



CHAT FUNCTION TUTORIAL  
FOR FEDERAL EMPLOYEES HEALTH BENEFITS PROGRAM



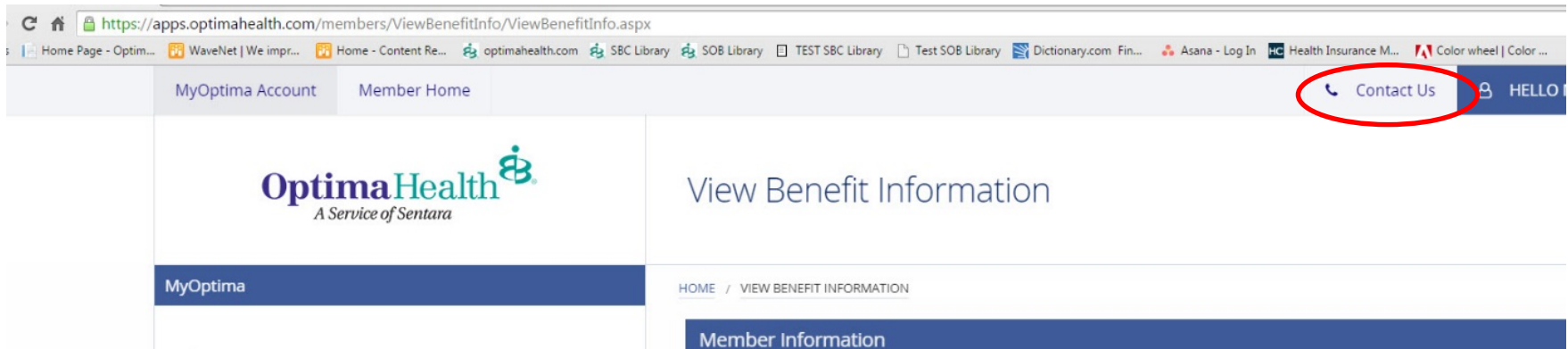
WELCOME TO THE NEW CHAT FUNCTION  
ON OPTIMAHEALTH.COM AND THE OPTIMA  
HEALTH MOBILE APP.

THE CHAT FUNCTION PERFORMS THE  
SAME FOR BOTH DIGITAL PLATFORMS.

# Chat Function

- To access the chat feature, go to [optimahealth.com/members](https://optimahealth.com/members) and sign in to the secure online member portal or sign in to the Optima Health mobile app.
- In the top right-hand corner, click on **Contact Us**.

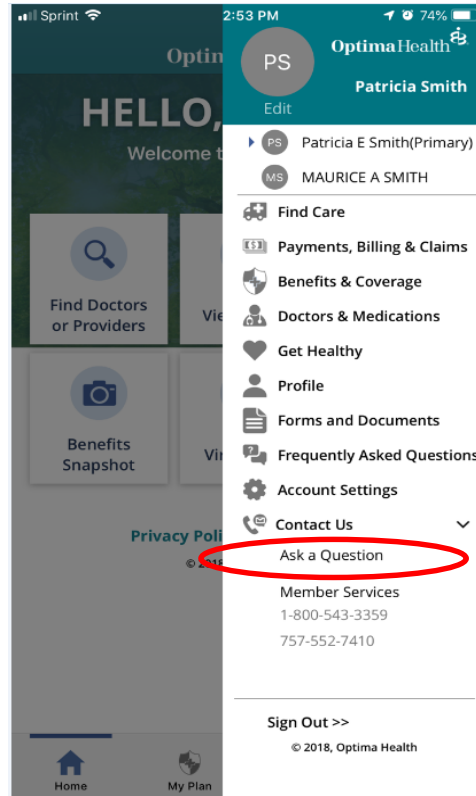
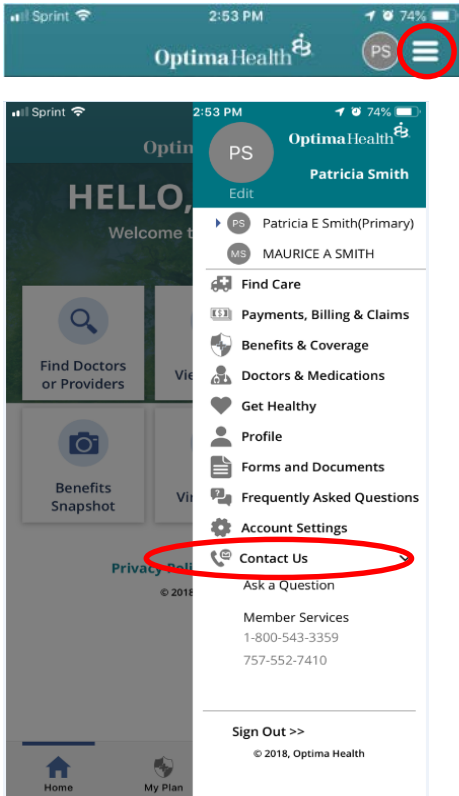
## Web view:



The screenshot shows a web browser window with the URL <https://apps.optimahealth.com/members/ViewBenefitInfo/ViewBenefitInfo.aspx>. The page header includes navigation links for "MyOptima Account" and "Member Home". In the top right corner, a "Contact Us" button with a telephone icon is circled in red. The main content area displays the OptimaHealth logo (A Service of Sentara) and the title "View Benefit Information". A breadcrumb trail shows "HOME / VIEW BENEFIT INFORMATION". A dark blue bar at the bottom of the content area contains the text "Member Information".

