

OptimaHealth

Members Online Payment Guide

Step One: Sign in at OptimaHealth.com/members

Optima Health Members

<p>Insured through Employer or Individual Policy</p> <p>Insurance provided through your employer or purchased as an individual or family policy.</p>	<p>65+</p> <p>Covered by Medicare</p> <p>Optima Medicare HMO for members who opt for a Medicare Advantage product.</p>	<p>Covered by Medicaid</p> <p>Optima Family Care is a Medicaid HMO product (Family Care), and a health plan for children of working parents through FAMS.</p>	<p>Covered by Medicaid/Managed Long Term Services</p> <p>Optima Health Community Care is a Commonwealth Coordinated Care Plus (CCC Plus) Medicaid plan for many older people and those with disabilities.</p>
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Navigate to Sign in Page
Click "Sign In / Register" button, in top right corner of page.

Step Two: Sign In

OptimaHealth
A Service of Sentara

Member Sign In

Username

Password

Sign In

[Forgot Username?](#) / [Forgot Password?](#) / [Need to Register?](#)

Optima Health is the trade name of Optima Health Plan, Optima Health Insurance Company, Optima Health Group, Inc., and Sentara Health Plans, Inc. Optima HMO products, related Patient Optional Point-of-Service products, Point-of-Service products, and Open Access products are underwritten by Optima Health Plan. Optima Preferred Provider Organization products are underwritten by Optima Health Insurance Company. Self-funded plans are administered by Sentara Health Plans, Inc / Copyright © 2018 Optima Health

Sign in

Enter your username and password exactly as you entered them during your account registration.

Once completed click the “Sign in” button.

Step Three: Pay Premium

The screenshot displays the OptimaHealth member portal interface. At the top, there are navigation links for 'My Account', 'Member Home', 'Contact Us', and a user profile 'HELLO FIRSTNAME'. The main header includes the OptimaHealth logo and the text 'Benefit Information'. Below the header, there are breadcrumb trails and a 'Member Information' section with fields for Member Name, Enrolled Date, Member ID, Primary Care Provider (PCP), Date of Birth, and PCP Effective Date. A 'Copays or Coinsurance' section follows, listing various costs like PCP, Preventive, Specialist, UCC, and ER. A callout box on the left side of the page points to the 'Pay Monthly Premium' option in the left-hand navigation menu.

Pay Online
Once signed in click "Pay Monthly Premium" in your left navigation menu.

MyOptima
FULL MEMBER NAME
12345678*01
OPTIMA FAMILY CARE
Member Services: MEMBER SERVICES PHONE NUMBER
Care Coordinator: CARE COORDINATOR
CARE COORDINATOR PHONE NUMBER
View Other Plans

Benefit Information
HOME / BREADCRUMBS / BREADCRUMBS / BREADCRUMBS

Member Information
Member Name: MEMBER NAME Enrolled Date: 07/01/2014
Member ID: 12345678*01 Primary Care Provider (PCP): CANDACE M WHITEHURST MD
Date of Birth: 10/08/1950 PCP Effective Date: 07/01/2014

Copays or Coinsurance
Member Copays or Coinsurance Discounted Network Copays or Coinsurance:
PCP: \$10 PCP: \$20
Preventive: Refer to Summary of Benefits for preventive copay amount. Specialist: \$55
Specialist: \$20
UCC: \$20
ER: \$200
RX: Refer to your member coverage documents, your member ID Card or call Member Services for information on your pharmacy benefit copays.

Navigation Menu:
Benefits and Coverage
Claims and Payments
Pay Monthly Premium
Doctors and Drugs
Get Healthy
Account Settings

Step Four: Online Invoice Payment

The screenshot displays the OptimaHealth Customer Overview page. At the top left is the OptimaHealth logo with the tagline 'A Service of Sentara'. A 'Main Menu' button is in the top right. The page title is 'Customer Overview' with a search bar. The main content is divided into three sections: 'CUSTOMER INFORMATION', 'LATEST INVOICE', and 'PROFILE'. The 'LATEST INVOICE' section shows an amount due of \$13.00 and a remaining amount of \$0.00. A green 'Pay Now' button is highlighted with a blue arrow. A callout box points to this button with the text: 'Click "Pay Now" button to begin paying your most recent invoice. If you have multiple invoices this button may display "Pay All"'. The 'PROFILE' section on the right lists various account details and a 'MESSAGES' section.

