

May 23, 2017

Dear Optima Medicare HMO Member:

Your healthcare is important to us and one of our goals is to keep you informed about changes that could affect you. For that reason, we need to inform you about some changes to the transportation benefit for your Optima Medicare HMO plan that are effective July 1, 2017.

Information about this benefit is included in Chapter 4 of your Optima Medicare Evidence of Coverage. The updated information is shown below and the changes are underlined.

- Transportation is available for services covered by your plan for up to 12 one-way trips (or 6 round trips) per calendar year at no cost to you.
- The transportation company is changing from Logisticare to Southeastrans.
- Transportation is provided by van, sedan, or taxi.
- Transportation can be arranged by calling 1-866-381-4860, Monday through Friday, from 6:00 a.m. to 6:00 p.m.
- For routine reservation services, at least five business days' notice is required.
- You can call 24 hours a day/7 days a week for urgent transportation needs.
- If you need to confirm your transportation vendor or

check on a 'late' ride, call 1-866-381-4860 (same phone number used to arrange transportation shown above).

If you have any questions about this change, please call Optima Medicare Member Services toll-free at 1-800-927-6048. TTY users can contact us through the Virginia State Relay Service toll-free at 1-800-828-1140 or 711. You can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. E.T. from February 15th through September 30th. From October 1st through February 14th, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. E.T.

Sincerely,

Optima Medicare Member Services

Optima Medicare is an HMO plan with a Medicare contract. Enrollment in Optima Medicare depends on contract renewal.

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