# Chat Function

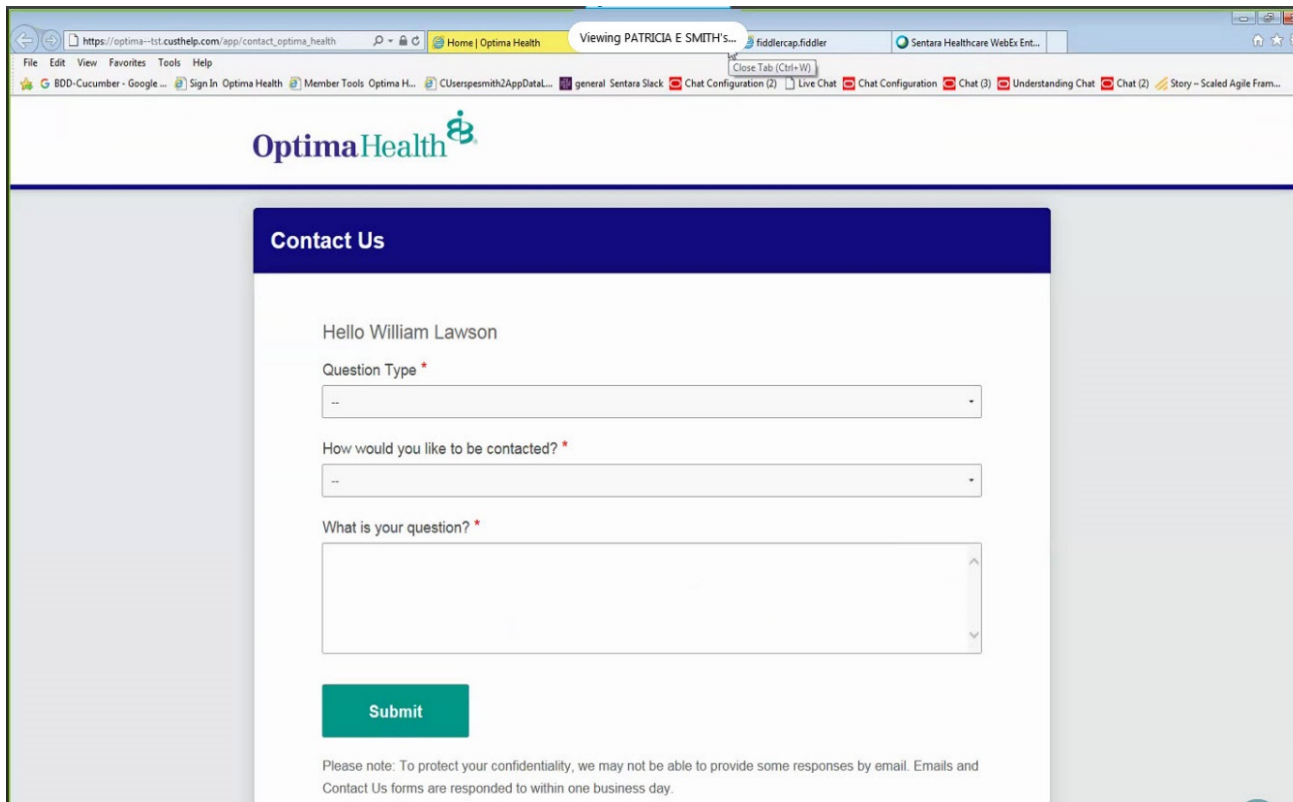
## App view:



- Mobile app users must next select **Ask a Question.**

# Chat Function

- A new window will appear.



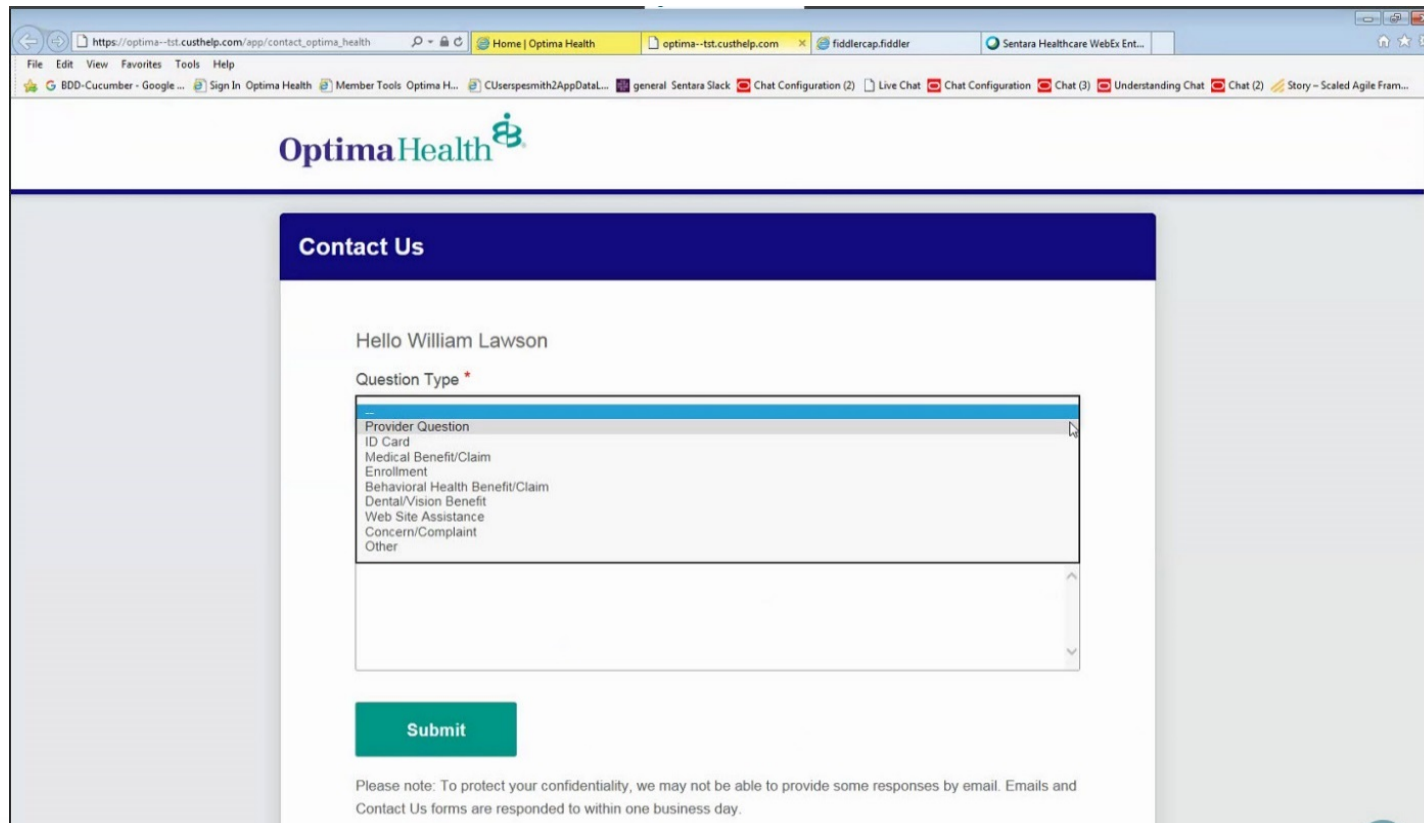
The screenshot shows a web browser window with the URL [https://optima--tst.custhelp.com/app/contact\\_optima\\_health](https://optima--tst.custhelp.com/app/contact_optima_health). The page features the OptimaHealth logo at the top. Below the logo is a dark blue header with the text "Contact Us". The main content area is a white form with the following fields:

