



**Optima Health  
is Growing!**

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

## 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 (D-SNP)	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	RxBIN: 003858
Member Number: 99999999	RxPCN: MA
Group Number: VP	RxGRP: VPMMDCD
Medicaid/Rx ID: 999999999999	
PCP Name: JANE DOE	
PCP Number: 1-123-456-7899	
DOB: 01/01/1995	
Member Effective Date: 01/01/22	



Detailed benefit information at [optimamedicaid.com/vp](http://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

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<b>Send Claims to</b>	<b>Optima Health</b>
P.O. Box 5550	P.O. Box 66189
Richmond, VA 23220	Virginia Beach, VA 23466

## Optima Health Card Sample



**OPTIMA COMMUNITY CARE**

Member Name: JOHN DOE	RxBIN: 003858
Member Number: 9999999*99	RxPCN: MA
Group Number: OCC	RxGRP: OHPMDCD
Medicaid #: 999999999999	
PCP Name: JANE DOE	
PCP Number: 1-123-456-7899	
DOB: 01-01-1995	
Member Effective Date: 01-01-22	



Detailed benefit information at [optimahealth.com](http://optimahealth.com) and our mobile app

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: <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



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<b>Medical Claims</b>	<b>Behavioral Health Claims</b>	<b>Optima Health</b>
P.O. Box 5028	P.O. Box 1440	P.O. Box 66189
Troy, MI 48007-5028	Troy, MI 48099-1440	Virginia Beach, VA 23466

# 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

<p><b>KP MEDICAL RECORD NUMBER</b> 46312846</p> <p><b>NOORUZI,ARDUNE P</b></p> <p><b>CENTER</b> SFMC</p> <p>MedImpact BIN: 003585 MedImpact PCN &amp; Group: 70000</p>	<p><b>ID NUMBER</b> 578470999919</p> <p><b>PRIMARY CARE PHYSICIAN</b> HWANG,DAHYE</p> <p>Transportation: (866) 823-8349 Dental/Smiles for Children: (888) 912-3456</p>
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Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

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.**

<b>Medical Advice/Appts/Cancel Appts (24 hours a day)</b>	<b>TTY</b>
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.**



<b>Member Services Contact Center:</b>	<b>TTY</b>
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

<p><b>KP MEDICAL RECORD NUMBER</b> 39326626</p> <p><b>PAAY HULEY,ITZELLE M</b></p> <p><b>CENTER</b> CTMC</p> <p>MedImpact BIN: 003585 MedImpact PCN &amp; Group: 70000</p>	<p><b>MEDICAID ID NUMBER</b> 572632012918</p> <p><b>PRIMARY CARE PHYSICIAN</b> DAWSON-RICHARDSON,SHANNON M</p> <p>Transportation: (866) 823-8349 Dental/Smiles for Children: (888) 912-3456</p>
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kp.org 3100-Optima Health

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## 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](mailto: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](#)



# 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

Appeals Email: [memberappeals@sentara.com](mailto:memberappeals@sentara.com)

Grievances Email: [complaints@sentara.com](mailto: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](mailto: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

Conducting business with Optima Health will remain the same except for the following:

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.

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Phone 1-844-434-2914

Fax 1-866-472-3920

Member Operations: 1-800-881-2166

Authorizations:



## 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.