through the CCC Plus home and community-based services waiver
- you receive services through any of the three waivers serving people with developmental disabilities, also known as the DD Waivers

For help choosing the health plan that is best for you, call the CCC Plus Helpline at **1-844-374-9159 (TDD: 1-800-817-6608)**, or visit the website at [cccplusva.com](http://cccplusva.com). The helpline is available Monday – Friday, from 8:30 a.m. to 6:00 p.m.

## Your Care Coordinator

You have a dedicated Care Coordinator who can help you understand your covered services and how to access services when needed. Your Care Coordinator will also help you work with your doctor and other health care professionals to provide a health risk assessment, and develop a care plan that considers your needs and preferences.

Your Care Coordinator can:

- answer questions about your health care
- provide assistance with appointment scheduling
- answer questions about getting any of the services you need
- help arrange transportation to your appointments
- answer questions you may have about your daily health care and living needs

## How to Contact your Care Coordinator

You can contact your Care Coordinator by calling the main phone number at **757-552-8398**, toll-free at **1-866-546-7924**, or by calling your Care Coordinator on their direct line.



## Health Screening

Within three months after you enroll with Optima Health Community Care, you or your authorized representative will be contacted via telephone or in person to answer questions about your health and social needs. Your answers will help Optima Health Community Care identify your needs and will help determine what services are required.

Your Care Coordinator will meet with you to ask questions about your health needs and choices. A health screening is a complete, detailed assessment of your medical, behavioral, social, emotion, and functional status that helps your Care Coordinator understand your needs.

## Care Plan

A care plan includes the types of health services that are needed and how you will get them. It is based on your health screening. After completing your health screening, your care team will meet with you to talk about what health and/or long-term services and supports you need or want, as well as your goals and preferences.



## Choosing or Changing Your PCP

As an Optima Health Community Care member, you will choose or be assigned a primary care physician (PCP). Your PCP will work with you and your Care Coordinator to coordinate most of the services you get as a member. Visit [optimahealth.com/members](https://optimahealth.com/members) or call Member Services at **1-888-512-3171** to change your PCP at any time to another PCP in our network. If you have not selected a PCP at least one week before your effective enrollment date, Optima Health Community Care may assign you a PCP.

## Emergency Services and Post-Stabilization Care

Emergency Department services are covered. Post-stabilization care is also covered. If you have a life-threatening emergency, call 911 or go to the closest Emergency Department. Optima Health Community Care will cover all emergency services that are medically necessary until the clinical emergency is stabilized and the member can be safely discharged or transferred. You are covered for true emergencies even when you travel outside of the service area.

## 24-Hour Nurse Advice Line

You can reach a nurse or behavioral health professional 24 hours a day, 7 days a week to answer your questions or seek medical advice. Call **757-552-8899** or toll-free **1-844-387-9420**, including holidays.

## Behavioral Health Crisis Line

Our Behavioral Health Crisis Line is manned by professionals who assist those in crisis. Contact Optima Health Community Care if you do not know how to get services during a crisis. We can help you find a crisis provider. Call **757-552-8383** or toll-free at **1-833-686-1595**.

If your symptoms include thoughts about harming yourself or someone else, you should:

- get help right away by calling 911
- go to the closest hospital for emergency care

## Addiction and Recovery Treatment Services (ARTS) Advice Line

If you are unable to reach your Care Coordinator, you can reach an ARTS health professional 24 hours a day, 7 days a week to answer your questions at **757-552-7580** or toll-free at **1-888-946-1168**. The call is free.

The ARTS Medical Advice Line is available to answer questions for members seeking help with substance abuse.

## Member Services

Call the phone number on your member ID card to speak with a representative about any Optima Health Community Care questions or services. Our representatives are available Monday through Friday (8 a.m. to 8 p.m.) to help with benefit questions, claims issues, changing PCPs, or resolving complaints.

- **Optima Behavioral Health Services**

These services can be obtained by contacting your Care Coordinator. Your Care Coordinator will help you make an appointment to speak with a behavioral health professional.