- Greeting: "Hello William Lawson"
- Question Type: A dropdown menu with "--" selected.
- How would you like to be contacted?: A dropdown menu with "--" selected.
- What is your question?: A large text input area.
- Submit: A green button with the text "Submit".

At the bottom of the form, there is a note: "Please note: To protect your confidentiality, we may not be able to provide some responses by email. Emails and Contact Us forms are responded to within one business day."

# Chat Function

- From the drop-down menu, select **Question Type**.



The screenshot shows a web browser window with the URL [https://optima--tst.custhelp.com/app/contact\\_optima\\_health](https://optima--tst.custhelp.com/app/contact_optima_health). The page header features the OptimaHealth logo. Below the header is a dark blue bar with the text "Contact Us". The main content area displays a personalized greeting: "Hello William Lawson". Below the greeting is a form with a "Question Type\*" dropdown menu. The dropdown menu is open, showing a list of options: "Provider Question", "ID Card", "Medical Benefit/Claim", "Enrollment", "Behavioral Health Benefit/Claim", "Dental/Vision Benefit", "Web Site Assistance", "Concern/Complaint", and "Other". A green "Submit" button is located below the dropdown menu. At the bottom of the form, there is a note: "Please note: To protect your confidentiality, we may not be able to provide some responses by email. Emails and Contact Us forms are responded to within one business day."

# Chat Function

- Next, select **How would you like to be contacted?** and choose **Live Chat**.
  - If chat is unavailable or if you request chat outside of normal operating hours, one of the two messages below will appear. If chat is unavailable, you can try again during normal business hours, or you can select phone, email, or mail and type in your question in the dialog box. A Member Services representative will respond via your chosen method of communication.

How would you like to be contacted? \*

Live Chat

### Chat support is unavailable

Chat hours are listed below:

Monday - Friday 9:00 AM - 5:00 PM EST

It is currently Wednesday, Feb 18, 2019 3:30 PM EST

**We apologize for any inconvenience. Chat Agents are currently unavailable. Please try again shortly or contact us by Phone, Email or Mail. Thank you, Optima Chat Support**

Submit

How would you like to be contacted? \*

Live Chat

### Chat support is unavailable

Chat hours are listed below:

