



2024 Member Guide

Welcome to Sentara Community Plan

sentarahealthplans.com

What's Inside

Thank you for selecting Sentara Health Plans for your healthcare coverage. Our goal is to provide you with quality healthcare and excellent customer service.

This Member Guide gives you the information you need to know, like how to use your benefits and services, helpful phone numbers, and much more.

We look forward to helping serve your healthcare needs.

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Welcome to Sentara Community Plan

If you are a new member, we will get in touch with you via phone or home visit in the next few weeks to go over some very important information.

Sentara Health Plans employees wear a name tag with the Sentara Health Plans logo, so they are easy to recognize. You can ask us any questions you may have or get help with making your doctor appointments.

If you need to speak with us before we contact you, please:



call Member Services at **1-800-881-2166 (TTY: 711)**,
Monday through Friday, 8 a.m. to 8 p.m.



visit our website at **sentarahealthplans.com**

Medicaid Eligibility

If you have questions about your Medicaid eligibility, contact your caseworker at the Department of Social Services in the city or county where you live. You may also visit Cover Virginia at **coverva.org**, or call **1-833-5CALLVA** or **1-833-522-5582 (TTY: 711)**.

State Medicaid Coverage

If you have any questions about the state Medicaid program, please call the Virginia Medicaid Managed Care Helpline at **1-800-643-2273 (TTY: 711)**, Monday through Friday, 8:30 a.m. to 6 p.m.



Your Medicaid Member ID Card

Remember to use your Sentara Community Plan member ID card for the following:

- healthcare providers such as doctors, specialists, and therapists
- prescription medications
- lab tests
- X-rays
- urgent care centers
- hospitals
- emergency rooms
- surgery

Sentara Community Plan



SENTARA COMMUNITY PLAN

Member Name: JOHN DOE
 Member Number: 99999999
 Group Number: SCP
 Medicaid/Rx ID: 999999999999
 PCP Name: JANE DOE
 PCP Phone: 123-456-7899
 Member Effective Date: 01/01/24

RxBIN: 003856
 RxPCN: MA
 RxGRP: SHPMDCD



*Detailed plan information at sentarahealthplans.com

Sentara Community Plan FAMIS



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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: (Hearing Impaired/Virginia Relay: 711) 1-800-881-2166
 Behavioral Health/ARTS Crisis Line: 1-833-686-1595
 Transportation: 1-877-892-3986
 24/7 Nurse Advice Line: 1-833-933-0487
 Pharmacist Help Desk: 1-844-604-9165
 Dental: 1-888-912-3456

Medical Claims PO Box 8203 Kingston, NY 12402	Behavioral Health Claims PO Box 8204 Kingston, NY 12402	Sentara Health Plans PO Box 66189 Virginia Beach, VA 23466
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If you did not receive your card, or it is damaged, lost, or stolen, call Member Services. We will send you a new card. You can also download a temporary copy of the card from the member portal.

Keep your Commonwealth of Virginia Medicaid ID card to get services that are covered through the state under the Medicaid fee-for-service program.

Choosing or Changing Your Primary Care Provider



As a Sentara Health Plans member, you will choose or be assigned a primary care provider (PCP). Your PCP helps coordinate your medical care. If, for any reason, you are not satisfied with your PCP, you may choose another one from our network. To choose another PCP:

- visit **sentarahealthplans.com/signin**
- call Member Services at **1-800-881-2166 (TTY: 711)**

Emergency Services and Post-Stabilization Care

Emergency room services are covered. If you have a life-threatening situation, please call 911 or go to the nearest emergency room. Post-stabilization care (or care once you leave the emergency room) is also covered. This means that Sentara Health Plans will cover all emergency services that are medically necessary until the clinical emergency is stabilized and until the patient can be safely discharged or transferred. You are also covered for true emergencies even when traveling outside the service area.

24/7 Nurse Advice Line

You can reach a nurse or behavioral health professional to answer your questions or seek medical advice 24 hours a day, 7 days a week, including holidays, at **1-833-933-0487 (TTY: 711)**.



Behavioral Health Crisis Line

Our Behavioral Health Crisis Line is staffed by professionals who can help those in crisis and help you find a provider. Call **1-833-686-1595 (TTY: 711)**, 24 hours a day, 7 days a week. If you are having thoughts about harming yourself or someone else, you should either:

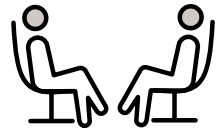
- get help right away by calling 911
- go to the closest hospital for emergency care

Member Services

Call **1-800-881-2166 (TTY: 711)** to speak with our Member Services team about any Sentara Community Plan service. We are available Monday through Friday, 8 a.m. to 8 p.m. to help with benefit questions, claims issues, changing PCPs, or resolving complaints. Translation services are available.

