



Provider Alert

Urgent Provider News



December 22, 2023

Dear Provider,

You are receiving this email because one or more of your patients was identified as an affected Medicare member who received an incorrect ID card effective November 1, 2023, and December 1, 2023, and incorrectly had 2024 copays listed.

There will be no impact to members' access to care or claims submitted before the end of the year. Through the end of 2023, members will be responsible for the copay amount listed in their 2023 Summary of Benefits and Evidence of Coverage.

Members can verify the correct copay amount for the remainder of 2023 by visiting sentarahealthplans.com/members/medicare/documents, click on "2023 Plans," input their zip code, and choose their plan to review their Summary of Benefits and/or Evidence of Coverage.

Sincerely,

Your Optima Health (soon to be Sentara Health Plans) Team