

INFORMATION ONLY

It is time to renew your health insurance plan—**Open Enrollment ends January 15**. By now, you should have received a letter in the mail with your coverage renewal information, including your new monthly premium. We hope you have had a chance to read it over.

If you purchased an Off-Exchange plan directly through Sentara Health Plans, you can make updates for 2025 at sentarahealthplans.com/individual. If you purchased an On-Exchange plan through Virginia's Insurance Marketplace for 2024, you will make your plan selections through the Marketplace again for 2025 at marketplace.virginia.gov.

If you are happy with your plan option and the new monthly premium—you do not need to do anything. Your coverage will automatically continue.

If you are not sure which plan is the best choice, we can help. No question is too big or too small for our team of member service experts. Getting in touch is easy—you can email us at members@sentara.com, [visit our website](#), or contact a member services representative at **1-866-514-5916** Monday through Friday from 8:00 a.m. to 6:00 p.m.

Thank you again for choosing Sentara Health Plans.

Sincerely,



John Degruittola
Senior Vice President, Marketing & Sales

P. S. Register on our website or mobile app to use our members-only secure interactive site for your healthcare needs. It's easy. Both sentarahealthplans.com and the Sentara Health Plans Mobile App are secure portals with a unique username and password that you create. Once you have set up your account, making changes is easy.

With an account, you can:

- view a list of Plan providers
- change your Plan primary care physician (PCP)
- view/order a new member ID card
- view your claims history and Explanation of Benefit (EOB) statements
- view your benefits documents
- view your authorizations
- download member forms
- view your digital member guide
- manage how you want to receive information

Register once on either sentarahealthplans.com or the mobile app to access your secure member information on both platforms, as well as special tools available only to Sentara Health Plans members.

Sentara Health Plans is the trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Behavioral Health Services, Inc., and Sentara Health Administration, Inc. Sentara Individual & Family Plans are issued by Sentara Health Plans. All plans have benefit exclusions and limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of coverage, please call your broker or Sentara Health Plans at [1-800-741-4825] or visit SentaraHealthPlans.com.

Need help in another language? Call us.

需要以其他语言获得帮助？联系我们。

다른 언어로 도움이 필요하십니까? 저희에게 연락 해 주세요.

Quý vị cần được giúp đỡ bằng một ngôn ngữ khác? Hãy gọi cho chúng tôi.

Kailangan ng tulong sa ibang wika? Tawagan kami.

¿Necesita ayuda en algún otro idioma? Llámenos.

Saad lahgoo át'éhígíí daa ts'í bee shíká a'doowoł nínízin. Nihich'í' hólné'.

1-855-687-6260