



**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 a limited number of trips to medical appointments depending upon the member's Medicare plan: Medicare Value HMO: 36 one-way trips; Medicare Prime HMO: 48 one-way trips. 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 866-381-4860 at least five 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 five 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 NationsOTC card to order items and have them delivered directly to their home. There are two ways to order:

- By phone: 1-877-438-7521 (TTY: 711) Monday - Friday 8 a.m. - 8 p.m. EST
  - Online to order directly from the online catalog: [nationsotc.com/optimahealth](https://nationsotc.com/optimahealth)
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**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.

Please contact Optima Community Complete Member Services at 1-800-927-6048 (TTY/TDD 1-800-828-1140 or 711) if:

- you or the member have any questions about the listed benefits
- a member cannot get to their discharge follow up appointment
- a member needs to be followed by a case manager for disease education or other ongoing needs

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.