Behavioral Health Services¹

You can receive these services by calling behavioral health services at **1-800-881-2166 (TTY: 711)**, or by calling your PCP. A PCP referral is not needed.



Prescription Drug Benefits¹

Prescriptions can be filled at any in-network pharmacy. Visit [sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc) or call **1-800-881-2166 (TTY: 711)** to find a pharmacy near you. Remember to use your member ID card when filling a prescription.



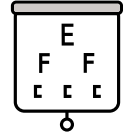
Dental Benefits¹

Virginia Medicaid offers dental coverage to all members. If you have questions about your dental coverage, call DentaQuest at **1-888-912-3456 (TTY: 711)**, Monday through Friday, 8 a.m. to 6 p.m. or you can go online to **dmas.virginia.gov/for-members/benefits-and-services/dental**.



Preventive Vision Check-Ups¹

Members can have a vision check-up every year by a VSP Vision Care provider. Call **1-844-453-3378 (TTY: 711)**, Monday through Saturday, 9 a.m. to 8 p.m. for a list of participating eye doctors. When you make your appointment, remember to tell them you are a Sentara Community Plan member and use your member ID card.



Added Benefits²

Adult Vision

- an eye exam and \$100 toward frames, lenses, and contacts

Wellness Programs

- weight management
- financial wellness program
- wellness rewards up to \$50
- pedometer

Healthy Moms and Kids

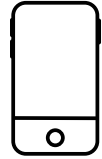
- OB care support and Baby Showers
- maternal and child health education classes
- incentives up to \$75
- breast pump
- 400 diapers (*restrictions apply*)
- grocery card up to \$75 per quarter (*restrictions apply*)
- breastfeeding classes

Other Benefits

- up to \$275 for GED prep and testing vouchers
- sports physicals
- college application assistance up to \$75 (*restrictions apply*)
- home-delivered meals after discharge from a hospital (*authorization required*)
- feminine hygiene products up to \$20 per quarter (*restrictions apply*)
- incontinence products up to \$30 per quarter (*restrictions apply*)
- mattress cover and pillowcase (*restrictions apply*)

Free Cell Phone

As a member of Sentara Community Plan, you may have access to a free smartphone plus:



- free unlimited data with 25GB high-speed data
- 2.5GB high-speed mobile hotspot data
- free unlimited texts and minutes

Apply online at assurancewireless.com/partner/sentarahealthplans.

Transportation Services

Non-emergency transportation is covered by Sentara Community Plan for rides to medical, behavioral health, dental, vision, and pharmacy services. This is covered when you have no other means of transportation.

To receive this service, call **1-887-892-3986 (TTY: 711)**, Monday through Friday, 6 a.m. to 6 p.m. at least five business days in advance of your appointment. For any urgent transportation needs, call 24 hours a day, 7 days a week.

Bus tickets are also available to members at no cost. FAMIS members have non-emergency transportation as an added benefit.

Non-medical transportation includes up to 24 round-trip rides to community events, grocery stores, and more. Any unused trips in a calendar year do not carry over. Please refer to the Member Handbook for additional information.

Welcoming Baby

Welcoming Baby is an incentive-based program that provides pregnancy and postpartum support, resources, and education to our pregnant members. Our community health workers and clinical care managers are available Monday through Friday, 8 a.m. to 5 p.m. Call **1-844-671-2108 (TTY: 711)** or email us at welcomingbaby@sentara.com.

Care Management Program



If you have significant healthcare needs, you will receive care management. Care management helps improve your health by coordinating your care. If you get care management, we will assign you a Sentara Health Plans care manager.

They will work closely with you, your primary care provider, other providers, family members, and others to understand and support your needs and goals. The care manager will help you complete a health risk assessment and develop a care plan considering your needs and preferences.

Your care manager can answer questions about your healthcare. They will also talk with you about your services and any living needs. They can also help you schedule appointments and transportation.

Care management services are provided for members with unique needs, such as:

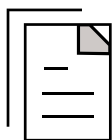
- disease management including but not limited to respiratory conditions, heart disease, diabetes, and cancer
- mental/behavioral health
- children and youth with special healthcare needs
- waiver and long-term services and supports (LTSS)
- prenatal and high-risk pregnancies
- complex chronic conditions

If you do not have a care manager and need care management support, please call **1-866-546-7924 (TTY: 711)** to speak to a member of our care management team.



