



FILING A COMPLAINT WITH OPTIMA MEDICARE HMO

If you have a problem or concern about issues such as the quality of medical care you received, waiting times for getting an appointment, or customer service you received at a doctor's office or by Optima Medicare, you can contact the Optima Medicare Appeals Coordinator at 757-687-6230. Or, you can complete and return the Optima Medicare HMO Complaint Form below. You can also call us toll-free through our Optima Medicare Member Services line at 1-800-927-6048. TTY users should call the Virginia Relay Service at 1-800-828-1140 or 711. A Member Services Representative can transfer you to the Medicare Appeals Coordinator and also assist you with general questions about complaints at the following times.

- From October 1 - February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. ET.
- From February 15 - September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. ET.

In order for Optima Medicare to address your concern, your complaint must be submitted within 60 days of the date it occurred. If you want more information about the Optima Medicare complaint process, please see your Optima Medicare Evidence of Coverage.

If you need someone to act on your behalf to file a complaint, that person must either have legal authority or be appointed as a designated representative. If someone has legal authority, such as a Durable Power of Attorney or is a court appointed guardian, etc., a copy of this legal document must be sent to us. To have a relative, friend, attorney, doctor, or someone else be appointed as your designated representative, both you and this person must complete, sign, and return the Appointment of Representative Form.

Please mail or fax the completed Optima Medicare HMO Complaint Form (or a letter explaining your complaint), legal representation documentation or the Appointment of Representative Form (if either is needed), and any additional information about your complaint to:

Optima Health
Appeals Department
P.O. Box 62876
Virginia Beach, VA 23466-2876
OR
Fax: 757-687-6232
Toll-free fax: 1-866-472-3920

You will be notified in writing within 5 calendar days that your information was received and the time we require to research your complaint. Procedures for handling complaints and the associated time frames for resolving them vary by the type of complaint.

Your continued satisfaction with Optima Medicare is very important to us. If you have any questions regarding your complaint, please call the Complaints/Appeals Department at 757-687-6230.

