

[Date]

[FIRST NAME] [LAST NAME]

[ADDRESS]

[CITY,] [STATE] [ZIP CODE]

Dear Member:

At Optima Health, we strive to communicate with our members about any changes impacting their health plan benefits. **Effective January 1, 2019**, Delta Dental of Virginia will no longer be an Optima Health partner for pediatric oral services. As a result, Optima Health will administer this service for the rest of your group's plan year.

If you have a dependent that requires pediatric oral services, there are a few changes that are important to know:

- All services will now be administered through Optima Health. This includes your Explanation of Benefits (EOB), pre-authorizations, claims, and appeals.
- You can visit any dental provider within the Commonwealth of Virginia.
- Please check with your dental provider to ensure they know to send claims to the following address:

ATTN: Claims Department
Optima Health
P.O. Box 66446
Virginia Beach, VA 23462

If your pediatric oral service claim has been denied, it may have been denied in error. If you need to discuss a denied claim or have any other questions, please call Member Services at the number on the back of your ID card.

We value you and your healthcare needs, and thank you for choosing Optima Health.

Sincerely,

Your Optima Health Team