



2025 Member Guide

Welcome to Sentara Community Plan

sentaramedicaid.com/members

Your quick start guide to health and wellness

Welcome to Sentara Community Plan – your new healthcare coverage. Your health matters and we want to take your wellness beyond the basics for you and your family. We are here to provide you with the quality care and excellent customer service you deserve.



This guide gives you what you need to get started on your wellness journey. Here, you'll find:

- How to set up your account online
- Set your preferences, view, or change your PCP
- Schedule a virtual visit
- Request a new ID card
- And much more

We look forward to helping serve your healthcare needs.

Your Sentara Community Plan member ID card

Remember to always keep your Sentara Community Plan member ID card with you. This card connects you to our wide network of doctors, pharmacies, and hospitals. On the back of your card, you'll find the phone numbers to reach key resources.

If you did not receive your card, or it is damaged, lost, or stolen, call Member Services right away to get a new one. You can also download a temporary copy of the card from the member portal.

Setting yourself up for success

Use the easy-to-follow essentials checklist on the back cover to get started on your wellness journey. Watch our video to learn how to set up your online portal, use your benefits, find doctors, and get the care you need. If you have questions, we are here to help you every step of the way. Visit sentarahealthplans.com/welcome and select “Medicaid” as your plan.

How to contact Sentara Health Plans



Need to talk to someone about your health plan benefits or the programs and services offered? Find a list of contacts by scanning this QR code or going to sentaramedicaid.com/contact.

Member Services

Our Member Services team can answer your questions or get you the right person. Call **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.

Sentara Community Plan

Sentara Community Plan FAMIS



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



CardinalCare
Virginia's Medicaid Program

*Detailed plan information at sentarahealthplans.com



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We are here to help

Outreach and education

You can call our outreach and education team to learn about your benefits and how to use them. Keep in mind that they may reach out to you first by phone or in person.

If you have not heard from our outreach and education team, you can call them to start learning about your benefits and take your Health Risk Assessment. They are available Monday through Friday, 8 a.m. to 5:30 p.m. at **1-833-261-2367 (TTY: 711)**.

Care management program

If you have significant healthcare needs, you will receive care management. We will assign you a Sentara Health Plans care manager to help you:

- Manage chronic conditions (e.g., respiratory conditions, heart disease, diabetes, cancer)
- Access mental/behavioral health services and support for special healthcare needs
- Understand waiver and long-term services and supports (LTSS)
- Find resources for prenatal care, high-risk pregnancy, and daily needs (e.g., housing, food)
- And more

If you do not have a care manager and need support, please call **1-866-546-7924 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Keep in touch

Have you moved, changed your phone number or email? Contact Virginia Medicaid to update your information:

- Visit **[commonhelp.virginia.gov](https://www.commonhelp.virginia.gov)**
- Call Cover Virginia at **1-855-242-8282 (TTY: 711)**

Know where to go for care when it's not an emergency

In an emergency, always dial 911. For non-urgent or non-life-threatening issues, you have other options. Here are some helpful numbers to call and websites to visit if you can't get ahold of your doctor and you're not sure where to go for care.

Free 24/7 Nurse Advice Line	1-833-933-0487 (TTY: 711), 24/7 This call is free.
MDLIVE® virtual visit	1-888-469-9198 (TTY: 711), 24/7 This call is free. Start a virtual visit using the Sentara Health Plans mobile app or sign in to the member portal at <u>sentarahealthplans.com/signin</u>
Urgent care center	Find an in-network urgent care center near you on the mobile app or at <u>sentarahealthplans.com/findadoc</u>



Finding important documents

The documents you need are on our website. You can view them online or download them to your computer. Below is a list of useful documents you can find:

Member Handbook

The Sentara Community Plan Member Handbook contains important information about Cardinal Care Medicaid health coverage and your Sentara Community Plan benefits. It can be found at **[sentaramedicaid.com/documents](https://www.sentaramedicaid.com/documents)**.

Provider Directory

The Provider Directory helps you find providers and pharmacies that are in the Sentara Community Plan network. There are a few ways to find a provider:

1. Go to **[sentaramedicaid.com/documents](https://www.sentaramedicaid.com/documents)** for a copy you can view or download
2. Go to **[sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc)** for an online search option
3. Use the Sentara Health Plans mobile app search option
4. Call Member Services to ask that a hard copy be mailed to you within five (5) business days at no charge

Formulary

The Formulary is a list of all prescription drugs covered by Sentara Community Plan. There are two ways to find a covered drug:

1. Go to **[sentaramedicaid.com/drugs](https://www.sentaramedicaid.com/drugs)** for a copy you can view or download
2. Go to **[sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc)** and select "Drug and Pharmacy Search" for an online search option

If you would like a printed copy of any document you find online, 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 at no cost to you. You can also ask for these documents in other formats and languages.

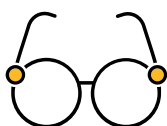


For a complete list of documents and forms, visit [**sentaramedicaid.com/documents**](https://sentaramedicaid.com/documents) or scan the QR code.

Added benefits

As a Sentara Community Plan member, you have access to added benefits¹ on top of your Cardinal Care health coverage. Below is a list of some of your added benefits.