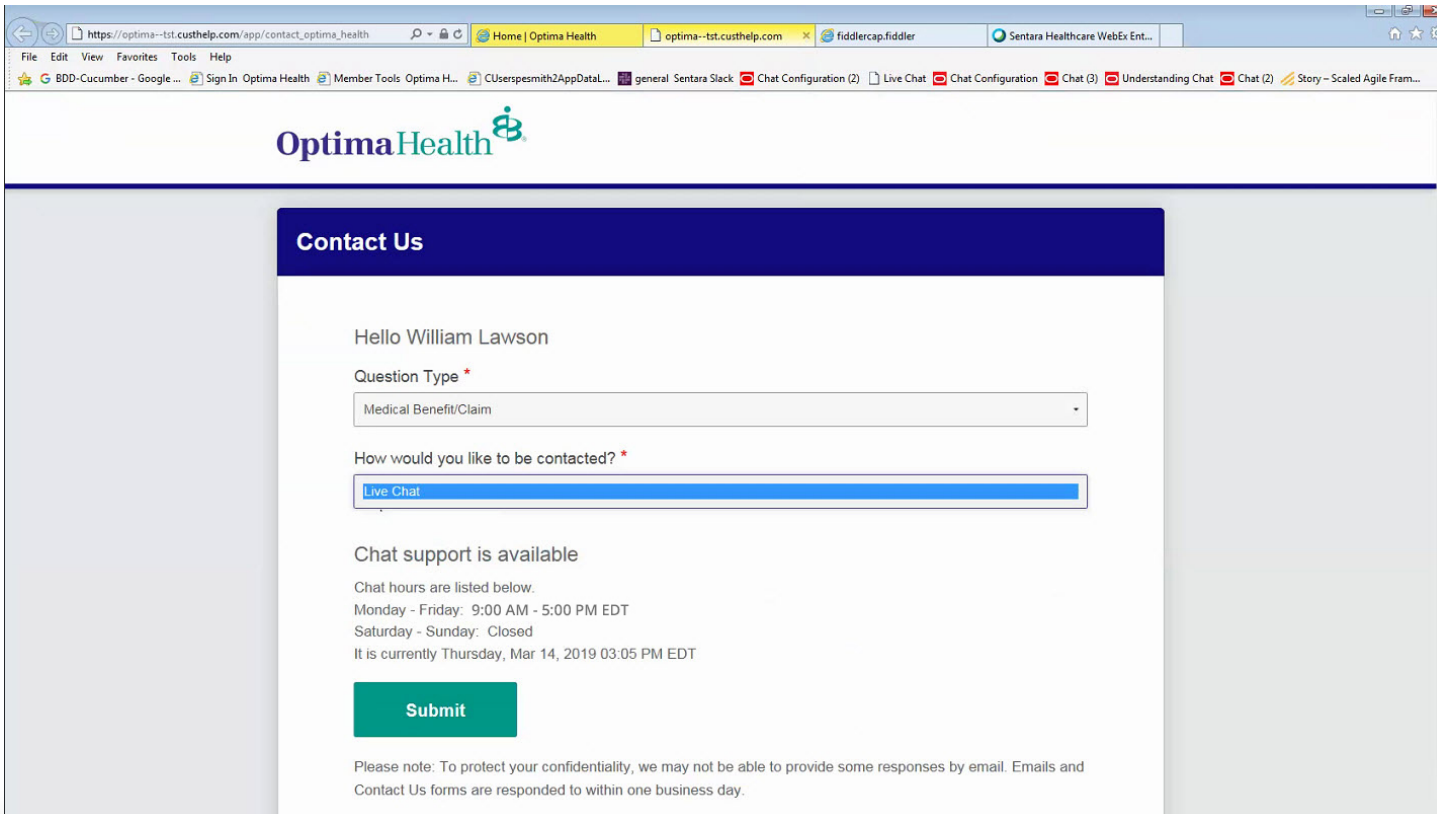
Monday - Friday 9:00 AM - 5:00 PM EST

It is currently Wednesday, Feb 13, 2019 5:30 PM EST

Submit

# Chat Function

- If you request chat during the normal hours of operation, the information below will show. Click **Submit**.



The screenshot shows a web browser window with the URL [https://optima--tst.custhelp.com/app/contact\\_optima\\_health](https://optima--tst.custhelp.com/app/contact_optima_health). The page features the OptimaHealth logo at the top. Below the logo is a dark blue header with the text "Contact Us". The main content area is white and contains the following text and form elements:

Hello William Lawson

Question Type \*

Medical Benefit/Claim

How would you like to be contacted? \*

Live Chat

Chat support is available

Chat hours are listed below.  
Monday - Friday: 9:00 AM - 5:00 PM EDT  
Saturday - Sunday: Closed  
It is currently Thursday, Mar 14, 2019 03:05 PM EDT

