

Optima Health Online

Optimize Your Time Go Online!

Have Questions? We have answers. Use our interactive tools to:

- 🔍 Find a Doctor
- 🔍 Search our Drug List
- 🔍 Learn about our Health Plans
- 🔍 Research illness and conditions

Are you a member? You can manage your health plan information on your time, 24 hours a day, seven days a week.

To manage health plan information for yourself (and your covered dependents), you need to register on optimahealth.com. Registration is quick and easy. Once you've registered, you can:

Manage Your Health Plan Information:

- ✓ Update your contact information (address, phone number, email address, etc.)
- ✓ Change your primary care physician (PCP) if applicable
- ✓ Request a new member ID card
- ✓ Opt to receive your Explanation of Benefits (EOBs) online
- ✓ View the status of your medical & mental health claims
- ✓ View referrals and authorizations
- ✓ View your benefits

Manage Your Pharmacy Benefit:*

- ✓ Calculate the cost for a specific drug
- ✓ View pharmacy copays
- ✓ View the status of your pharmacy claims



Register today at
www.optimahealth.com!

- ✓ Learn about drugs that can treat a condition
- ✓ Use the Drug Information Center to learn about dosage, strength, side effects, and potential drug interactions
- ✓ View your deductibles and out-of-pocket maximums (if applicable)
- ✓ Locate and get directions to participating pharmacies

Conduct Private Research on Things That Are Important to You and Your Family

- ✓ Research hospital quality
- ✓ Research conditions and treatment options
- ✓ Determine treatment costs
- ✓ Research drug options and pricing
- ✓ Compare different drugs used to treat the same medical condition, including prescription and non-prescription options
- ✓ Profile a specific drug you have heard about or are considering
- ✓ Find out what questions you should ask your doctor about a specific pharmaceutical drug

*You can view and manage your pharmacy benefit only if you have a plan administered by Optima Health.

Common Questions and Answers About Our Web Site www.optimahealth.com

How can I register on Optimahealth.com?

If you are a covered member of the health plan aged 18 or older, simply go to the registration page on optimahealth.com. You will need to have your Member ID card available when registering.

If you are a Sentara employee and have an Optima Health plan (even if your coverage is not through Sentara Healthcare), you do not need to register. Simply use your network sign-in to access secure areas of the Web site.

What do I do if I forgot my password or username?

If you have forgotten your username you will need to begin the registration process again.

If you have forgotten your password, visit Change Password. The secret answer you supplied during the registration process will allow you to reset your password. Keep in mind that the answer to your secret question is case sensitive. If you can't remember your secret question and answer, you will need to re-register or contact Member Services to have your password reset.

What do I do if I have questions about the information I see on optimahealth.com?

Contact Member Services at the number on your Member ID card or online through our "Contact Us" form.

How do I know my information is safe/secure?

We are required by law to:

- ☞ Make sure that medical and/or personal information that identifies you is kept private;
- ☞ Make available a notice of our legal duties and privacy practices; and
- ☞ Follow the terms of the notice that are currently in effect.

Links to our policies and disclosures are available at the bottom of most pages on optimahealth.com.

How do I allow my spouse to view my claims?

It's easy, simply register and sign in to optimahealth.com. Once you've signed in, you will notice a check box option on "View Medical Claims" and "View Referrals/Authorizations". If you elect to allow your covered spouse to view your information, he/she will see that option the next time he or she signs in. You can grant or remove spouse access at any time.

Can I view my college-age dependent's claims?

Members who are 18 and over can register and view their own claims and other health plan information. Members can view or perform certain self-service functions for their covered dependents who are under age 18. These self-service functions include view claims, view referrals/auths, change contact info, change PCP and view summary of benefits.

How can I access my child's pharmacy claims?

Currently members are only able to access their specific pharmacy claim information. We are working to allow members to view covered dependents in the future.

How do I know if my prescription drug is covered?

You can search our drug lists using our Drug Search located in the upper right hand side of the screen under Search Tools. Covered members can also sign on to determine coverage and exact copay amounts using the "Pharmacy Resources" link located in the left-hand *MyOptima* menu.

Where do I find my benefits information?

Sign in to view your Summary of Benefits in the *MyOptima* menu.