

Provider and Pharmacy Directory

Optima Family Care



For the most up-to-date listing, please visit our Find a Doc website at:

<https://www.optimahealth.com/apps/providersearch>

Subject to Change

www.optimahealth.com

Welcome to Optima Health

This directory provides a list of current network providers and pharmacies. At the time of enrollment, you should select a Primary Care Physician (PCP) from the Plan's list of affiliated Primary Care Physicians, subject to availability. If you do not select a PCP, one will be assigned to you by the Plan. A referral is not required to see a specialist; however, you will still need to coordinate care through your primary care physician. The selected specialist must participate in the Optima Health network.

This directory is current as of the date listed on the cover, but a provider's listing does not guarantee that the provider is still in the network or accepting new members at the time of your visit. It is the member's responsibility to know which providers are Plan providers. The most current information regarding provider participation is available at optimahealth.com.

To find out the professional qualifications of most Plan physicians, please call 757-552-7200 or 1-800-SENTARA, or visit our website at optimahealth.com. This information is available 24 hours a day, seven days a week. If you have any questions about your health benefits or need assistance in finding a convenient pharmacy, please call Member Services at the number listed on the back of your Member ID card.

Physicians who have any cultural and/or linguistic capabilities, including access to languages or interpreter services at the office will be noted in the provider's listing in the directory.

Abbreviations - The following abbreviations are used throughout the directory

BSVH - Bon Secours Virginia Health Source
CCNV - Community Care Network of Virginia
CENVANET - Central Virginia Network
CHKD - Children's Hospital of the King's Daughters
CMG - Children's Medical Group
CVHS - Central Virginia Health Services
DMG - DePaul Medical Group
ESRHS - Eastern Shore Rural Health Service
EVMSHS - Eastern Virginia Medical School Health Services
HHS - Horizon Health Service
MAWC - Mid-Atlantic Women Care
MCV - Medical College of Virginia
PICH - Peninsula Institute for Community Health
PN - Peninsula
SMG - Sentara Medical Group
SMHS - Stone Mountain Health Services
TPMG - Tidewater Physician Multi-Specialty Group

Selection Criteria

Provider

The Provider Networks for Optima Health plans, including those available on the Health Insurance Marketplace, consist of primary care, specialist, and behavioral health providers, physicians, physician assistants, nurse practitioners, and other qualified licensed clinicians.

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Optima Health selects providers based on specific criteria and credentialing requirements to create a network that ensures members are able to access participating providers within a reasonable distance and time.

All providers must have completed a comprehensive credentialing application and be approved by the Optima Health Credentialing Committee before being accepted into the network. The credentialing process consists of the review, verification, and evaluation of a number of criteria; including (but not limited to) education, specialized training, board certification, state license(s), malpractice history, and sanction records. Providers with a felony conviction and/or sanction(s) by Federal government agencies are not accepted into the Optima Health Network. Providers are re-evaluated every three years.

The Optima Health credentialing process complies with Federal credentialing/recredentialing policies and procedures, and exceeds the requirements of the National Committee for Quality Assurance (NCQA) and the Commonwealth of Virginia quality measures for credentialing.

No member experience or cost-related measures are used in the provider selection process.

Hospital/Facility

Hospitals for Optima Health plans, including those available on the Health Insurance Marketplace, are selected based on specific accreditation and accessibility criteria, ensuring members have access to quality hospitals within a reasonable distance and time.

Accreditation and licensure information is verified for all hospitals; an assessment is conducted to confirm the hospital is in good standing with state and federal regulatory bodies and that the hospital has been reviewed and approved by the appropriate national accrediting body.

To participate with Optima Health, hospitals must be accredited by the Joint Commission on Accreditation of Healthcare Organization (JCAHO), Healthcare Facilities Accreditation Program (HFAP), or DNV Healthcare Inc. Exceptions may be made for newly opening hospitals or hospitals in rural areas, which may be allowed to participate in the Optima Health network upon submitting documentation for patient safety plans and/or record of review from a state or federal regulatory body. Hospitals are re-evaluated every three years.

No member experience, patient safety, or cost-related measures are used in the hospital selection process.

Vision Services

Vision services are administered by EyeMed. To find an EyeMed provider please visit eyemed.com or call (888) 610-2268.

Transportation Services

Transportation services are administered by Southeastrans. To find a Southeastrans provider please visit southeastrans.com or call 1-855-325-7558.

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Chain Pharmacy Services

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Retail Chain Pharmacies

90-Day supply available

Costco Pharmacy

1-800-607-6861
TTY# TRS Relay Number 711
www.costco.com/warehouse/locator.aspx

CVS Pharmacy

1-800-746-7287
TTY# TRS Relay Number 711
<https://www.cvs.com/store-locator/landing>

Food Lion Pharmacy

1-800-210-9569
TTY# TRS Relay Number 711
<https://www.foodlion.com/departments/pharmacy/>

Giant Pharmacy

1 888-469-4426
TTY# TRS Relay Number 711
<https://giantfood.com/store/locator/>

Harris Teeter Pharmacy

1-800-432-6111 option 2
TTY# TRS Relay Number 711
http://www.harristeeter.com/other/store_locator/store_locator.aspx

Kroger Pharmacy

1-800-576-4377
(1-800-KROGERS)
TTY# TRS Relay Number 711
<https://www.kroger.com/stores/storeLocator?hash=findStoreLink>

Martin's Food Markets Pharmacy

1-888-562-7846
TTY# TRS Relay Number 711
<https://martinsfoods.com/>

Rite Aid Pharmacy

1-800-748-3243
(1-800-RITE-AID)
TTY# 1-800-821-1833
<https://www.riteaid.com/store-locator>

Sam's Pharmacy

1-888-746-7726
TTY# TRS Relay Number 711
<https://www.samsclub.com/locator>

Target Pharmacy

1-800-440-0680
TTY# TRS Relay Number 711
<https://www.target.com/store-locator/find-stores>

Walgreen's Pharmacy

1-800-925-4733
(1-800-WALGREENS)
TTY# TRS Relay Number 711
<https://www.walgreens.com/storelocator/find.jsp>

Walmart Pharmacy

1-800-925-6278
TTY# TRS Relay Number 711
<https://www.walmart.com/store/finder>