



**Welcome to
Optima Health!**

Effective July 1, 2023, Optima Health Plan will assume the existing Virginia Premier agreements with Virginia Premier Providers. As of the merger effective date, Optima Health will assume all of Virginia Premier's rights and obligations under the agreement.

Optima Health Plan, a Virginia non-profit corporation, shares the same values as Virginia Premier and merging with them will help solidify our efforts to ensure that we continue to offer exceptional care and service to our consumers, members, patients and communities. It also helps us to better anticipate and respond to changes in our industry and to identify opportunities for growth and innovation.

Starting July 1, 2023, Virginia Premier Medicaid will become a part of Optima Health.

- The Virginia Premier Medicaid product will now be branded Optima Health and the Virginia Premier name will no longer be in use for Medicaid. Medicaid member ID cards will **use Optima Health, Group Number: VP.**
- This change means that DMAS will remove Virginia Premier from their Medicaid documents, enrollment broker/Maximus, websites, health plan comparison charts, etc.
- Virginia Premier D-SNP, Virginia Premier Advantage Elite, will remain a product of Virginia Premier.

Summary of Business Operations Beginning on July 1:

- Group Number: VP is an important distinction enabling Optima Health to administer the provider agreements for benefits and claims payments.
- Submit all Group Number: VP claims to **Payer ID VAPRM.**
- Generally, **conducting business with Optima Health Group Number: VP will remain the same as you have experienced historically with Virginia Premier.** You will receive timely notice of any process changes in the future.

Provider Orientation Opportunities:

[Click Here for June 7](#)

[Click Here for June 14](#)

[Click Here for June 21](#)

[Click Here for June 28](#)

[Click Here for July 12](#)

[Click Here for July 19](#)

[Click Here for July 26](#)



Contracts

Combining Optima Health and Optima Health Group Number: VP

At this time, contracts shall remain separate for the two different product lines: Optima Health Medicaid and Optima Health, Group Number: VP. We foresee combining contracts but will ensure that both DMAS and Optima Health are able to administer the change efficiently and accurately for our provider partners. We will ensure timely notice.

Important: Optima Health, Group Number: VP identifies legacy Virginia Premier provider agreements for claims adjudication.

Corporate Address (For general health plan correspondence and deliveries. Not intended for claims, submission, or appeals. See “Conducting Business Beginning July 1” for that information.)

U.S. Mail

Sentara Health Plan
PO Box 66189
Virginia Beach, VA 23466

Overnight Mail

Sentara Health Plans, Inc.
1300 Sentara Park
Virginia Beach, VA 23464

Remaining Informed

- The VPHP Newsletter is retired, effective immediately. You will begin receiving Optima Health providerNEWS by email. Additionally, current and past editions of providerNEWS are available on our website.
- Optima Health Provider Alerts will replace Virginia Premier Provider Alerts, effective July 1.

Public Website Access

As there are processes central to your ability to manage legacy Virginia Premier business as you do today, the website will remain active and continue to be branded as Virginia Premier until further notice.

For relevant details on all Optima Health programs, please visit the website.

Seeing Patients July 1 – December 31, 2023

	Provider Scenario		
Member Scenario	Legacy VPHP Provider Never OHP Contract Accepted	Legacy VPHP Provider Never OHP Contract declined	OHP Provider Never VP
Optima Health: Group VP	YES	NO	NO
Optima Health	YES	NO	YES
Optima Health: Group VP Newborn	YES	NO	NO
Virginia Premier: DSNP	YES	YES	NO
Kaiser Permanente	Requires contract w/Kaiser Permanente	Requires contract w/Kaiser Permanente	Requires contract w/Kaiser Permanente


Payer IDs			
Group Number: VP (Including newborns)	Virginia Premier (DSNP)	Optima Health	Kaiser
VAPRM (All Claims)	VAPRM (All Claims)	54154 – Professional/Medical 5415M – Professional/Behavioral Health 00453 – Institutional	Contact Kaiser directly for Payer ID



Identifying Members

Group Number: VP Card Sample


- Optima Health Group Number: VP members will receive their new ID cards in June.
- If a member presents with a legacy Virginia Premier ID card membership eligibility should be verified to confirm they are under Group Number: VP.
- Group Number: VP is an important distinction enabling Optima Health to administer the provider agreements for benefits and claims payments.