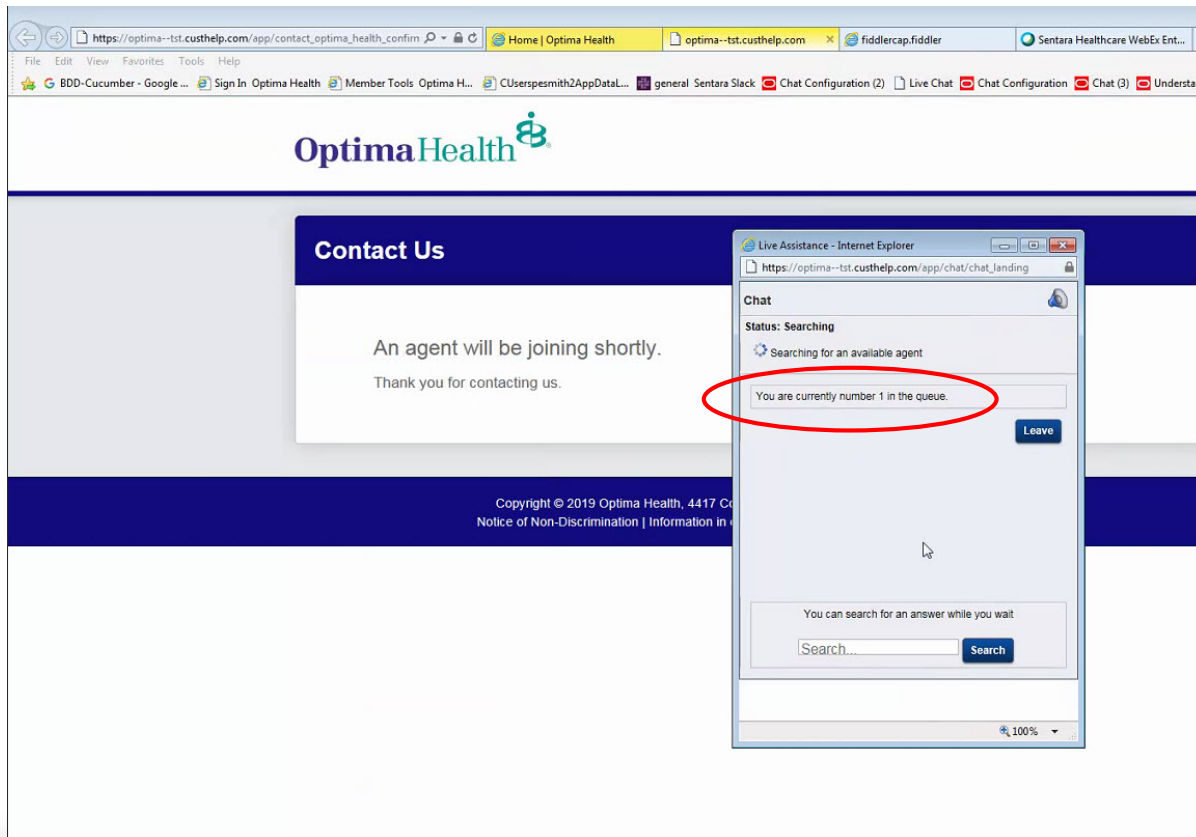
**Submit**

Please note: To protect your confidentiality, we may not be able to provide some responses by email. Emails and Contact Us forms are responded to within one business day.



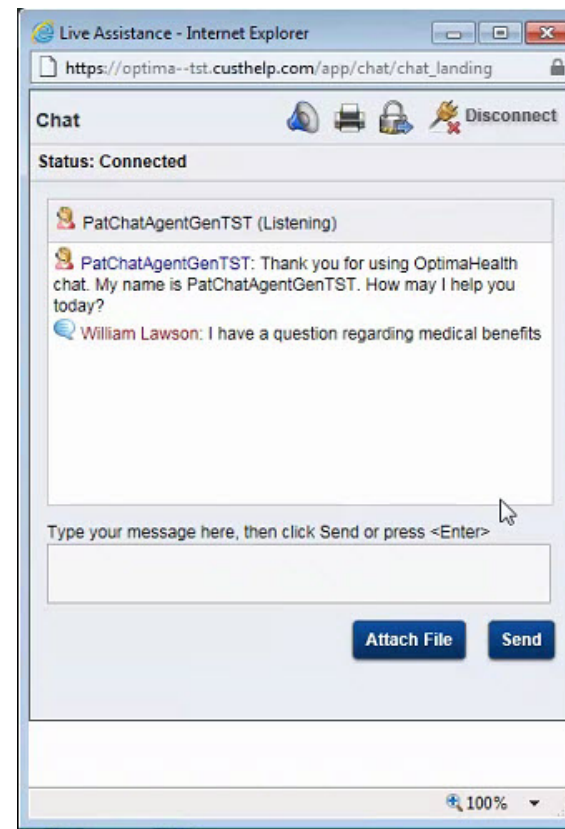
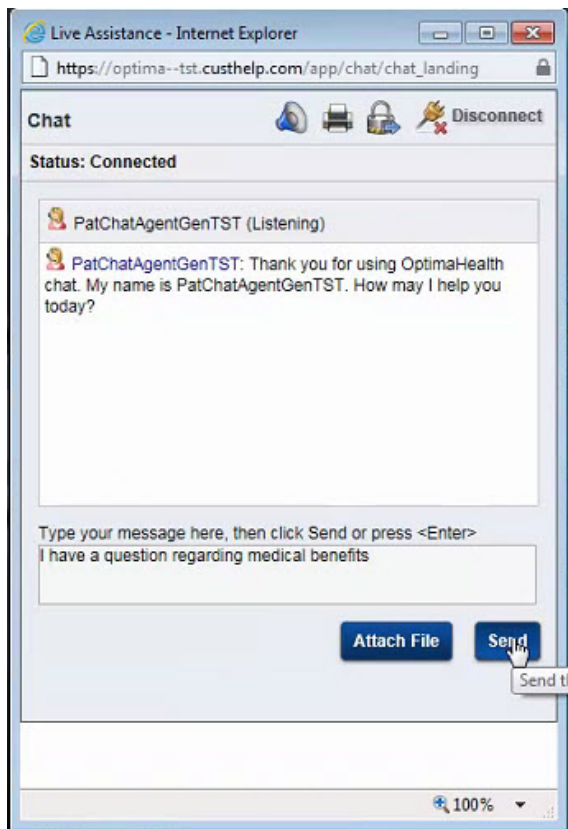
# Chat Function

- The screen will change and a chat box will appear. The chat box will show you where you are in the queue.