- **Prescription Drug Benefits**

Prescriptions can be filled at any plan-participating pharmacy. To find a participating pharmacy, visit our website, call Member Services at **1-888-512-3171 (TTY: 1-844-552-8148)**, or contact your Care Coordinator. Remember to use your member ID card when filling a prescription.

- **Dental Benefits**

Starting July 1, 2021, Virginia Medicaid began offering dental coverage for members age 21 and up. Children and pregnant women enrolled in Medicaid, FAMIS, or FAMIS MOMS will continue to receive comprehensive dental coverage under their own program. If you have questions about your dental coverage contact DentaQuest Member Services at **1-888-912-3456 (TTY/TDD 1-800-466-7566)**, Monday through Friday, 8:00 AM - 6:00 PM EST or online at [dmas.virginia.gov/for-members/benefits-and-services/dental/](https://dmas.virginia.gov/for-members/benefits-and-services/dental/).

- **Preventive Vision Check-ups**

A vision check-up once every year is covered under one of the EyeMed Vision Care providers. Vision services include diagnostic examination and optometric treatment procedures or services by ophthalmologists, optometrists, and opticians. Eyeglasses are covered for children under the age of 21. Call EyeMed Vision Care at **1-888-610-2268** or your Care Coordinator to find a participating provider, or visit the EyeMed Vision Care website at [EyeMed.com](https://www.eyemed.com).

**Please refer to your Optima Health Community Care Member Guide for complete details on your benefits, limitations, and exclusions.**

## **Added Benefits**

### **Adult Vision**

- discount for frames, lenses, and contacts

### **Wellness Programs**

- help to quit smoking
- pre-diabetic health coaching
- weight management
- wellness rewards for healthy behavior

### **Other Benefits**

- up to \$275 for GED prep and testing vouchers
- College application assistance - up to \$75 (Restrictions apply. Authorization required.)
- home security devices (authorization required)
- adult and child literacy programs
- incentive programs
- non-medical assistive devices (authorization required)
- home-delivered meals (authorization required)

### **Free Cell Phone**

As a member of Optima Health Community Care, you may have access to a free cell phone with 350 minutes per month, free unlimited texting, and free calls to Member Services. Call Member Services to get more information.

### **Transportation Services**

Non-emergency transportation services are covered by Optima Health Community Care for covered services, carved-out services, and enhanced benefits. Transportation may be provided if you have no other means of transportation.

You may use up to 24 round trips each year for non-medical trips. Any unused trips do not carry over.

For urgent or non-emergency medical appointments, call the reservation line at **1-855-325-7558** or your Care Coordinator.

- Transportation to cover your services can be arranged by calling Southeastrans at **1-855-325-7558**, Monday through Friday from 8:00 a.m. to 5:00 p.m.
- For routine reservation services, call at least five business days in advance of your appointment.
- You can call 24 hours a day, seven days a week for any urgent transportation need.
- Bus tickets are also available to you at no cost.

Added benefits depend on member eligibility.

If you have any questions, please call Member Services at the number on the back of your member ID card or refer to the Optima Health Community Care website at [optimahealth.com/members/community-care](https://optimahealth.com/members/community-care).



## Information On Website

Optima Health Community Care offers its members the opportunity to manage their own healthcare. Visit our website at [optimahealth.com/members/community-care](https://optimahealth.com/members/community-care) to:

- find a network provider
- change your primary care physician
- get information on Advance Directives
- find the Member Handbook, Provider and Pharmacy Directory, and newsletters
- and much more

## Member Handbook / Provider & Pharmacy Directory

The Optima Health Community Care Member Handbook and Provider and Pharmacy Directory are available to all of our members. Simply go to [optimahealth.com/members/community-care](https://optimahealth.com/members/community-care) to print and/or view these documents. You can also call Member Services to ask for a copy by mail. The Member Handbook contains information about:

- how Medicaid managed care and your benefits work
- how to get regular, specialty care, and emergency services
- how to get prescription drugs
- prescription drug formulary
- services covered by Optima Health Community Care and Medicaid fee-for service
- service authorizations
- the complaint and appeal process
- your rights and responsibilities
- other important information and resources

The Provider and Pharmacy Directory will help you find providers and pharmacies that are in the Optima Health Community Care Network.