OPTIMA COMMUNITY CARE

Member Name: JOHN DOE
 Member Number: 99999999
 Group Number: VP
 Medicaid/Rx ID: 999999999999
 PCP Name: JANE DOE
 PCP Number: 1-123-456-7899
 DOB: 01/01/1995
 Member Effective Date: 01/01/22

RxBIN: 003858
 RxPCN: MA
 RxGRP: VPMMDCD



CardinalCare
Virginia's Medicaid Program


Detailed benefit information at optimamedicaid.com/vp

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/ARTS: <i>(Hearing Impaired/Virginia Relay: 711)</i>	1-800-881-2166
Behavioral Health Crisis Line:	1-844-513-4950
Transportation:	1-855-880-3480
24/7 Nurse Advice Line:	1-800-256-1982
Pharmacist Help Desk: <i>(Including Pre-Authorization)</i>	1-877-779-2890
Dental:	1-888-912-3456

Send Claims to P.O. Box 5550 Richmond, VA 23220	Optima Health P.O. Box 66189 Virginia Beach, VA 23466
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Optima Health Card Sample



OPTIMA COMMUNITY CARE

Member Name: JOHN DOE
 Member Number: 99999999*99
 Group Number: OCC
 Medicaid #: 999999999999
 PCP Name: JANE DOE
 PCP Number: 1-123-456-7899
 DOB: 01-01-1995
 Member Effective Date: 01-01-22

RxBIN: 003858
 RxPCN: MA
 RxGRP: OHPMDCD



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Virginia's Medicaid Program

Detailed benefit information at optimahealth.com and our mobile app

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Member Services: <i>(Hearing Impaired/Virginia Relay: 711)</i>	1-800-881-2166
Behavioral Health/ARTS Crisis Line:	1-888-946-1168
Transportation:	1-877-892-3986
Provider Services: <i>(Including Pre-Authorization)</i>	1-888-946-1167
24/7 Nurse Advice Line:	1-800-394-2237
Pharmacist Help Desk: <i>(Including Pre-Authorization)</i>	1-844-604-9165
Dental:	1-888-912-3456

Medical Claims P.O. Box 5028 Troy, MI 48007-5028	Behavioral Health Claims P.O. Box 1440 Troy, MI 48099-1440	Optima Health P.O. Box 66189 Virginia Beach, VA 23466
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Kaiser Permanente

The former Virginia Premier health plan had a relationship with Kaiser Permanent that will continue beyond July 1, 2023, expanding to Optima Health members in Northern Virginia. Kaiser Permanente member IDs will be uniquely distinguished with their company logo.

FAMIS

FAMIS

KP MEDICAL RECORD NUMBER 46312846	ID NUMBER 578470999919
	
NOORUZI,ARDUNE P	
CENTER SFMC	PRIMARY CARE PHYSICIAN HWANG,DAHYE
MedImpact BIN: 003585	Transportation: (866) 823-8349
MedImpact PCN & Group: 70000	Dental/Smiles for Children: (888) 912-3456

This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.

kp.org
3100 Optima Health FAMIS

If you have a medical emergency, call 911 or go to the nearest emergency room.

Medical Advice/Appts/Cancel Appts (24 hours a day)	TTY
Northern Virginia (703) 359-7878	711
Outside Northern Virginia (800) 777-7904	711

If you are unsure of your condition and require immediate medical advice, call (800) 677-1112.