Where to Find Resource Documents

You can find the Member Handbook, Provider & Pharmacy Directory, and Formulary online at **[sentarahealthplans.com/members/medicaid/documents-and-forms](https://www.sentarahealthplans.com/members/medicaid/documents-and-forms)**. You can then view them or download them to your computer. If you would like a printed copy, call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. and they will mail it to you. You can also ask for these documents in other languages.



Member Handbook

The Sentara Community Plan Member Handbook is available to all of our members.

The Member Handbook contains important information about:

- how Medicaid managed care works, your benefits, and eligibility
- how to get regular and specialty care, emergency services, early and periodic screenings, diagnostic, and treatment services (EPSDT)
- how to get prescription drugs
- services covered by Sentara Community Plan and Medicaid fee-for-service
- getting approvals for services, treatments, and drugs
- complaint (grievances) and appeal process
- member rights and responsibilities

Provider & Pharmacy Directory

The Provider & Pharmacy Directory will help you find providers and pharmacies that are in the Sentara Community Plan network. You can search the directory online or download a copy at **[sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc)**, or you can call Member Services to ask that a copy be mailed to you.

Formulary

The Formulary contains a list of all prescription drugs covered by Sentara Community Plan.

There are two ways online to find a covered drug. Go to:

- **[sentarahealthplans.com/members/medicaid/documents-and-forms](https://www.sentarahealthplans.com/members/medicaid/documents-and-forms)** for a PDF organized by types of drugs
- **[sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc)** and select "Drug and Pharmacy Search"

You can also call Member Services to ask that a copy be mailed to you. The Formulary is subject to change.

Outreach and Education

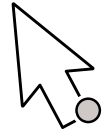
Outreach and education teaches and assists members on how to navigate their benefits, empowers them to advocate for themselves and their families, and educates them to be better healthcare consumers. The outreach team welcomes and orients new members to Sentara Community Plan either by phone or face-to-face contact.

Goals of outreach:

1. welcome and introduce members to the health plan
2. help members complete a health risk screening
3. provide resources to address health-related social needs

Information on sentarahealthplans.com

Sentara Health Plans allows members to manage their own healthcare. Sign in to our member portal at [**sentarahealthplans.com/signin**](https://sentarahealthplans.com/signin) to:



- find an in-network provider
- change your primary care provider (PCP)
- get information on Advance Directives
- find the Member Handbook, Provider & Pharmacy Directory, and Formulary
- and much more

Member Services: **1-800-881-2166 (TTY: 711)**
Monday through Friday, 8 a.m. to 8 p.m.

Mobile App

Do you want your Sentara Community Plan plan information at your fingertips, when and where you need it?



Get the Sentara Health Plans mobile app by scanning this QR code, downloading it to your smartphone through the App Store or Google Play, or going to **sentarahealthplans.com/app**.

Coverage Renewal

You must renew your Medicaid coverage each year. If your local Department of Social Services has all of your information to complete your renewal, they will review it automatically. Expect a letter in the mail telling you if you will keep your coverage each year. If your renewal cannot be done automatically, you will get a paper form in the mail. You must reply to that form to keep your Medicaid coverage.

If your coverage is not renewed automatically, here are the ways to renew:



Online

1. go to **commonhelp.virginia.gov**
2. select **Renew Benefits**
3. log in or create an account if you don't already have one



Phone

Call Cover Virginia at **1-833-5CALLVA (TTY: 711)**
or **1-833-522-5582 (TTY: 711)**



Mail/In-Person

1. fill out the paper renewal form that is mailed to you
2. return it to your local Department of Social Services (DSS) office

¹Refer to your Sentara Community Plan Member Handbook for complete details on your benefits, limitations, and exclusions. You can find a copy of the Member Handbook on the website at sentarahealthplans.com/members/medicaid/documents-and-forms or go to your benefits page at sentarahealthplans.com/members/medicaid/medicaid-benefits-programs-and-services.

²Added benefits depend on member eligibility. If you have any questions about your benefits, please call Member Outreach at 1-833-261-2367 (TTY: 711), Monday through Friday, 8 a.m. to 5:30 p.m., or go to the Sentara Health Plans website at sentarahealthplans.com/members/medicaid/medicaid-benefits-programs-and-services.





Welcome to Sentara Community Plan.

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@SentaraHealthPlans



linkedin.com/company/sentara-health-plans



sentarahealthplans.com

For more information, call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. or visit **sentarahealthplans.com**.