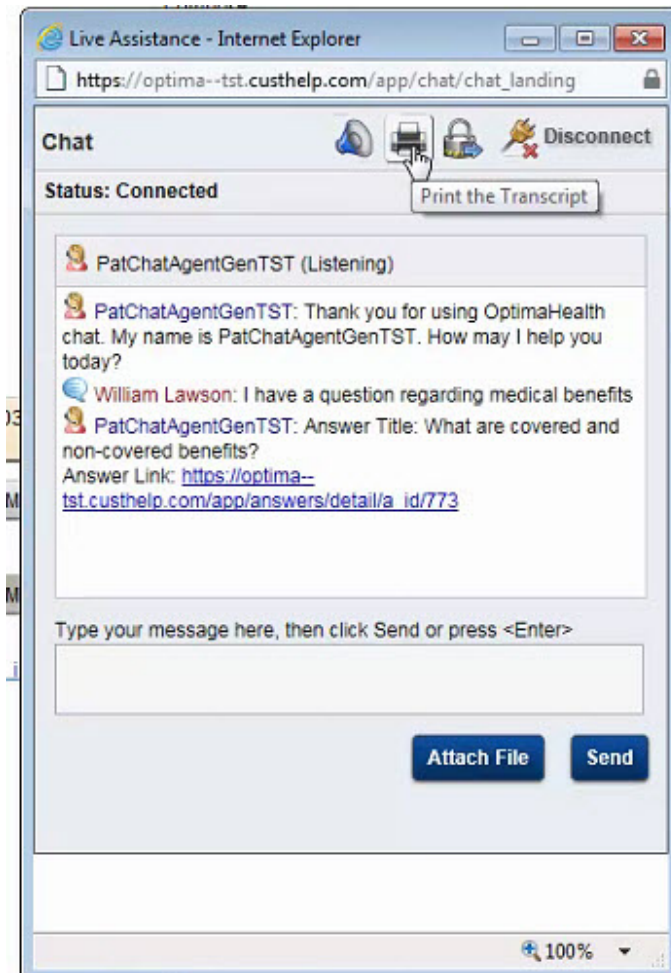
# Chat Function

- Once connected to an agent, you can type in your question, and click **Send** or hit **enter**.



# Chat Function

- The agent will respond to your question within 30-45 seconds. You can continue to ask questions and interact with the agent. At any time, you can use the buttons in the top right to turn the **Sound Off/On**, **Print the Transcript**, **Send an Unrecorded Message**, or **Disconnect**.



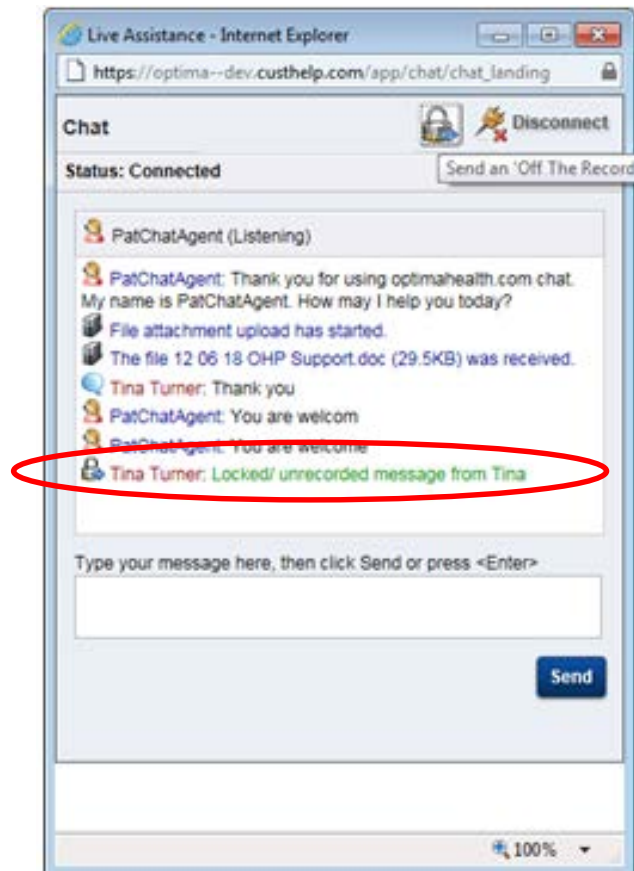
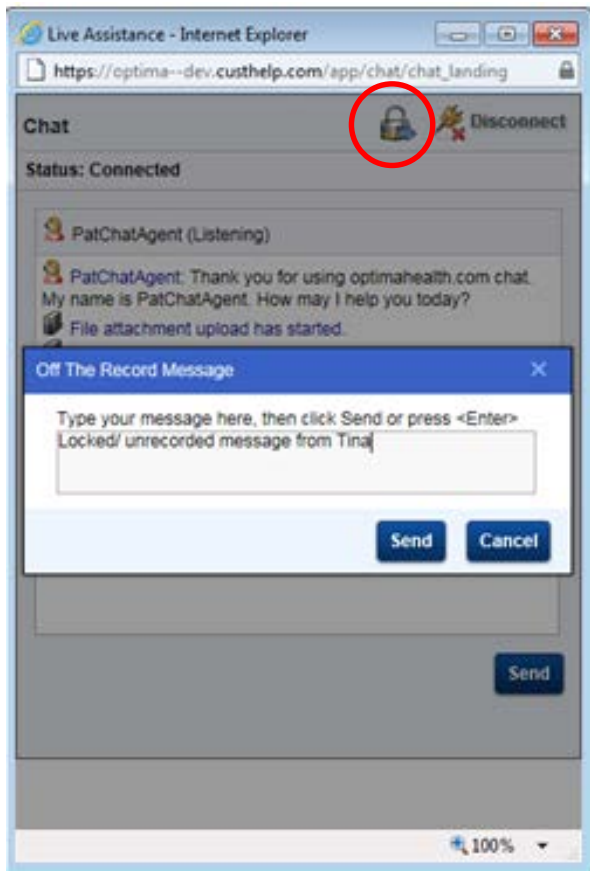
# Chat Function

- The Optima Health chat function is secure, so you can ask and receive answers for anything you would normally call a Member Services representative for, including personal information. However, if you want to send information over chat, such as a social security number or date of birth, you can choose to use the **Lock** feature to send information “off-the-record” and it will not be included in the transcript or be recorded. Please note information sent via the Lock function has the padlock icon next to it and appears in a different color than the rest of the chat session.
  - To use this function, click the padlock icon in the top right of the chat box. A dialog box will appear. Type your message in the dialog box and click **Send**. The message will be added to your chat session.