Member Services Contact Center:	TTY
Northern Virginia and toll free (855) 249-5025	711
Pharmacy Helpdesk (800) 788-2949	711
Behavioral Health Access Line (866) 530-8778	711

Claims for services must be submitted to:
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
PO Box 371860, Denver, CO 80237-9998

Providers: For authorizations, contact Utilization Management at (800) 810-4766.

Call Medical Advice as soon as possible after you have an emergency hospital admission.

Medicaid

MEDICAID

KP MEDICAL RECORD NUMBER 39326626	MEDICAID ID NUMBER 572632012918
	
PAAY HULEY,ITZELLE M	
CENTER CTMC	PRIMARY CARE PHYSICIAN DAWSON-RICHARDSON,SHANNON M
MedImpact BIN: 003585	Transportation: (866) 823-8349
MedImpact PCN & Group: 70000	Dental/Smiles for Children: (888) 912-3456

This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.

kp.org
3100-Optima Health

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Continuity of Care

Newborns: Legacy Virginia Premier newborns will be assigned to Optima Health Group Number: VP.

Loss of Eligibility: Members who lose eligibility with Legacy Virginia Premier will be assigned to Group Number: VP if reenrolled within the renewal grace period.

Medicare/D-SNP

Virginia Premier D-SNP, Virginia Premier Advantage Elite, will remain the same. D-SNP is contracted with CMS and remains effective through December 31, 2023

Key Contacts

The provider and member customer service numbers have been consolidated.

Provider/Member Customer Service: 1-800-881-2166

- Select the health plan you are inquiring about:
 - #3 Optima Health, formerly Virginia Premier (Group Number NP), then follow prompts to reach department
 - # 4 Optima Health, then follow prompts to reach department

Until further notice some departments can still be reached through the numbers you've dialed historically.

- Group Number: VP
 - Transportation – 1-855-880-3480
 - Pharmacist Help Desk (including pre-authorization) – 1-877-779-2890
 - Care Coordination – 1-800-727-7536
 - Provider Service Representative: contactmyrep@virginiapremier.com
- Optima Health
 - Transportation – 1-877-892-3986
 - Pharmacist Help Desk – 1-844-604-9165
 - Care Coordination – 1-866-546-7924
 - Network Educator (product and service updates, escalations) – 1-877-865-9075, Option #2

[Additional phone numbers](#)



Portal Access

Group Number: VP

You will continue to be able to access the Virginia Premier [provider portal](#) as you do today. The portal will be rebranded to Optima Health. Kaiser information will remain accessible.

- The provider portal will remain available to verify eligibility, submit claims and claim reconsiderations, and review claims and claim reconsideration history.
- The welcome page will be rebranded as Optima Health for Group Number: VP (formerly the Virginia Premier Medicaid Plans).



Optima Health

Your Jiva experience through Optima Health will be slightly different in appearance and workflow.

[Learn more](#)

Registration for Provider Connection, the Optima Health secure online provider portal, is required.

[How to Register Job Aid](#)

[Register Now](#)

Conducting Business with Optima Health Group Number VP Beginning July 1

Group Number: VP

Clinical Guidelines: The clinical guidelines for Group Number: VP will not change to align to Optima Health at this time. While we are integrating, we are reviewing these policies to ensure we are taking the best steps for members and providers. During this period, providers will continue to operate under the prior standards of each plan unless otherwise notified.

Viewing Eligibility: Members with Group Number: VP will be distinguished as **Optima Health (formerly Virginia Premier) on the DMAS portal.**

- **Claims Submission:**
 - Electronic Claims Submission: We accept claims through any clearing house that can connect through Availity and Change Healthcare.
 - Mail Paper Claims to: PO Box 5550, Richmond VA, 23220

Timely Filing: Please refer to your contract for your Practices Timely Filing Requirements. You have 365 days from the date of service to submit any corrections, reconsiderations, and/or appeals.