## **Outreach and Education**

Outreach and education teaches and assists members how to navigate their benefits, empowers them to advocate for themselves and their families, and educates them to be better healthcare consumers. The Outreach team welcomes and orients new members to Optima Health Community Care by phone or face-to-face.

### **Goals of Member Outreach:**

1. welcome and orient the member to the health plan
2. complete a health screening
3. address member questions or concerns including assisting members with accessing care or services

## **Complaints (Grievances) and Appeals**

Optima Health Community Care will handle your concerns as quickly as possible. Depending on what type of concern you have, it will be handled as a complaint or as an appeal. For more information, or to file a complaint or appeal, contact:

Optima Health Community Care  
P.O. Box 62876  
Virginia Beach, VA 23466-2876  
Member Services at **1-888-512-3171**  
Toll-free: **1-844-434-2916** or Fax: **1-866-472-3920**

## **Mobile App**

Do you want all of your important health information at your fingertips, when and where you need it?

Get the **Optima Health Mobile App**



# Optima Community Complete (HMO SNP)

## Did you know that you might be qualified for benefits that you are not currently using?

You could be qualified for a Dual-Eligible Special Needs Plan (D-SNP), a type of Medicare Advantage Plan, called Optima Community Complete.

D-SNPs limit membership to people who qualify for both Medicare and Medicaid. These plans also cover Medicare Part A, B and prescription drug coverage under Part D.

There are advantages to enrolling in a D-SNP along side your Medicaid plan:

- You will have a personal care team to help you manage your health needs;
- Prescription drug coverage is included;
- Complete coordination between your Medicare and Medicaid benefits.

**Best of all**, being a member of Optima Community Complete gives you more coverage than original Medicare, and is available at **no cost to you**.



To find out if you are eligible, please visit  
[optimahealth.com/HHRUY](https://optimahealth.com/HHRUY)

OptimaHealth 

# Help in Other Languages or Alternate Formats

This handbook is available for free in other languages and formats including online, large print, Braille, or audio CD. To request the handbook in an alternate format or language, call **1-855-687-6260 (TTY 1-844-552-8148)**. If you have any problems reading or understanding this information, please contact our Member Services staff at **1-888-512-3171 (TTY 1-844-552-8148)** for help at no cost to you.

We provide reasonable accommodations and communications access to persons with disabilities. To speak to a Member Services representative, individuals who are deaf or hard of hearing, are speech-impaired, and who have TTY or an other assistive device, can dial **711** to reach a relay operator. Members who call the Telecommunications Relay Service at **711** will be transferred to the Optima Health Community Care Member Services line. Customer Service Representatives who assist members with special communication needs are trained to use all necessary resources to assist with communication.



# Discrimination is Against the Law

Optima Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Optima Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optima Health:

- provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - \* qualified sign language interpreters
  - \* written information in other formats (large print, audio, accessible electronic formats, other formats)
- provides free language services to people whose primary language is not English, such as:
  - \* qualified interpreters
  - \* information written in other languages

**If you need these services, contact:**

Optima Health Member Services  
4417 Corporation Lane, Virginia Beach, VA 23462  
757-552-8975; 1-800-881-2166 (TTY:711)

**If you believe that Optima Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:**

Stephanie Blue  
Optima Health Appeals Department  
P.O. Box 62876  
Virginia Beach, VA 23466-2876  
1-866-472-3920; 757-687-6232 (fax)

You can file a grievance in person or by mail or fax. If you need help filing a grievance, please contact Stephanie Blue at the information listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**If you are visually impaired and need large print or other assistance to review this document, please contact us at 1-855-687-6260.**



[optimahealth.com/communitycare](https://optimahealth.com/communitycare)

1-888-512-3171

*Optima Health Community Care is underwritten by Optima Health Plan*



4417 Corporation Lane • Virginia Beach, VA 23462