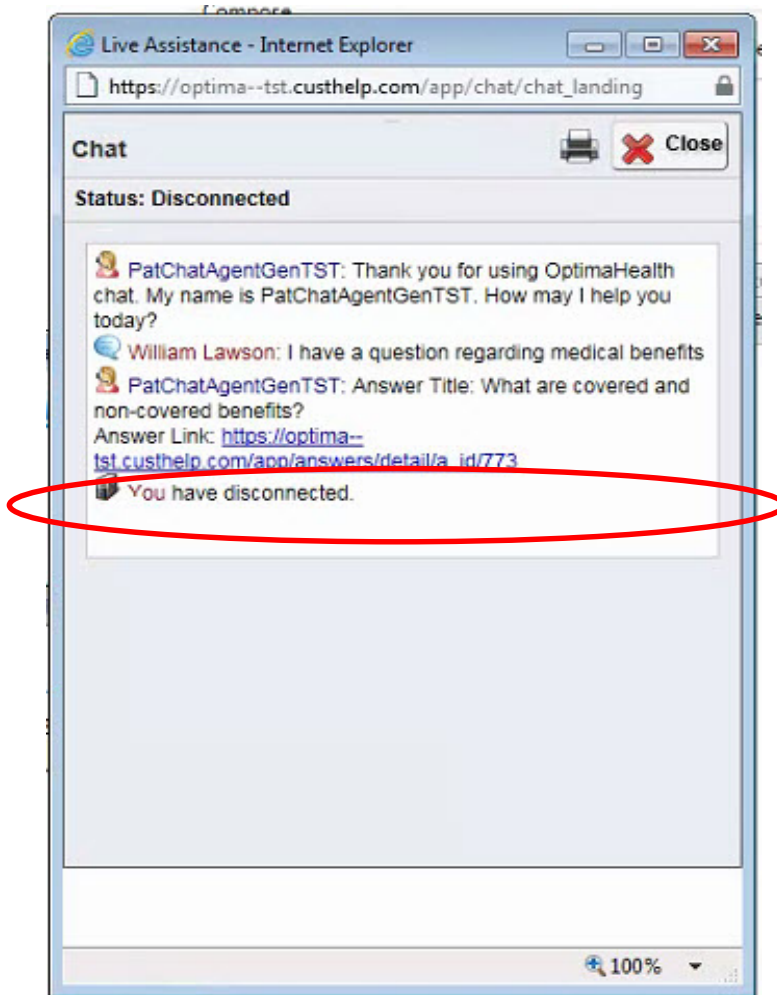
*Screen shot examples on next slide*

# Chat Function

- Lock Feature



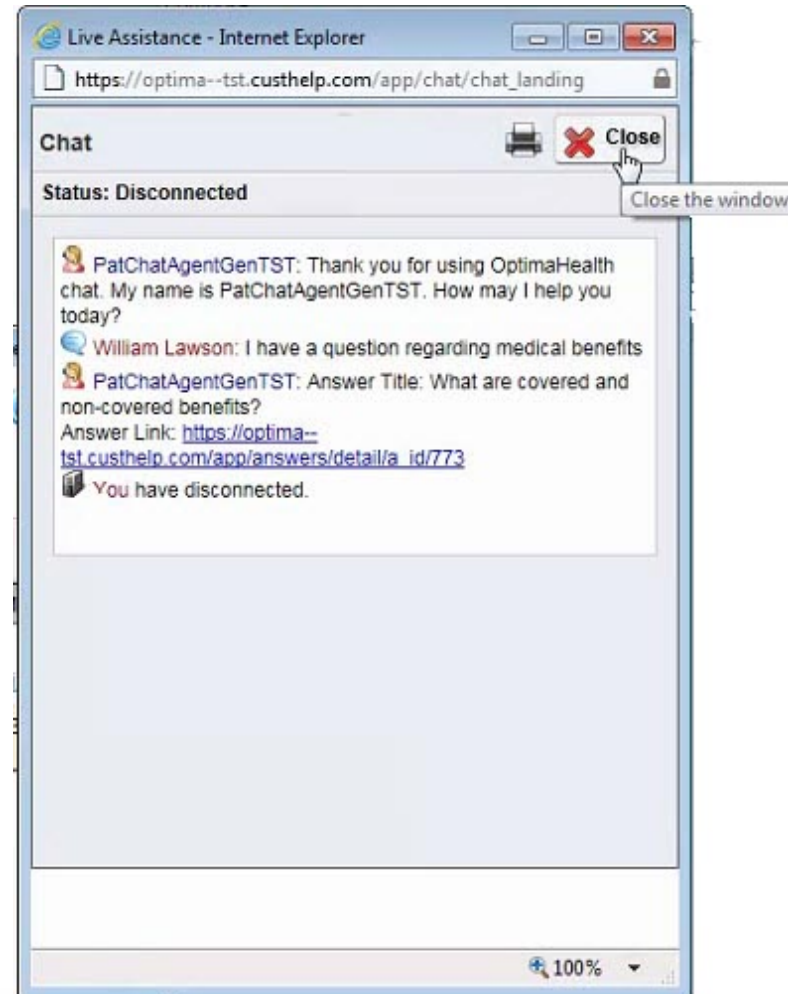
# Chat Function



- When you are ready to end the chat session, click **Disconnect** in the top right corner. A disconnect notice will appear in the chat session.

# Chat Function

- Click **Close** in the top right corner.





# Chat Function

- You will be asked to tell us about your experience with the chat function.