Pay Latest Invoice

Click "Pay Now" button to begin paying your most recent invoice. If you have multiple invoices this button may display "Pay All".

Step Six: Select Payment Type

Add A Payment Method

Select Payment Method
Select Payment Method, Bank Account or Credit Account.

Bank Accounts
Link to Bank Accounts

Card Accounts
Link to Card Accounts

ADD BANK ACCOUNT

Account Type
Personal

Account #

Banking Type
Checking Account Savings Account

Name on the Account

Routing Number

Re-enter Account #

By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

Agree and Add Account

Make sure to use your bank account number, not your ATM or Debit card number.

Pay to the Order of _____
123456789 # 000123456789 # 1111
Routing Number Account Number

Cancel Add

Step Seven: Select Payment & Continue to Payment

1) Select Payment Method

If you added multiple payment methods. Select preferred payment method for current invoice.

MESSAGES

Health has you covered 24 hours a day. Get the health MDLIVE. Talk to a board-certified physician via phone or video, wherever you are! award-

PAYMENT SUMMARY

0 Invoices **\$0.00**

[Remove All](#)

Payment Method [Add A Payment Method](#)

CHARTWAY FEDERAL CREDIT UNION ***

Pay Date

7/26/2017

Payments confirmed before Wednesday, July 26, 2017 7:00 PM CT will be posted on Wednesday, July 26, 2017. Payments confirmed after Wednesday, July 26, 2017 7:00 PM CT will be posted on Thursday, July 27, 2017.

[Cancel](#) [Continue to Payment](#)

2) Continue

Click "Continue to Payment".

Step Eight: Verify and Make Payment

Verify Payment

PAYMENT SUMMARY

1 Invoice **\$52.32**

Payment Method [Add A Payment Method](#)
Visa *****

Security Code [?](#) Payment Date
*** 1/03/2018

Payments confirmed before Wednesday, January 03, 2018 8:00 PM ET will be posted on Wednesday, January 03, 2018. Payments confirmed after Wednesday, January 03, 2018 8:00 PM ET will be posted on Thursday, January 04, 2018.

Payment Terms & Conditions

These Payment Terms and Conditions ("Terms") govern your use of the Internet Bill Presentment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to the Biller you are paying. The words "you" and "your" refer to you as the business or consumer using the Service and accepting these Terms. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you check with your bank to determine what limitations are imposed on withdrawals from any account. If we are not able to debit the amount required to cover an

[Print Terms and Conditions](#)

Name Email [?](#) Phone

[Update Customer and Address Information](#)

By checking this box you agree to the terms and conditions stated above.
By clicking the **Make Payment** button I, _____, confirm that today, Wednesday January 03, 2018, I am authorizing a one-time debit from my Visa account ending in ***** in the amount of USD to be remitted to Optima Health. This debit will occur on or after Wednesday January 03, 2018.
If you have any questions regarding this transaction request, please call 888-737-5479.

By checking this box, I, _____, have read and confirmed the information above with the customer.

Make Payment

[Cancel](#)

PAYMENT DETAILS

Invoice Date	Due Date	Invoice Number	Amount Due	Payment Amount	Payment Code
REFERENCE NUMBER 1781662					
	1/01/2018				03-Addition ?

1) Email Confirmation

If email confirmation is desired, add a name and email recipient address.

2) Agree to Terms

You must agree to terms before making a payment

3) Finalize Payment

Click "Make Payment" to complete your online payment.

Step Nine: Payment Confirmation

Confirmation

Thank You! Your payment has been made.

[Print Confirmation Page](#)

Payment Date 1/03/2018

Payment Method Visa *****

Total Payment

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Wednesday, January 03, 2018 8:00 PM ET will be posted on Wednesday, January 03, 2018. Payments confirmed after Wednesday, January 03, 2018 8:00 PM ET will be posted on Thursday, January 04, 2018.

If you have any further questions about payments to Optima Health, please contact our office at 888-737-3479.

Payment Confirmation

Print, save, or write down confirmation number for your record.

Reference Number	Confirmation #	Payment Amount	Number of Invoices
1234567	1234567		1

[Return to Pay My Bills](#)

[Return to Main Menu](#)

Welcome to your MyOptima Member Account.