- Turnaround time for clean (correctly submitted) claims:
 - Auto Adjudication 6 days
 - Manual Adjudication 19 days

Appeals – May be submitted in writing within 365 days from the date of service for claims appeals. Clinical appeals must be submitted within 60 days of notice of denial. Detailed information and supporting written documentation should accompany the appeal. A decision will be rendered within 30 business days of receipt of the appeal request, with a 14-day extension if it is in the best interest of the member.

Mail to:

Optima Health Appeals and Grievances
PO Box 6253
Glen Allen, VA 23058

Appeal Email: memberappeals@sentara.com
Grievance Email: complaints@sentara.com
Phone: 1-844-434-2914
Fax: 1-866-472-3920
Member Operations: 1-800-881-2166

Authorizations:

- **Existing Authorizations:** Providers will experience no changes to authorizations that are approved and in progress, until further notice. The systems and guidelines supporting the authorizations for Group: VP will remain the same. New authorization numbers will not be required on July 1.
- **New Authorizations:** New authorizations are triggered by member eligibility. If Group Number: VP member is eligible, use the existing authorization process you have used historically with Virginia Premier.

Joining the Network: New groups joining the network will [join](#) under Optima Health.

If you are interested in joining the LTSS network, please contact Centipede for additional information.

To Join Our LTSS Network

CENTIPEDE Health Network
Phone: 1-855-359-5391
Fax: 1-866-421-4135
Email: joincentipede@heops.com

CENTIPEDE Credentialing
CENTIPEDE Health
P.O. Box 291707
Nashville, TN 37229

Facility and Ancillary Providers: Contact Network Management at 1-877-865-9075 to inquire about the contracting process.

To add a new provider to a practice, please submit a Provider Update Form. Please review the provider credentialing requirements prior to completing your submission.

[Provider Manual](#)

Payer ID: VAPRM (all claims)

Conducting Business with Optima Health Beginning July 1

- [Doing Business with Us Quick Start](#)
- [Doing Business With Optima Health Guide](#)
- [Provider Manuals](#)

Claims Submission:

Electronic – We accept claims through any clearing house that can connect through Payerpath/Allscripts or Availibility.

- **Mail Paper Claims to:**
 - Medical Claims: PO Box 5028, Troy MI 48007-5028
 - Behavioral Health Claims: PO Box 1440, Troy MI 48099-1440
- **Payer IDs:**
 - 54154 – Professional/Medical
 - 5415M – Professional/Behavioral Health
 - 00453 – Institutional

Timely Filing:

- 365 days from the service date for all claims -this includes any corrections, reconsiderations, and/or appeals.
- turnaround time for clean (correctly submitted) claims:
 - Auto Adjudication – 14 days
 - Manual Adjudication – 25 days

[Reading an Optima Health Remit](#)

[View Claim Status and Submit Reconsideration Online](#)

Appeals may be submitted in writing within 365 days from the date of service for claims appeals. Clinical appeals must be submitted within 60 days of notice of denial. Detailed information and supporting written documentation should accompany the appeal. A decision will be rendered within 30 business days of receipt of the appeal request, with a 14-day extension if it is in the best interest of the member.

Sentara Brand Evolution



We are introducing our new name, Sentara Health, which reflects our enhanced focus on promoting the overall health and well-being of our consumers—our patients, members, and communities—who are at the center of everything we do. It also represents our deepening alignment between our healthcare services and health plans. We are practicing the future of healthcare today by providing healthcare that is simple, seamless, personal, and more affordable.

By the end of this year, we will retire the Optima Health and Virginia Premier brands unifying them under Sentara Health Plans. This change shows our steadfast commitment to our members and the communities we serve. The new brand identity is a representation of our growth and our promise to continue innovating and adapting in the ever-changing healthcare industry.

We will continue to go by the name people call us, Sentara, a name and brand our consumers trust.

While our brand is evolving, our mission remains the same: We Improve Health Every Day.