OptimaHealth 

## Chat Survey Questions

Thank you for choosing Optima Health for your health coverage!  
Please fill out the following survey that will take at least 2 minutes to complete.  
Completion of the survey is voluntary, but it will aid us in improving your experience.

[Next](#)

Optima Health is the trade name of Optima Health Plan, Optima Health Insurance Company, Optima Health Group, Inc., and Sentara Health Plans, Inc. Optima HMO products, related Patient Optional Point-of-Service products, Point-of-Service products, and Open Access products are underwritten by Optima Health Plan. Optima Preferred Provider Organization products are underwritten by Optima Health Insurance Company. Self-funded plans are administered by Sentara Health Plans, Inc.

[optimahealth.com](http://optimahealth.com)

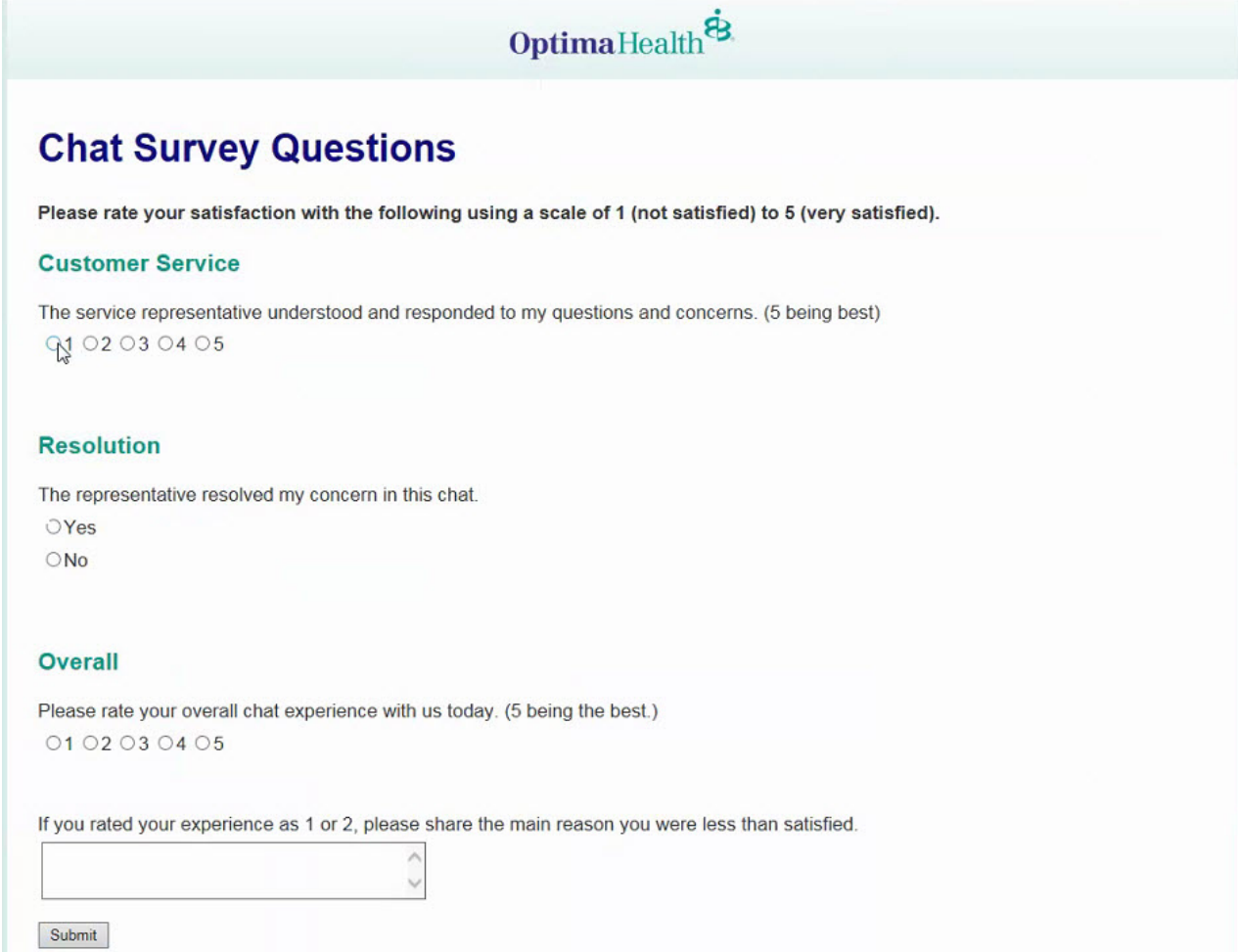
   


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# Chat Function

- Your feedback is very important to us and will help us to make improvements in the future. We appreciate your time to answer these questions.



**OptimaHealth** 

## Chat Survey Questions

Please rate your satisfaction with the following using a scale of 1 (not satisfied) to 5 (very satisfied).

### Customer Service

The service representative understood and responded to my questions and concerns. (5 being best)

1  2  3  4  5

### Resolution

The representative resolved my concern in this chat.

Yes  
 No

### Overall

Please rate your overall chat experience with us today. (5 being the best.)

1  2  3  4  5

If you rated your experience as 1 or 2, please share the main reason you were less than satisfied.

# Chat Function

- If your email address is on file, you will receive an email with a written transcript of your chat session. To check if your email address is on file, sign in to [optimahealth.com/members](https://optimahealth.com/members) or the mobile app and select **Account Settings**, and then **Change Contact Information**. From there, you can confirm, update, or change your email address.



QUESTIONS?

PLEASE CONTACT MEMBER  
SERVICES