- \$100 toward frames, lenses, and contacts for members over 21, plus an eye exam
- Telehealth services through MDLIVE®
- \$50 per calendar year in gift cards² for completing certain health actions
- Wellness programs such as weight management
- Financial wellness program
- 400 diapers, free breast pump, and a \$75 quarterly allowance for the grocery store for pregnant members
- Pillowcase and a mattress cover for members with asthma or COPD
- \$20 for feminine hygiene products per quarter
- \$30 for incontinence products per quarter
- Nutritious home-delivered meals after leaving the hospital
- Voucher for up to \$275 for GED prep and testing
- Up to \$25 for an iPad cover or tablet cover to protect an electronic device (does not include the iPad or tablet)
- New mothers receive a baby monitor, sleep sack, or pack-n-play to encourage safe sleeping practices



Transportation Services

- **Non-emergency medical transportation** is for rides to get covered medical, behavioral health, dental, vision, and pharmacy services. This is covered when you have no other means of transportation.
- **Non-medical transportation** includes up to 24 round-trip rides to community events, grocery stores, places of worship, and more.
- **Transportation services for LTSS caregivers (non-medical)** include 24 non-emergency round trips each year for caregivers of LTSS members, including free rides to grocery stores, pharmacies, and the member's home – no more than 50 miles.
- **Bus tickets** are also available to members at no cost.

Call **1-877-892-3986 (TTY: 711)**, Monday through Friday, 6 a.m. to 6 p.m. at least five business days in advance of your appointment or trip. For any urgent transportation needs, call 24 hours a day, 7 days a week.

Welcoming BabySM

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 can help you Monday through Friday, 8 a.m. to 5 p.m. Call **1-844-671-2108 (TTY: 711)** or email [**welcomingbaby@sentara.com**](mailto:welcomingbaby@sentara.com).



For a full list and to learn how to use your added benefits, go to [**sentaramedicaid.com/benefits**](https://sentaramedicaid.com/benefits) or scan the QR code.

¹Refer to your Sentara Community Plan Member Handbook for complete details on your benefits, limitations, and exclusions. Added benefits depend on member eligibility and may have restrictions or limits. If you have any questions about your benefits, please call outreach and education at 1-833-261-2367 (TTY: 711), Monday through Friday, 8 a.m. to 5:30 p.m., or visit sentaramedicaid.com/benefits.

²Some incentives have restrictions and limits. Members can get up to \$50 per year in gift cards.

More to know

Language assistance and accessibility services

Sentara Health Plans can provide documents as a paper copy, in large print, in other formats or languages, or read aloud, by calling Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. You can get what you need for free. Auxiliary aids and services are available upon request at no cost to you.

Member rights and responsibilities

As a Sentara Health Plans member, you have rights. Learn more about all your rights and responsibilities at [**sentaramedicaid.com/rights**](https://sentaramedicaid.com/rights).



Member appeals and grievances

- **What is an appeal?** A request by a member (or someone they trust acting on their behalf) for the health plan to review a service request that was denied.
- **What is a grievance (or complaint)?** A written or verbal complaint or grievance can be about issues of accessibility, quality of care, customer service, wait times, and privacy.

For more information on how to file an appeal or submit a complaint, please refer to the Member Handbook or go to [**sentaramedicaid.com/complaints**](https://sentaramedicaid.com/complaints).



Getting started: Your essentials checklist

Getting started with a new health plan doesn't need to be complicated. Follow these six easy steps and you'll have everything you need to kickstart your wellness journey.

1. **Register online.** To get the most out of your coverage, the first thing you should do is register your account on the member portal. It's easy!

Go to [**sentarahealthplans.com/register**](https://sentarahealthplans.com/register) or use our mobile app (see step 2). You'll need your member ID number, which is on the front of your member ID card.

2. **Download.** Scan the QR code or download the Sentara Health Plans mobile app to your smartphone through the App Store or Google Play.



Our mobile app offers easy access to your member ID card, lists of doctors and facilities, wellness tools, and more.



3. **Set your communication preferences.** Don't forget to let us know if you want to go paperless, opt in for text messaging, or change your preferred language to Spanish. You can select your preferences in two ways:
- Sign in to the member portal at [**sentarahealthplans.com/signin**](https://sentarahealthplans.com/signin)
 - Use the mobile app

4. **View or change your PCP.** You are assigned a primary care provider (PCP). Your PCP helps coordinate your medical care.

If you were assigned a PCP that you don't go to or you want a different PCP, you may choose another one from our network. To change your PCP:

- Sign in to the member portal or mobile app and select "Doctors and Medication" in the dropdown menu, then "Change Primary Care Physician." You can search by name, specialty, location, etc.
- Call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.

You can go to that PCP as soon as you make the change. You will receive a new member ID card in the mail within 7–10 business days. It will include the PCP's name and phone number.

5. **Schedule an appointment with your PCP.** Did you know you can start earning gift cards by putting your health first? Earn gift cards by completing certain wellness exams and screenings. For a full list of incentives², visit [**sentaramedicaid.com/giftcard**](https://sentaramedicaid.com/giftcard).
6. **Complete your Health Risk Assessment (HRA).** Our outreach and education team will call or visit you to complete your HRA. This will help us better understand your healthcare and personal needs. All you have to do is answer a few questions.

Your healthcare checklist: Register, set, go!

Check off these steps as you do them.

- ☐ **Register online**
- ☐ **Download the app**
- ☐ **Set your preferences**
- ☐ **View or change your PCP**
- ☐ **Schedule an appointment with your PCP**
- ☐ **Complete your Health Risk Assessment**



Keep this list handy by cutting it along the dotted line.

**Stay connected with us on social media for wellness tips,
member events, and important Medicaid updates.**

   @SentaraHealthPlans

 Sentara Health Plans

 sentarahealthplans.com