



Manage Benefits On-the-Go



Sentara Health Plans
PO Box 66189
Virginia Beach, VA 23466



Scan to learn more.



Optima Health is now Sentara Health Plans.

New name. Same trusted health plan.

Sentara Individual & Family Health Plans 2024

The Sentara Health Plans mobile app is one more way we help members get the most value from their health benefits.

Our app is free and provides secure access to claim status, our Treatment Cost Calculator, virtual consult, and other services.

With the Sentara Health Plans mobile app, members can:



Find providers and facilities



Calculate costs and view claims



Access health and wellness programs



Visit a doctor through virtual consultation



Track Progress in meeting deductibles and out-of-pocket amounts

To download the Sentara Health Plans mobile app, go to sentarahealthplans.com/app.

Our Quality Stars Rating

Our Individual & Family Health Plans received 4 stars out of 5 stars² from The Centers for Medicare & Medicaid Services (CMS). This 2023 rating is based on factors that include member surveys, data from doctors and hospitals, and how long members have stayed with their health plan.

This rating reflects our members' high satisfaction with:

✓ Clinical Quality Management



✓ Enrollee Experience



✓ Plan Efficiency, Affordability, and Management



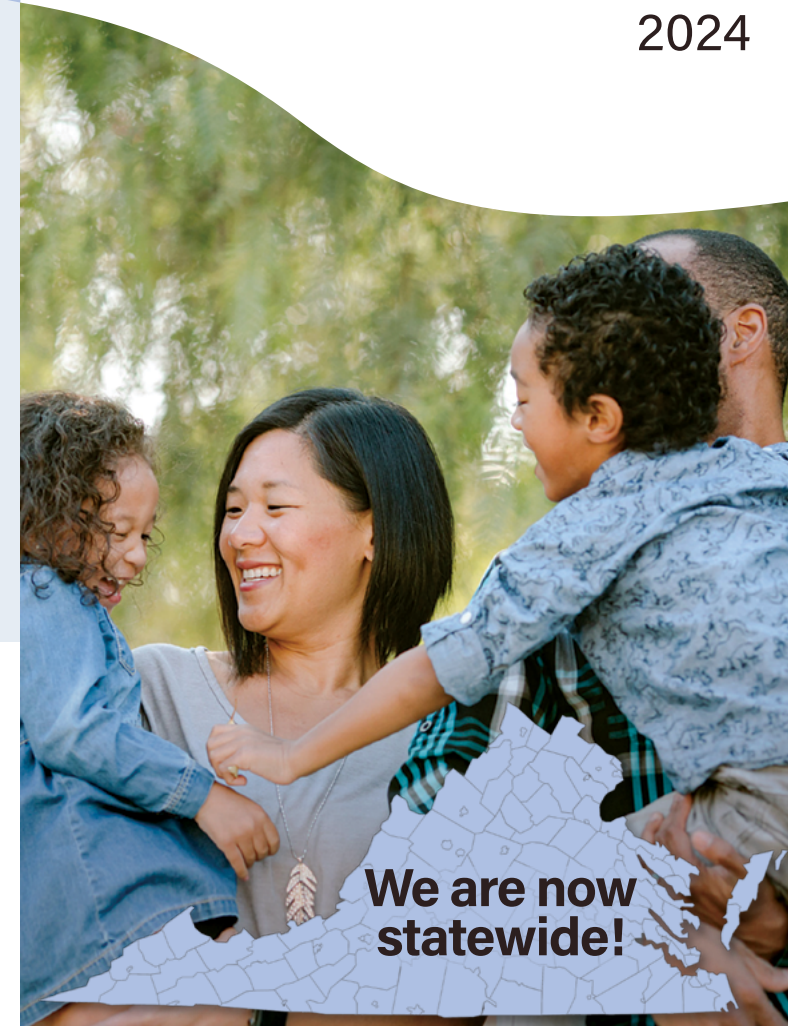
Overall Rating



²CMS scores qualified health plans (QHPs) offered through the Exchanges using the Quality Rating System (QRS) based on third-party validated clinical measure data and QHP Enrollee Survey responses. CMS calculates ratings yearly on a 5-star scale. Ratings may change from year to year.

Sentara Health Plans is the trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Behavioral Health Services, Inc., and Sentara Health Administration, Inc. Sentara Individual & Family Health Plans are issued by Sentara Health Plans. All plans have benefit exclusions and limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of coverage, please call your broker or Sentara Health Plans at 1-866-532-7713 or visit sentarahealthplans.com.

Revised September 2023






We are now statewide!



Extra Savings and Discounts

Our members can save money on health products and services, including:

-  **Fitness Facilities:** access to premier fitness clubs, weight loss programs, and wellness brands
-  **Vision Extras:** receive significant savings on routine eye exams, lenses and frames, and contact lenses including the cost of laser vision surgery
-  **Complementary Therapies:** discounts on acupuncture, chiropractic, and massage therapies



The Sentara Health Plans Difference

Sentara Individual & Family Health Plans are part of an open-access network, meaning a referral is not required to see a specialist within our provider network. You have access to a quality network of providers and facilities so you and your family can find the healthcare you need.

We offer several affordable plan options with a wide range of coverage, cost-sharing options, and Health Savings Accounts (HSAs).

Prescription drug coverage, preventive services, access to our 24/7 Nurse Advice Line, and 24/7 Behavioral Health Crisis Line are also included in our plans. With a variety of deductible and copayment options in Gold, Silver, and Bronze levels, our plans are offered in the Virginia's Insurance Marketplace and directly through Sentara Health Plans.



Treatment Cost Calculator

The Treatment Cost Calculator is a secure, confidential online tool that's easy to access and simple to use.

Members can calculate plan and provider-specific, out-of-pocket cost estimates for all covered services. These estimates help members make decisions that are the best for their health and budget. For more information, visit sentarahealthplans.com/features/treatment-cost-calculator.

Virtual Consults

Members can securely connect with a board certified physician over the phone, online, or through video chat.

Providers are available 24/7 to diagnose and treat a variety of non-emergency medical conditions and behavioral health concerns. For most plans, virtual consults are at no charge when accessed through the member portal or mobile app.¹ This is a separate benefit from telemedicine visits scheduled with a member's provider.

¹Mental health and substance use disorder virtual consults may carry an additional charge.

Questions? Help is close by.

Sentara Individual & Family Health Plans are available through:

- your broker
- a Sentara Personal Plan Advisor at 1-866-532-7713
- sentarahealthplans.com/individual