

INFORMATION ONLY

<DATE>

Important Health Plan Renewal Information

<FIRST NAME> <LAST NAME>
<ADDRESS1> <ADDRESS2>
<CITY>, <STATE> <ZIP CODE>

Dear < FIRST NAME >,

Thank you for being a valued Optima Health member. Your policy renewal date of December 31, 2017 is approaching and we want to make sure that you understand your options for 2018 health plan coverage.

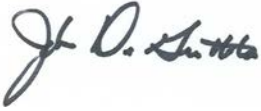
Each year, health plan benefits and rates must be filed and approved by the Virginia Bureau of Insurance. As of the date of this letter, our 2018 forms and rates are under review. For further information about rate and form filings, please visit scc.virginia.gov/boi/index.aspx. In the next few weeks you will begin to receive information about your options for renewing coverage with Optima Health. This will include your new monthly premium amount and any changes to your current plan or benefits. Please note that your monthly premium, deductible, or maximum out-of-pocket amounts you pay are likely to increase or decrease, depending on your plan.

Open enrollment begins November 1, 2017 and ends December 15, 2017. Here are some steps you can take to prepare for enrollment before you receive your 2018 renewal letter:

- **Review your current health plan benefits and costs to account for any changes in your healthcare budget and needs.**
- **Update your contact information, including your email address.**
 - If you purchased your plan through the Health Insurance Marketplace, please sign in to HealthCare.gov or call 1-800-318-2596 / TTY: 1-855-889-4325 to change your contact information. Be sure to update any income or financial changes to ensure you receive the proper subsidy amount in 2018.
 - If you purchased your plan directly through Optima Health, you may update your contact information at optimahealth.com or call Member Services at the number on the back of your member ID card.
- **Check optimahealth.com for helpful tools, tips, and videos** to get the most out of your 2018 open enrollment opportunities.

If you have any questions about your plan benefits or need any additional information, or if you do not receive your plan renewal information within the next 45 days, please contact Member Services at the number on the back of your member ID card.

Sincerely,



John E. DeGruttola
Senior Vice President, Marketing and Sales



Download the Optima Health mobile app, MyOptima for Android and iOS. You can use it to update contact information; view claims, benefit information, and your member ID card; search for doctors and hospitals; shop plan options and more—anywhere, anytime, anyplace.

Optima Health Alternative Language Options for Notices and other Written Information

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-6260.

Amharic:

ማሳሰቢያ:

አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ ከክፍያ ነጻ የሆነ የቋንቋ እገዛ አገልግሎት ይቀርብልዎታል። በዚህ ስልክ ይደውሉ 1-855-687-6260።

Arabic:

تنبيه:

إذا كنت تتحدث باللغة العربية، فإنه تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم 1-855-687-6260.

Bengali/Bangla:

লক্ষ্য করবেন: যদি আপনি বাংলা ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়ক পরিষেবাও পাবেন। ফোন করুন- 1-855-687-6260।

Chinese (Mandarin):

注意: 如果您讲中文普通话, 可以免费获得语言协助服务。请拨打电话 1-855-687-6260。

French:

ATTENTION : Si vous parlez français, les services d'assistance linguistique sont à votre disposition sans aucun frais. Appelez le 1-855-687-6260.

German:

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen Sprachhilfsdienste kostenlos unter der Rufnummer 1-855-687-6260 zur Verfügung.

Gujarati:

ધ્યાન આપો : જો તમે ગુજરાતી બોલી છે તો ભાષા સહાયક સેવાઓ તમારા માટે વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-687-6260 પર કોલ કરો.

Hindi:

ध्यान दें: यदि आप हिंदी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। 1-855-687-6260 पर कॉल करें।

Hmong:

CIM CIA: Yog tias koj hais lus Hmoob, kev pab cuam txais lus tau muaj rau koj ua tsis them nqi. Hu rau 1-855-687-6260.

Igbo:

GEE NT Ị: ọbụrụ na ị na-asụ Igbo, ị ga-enweta enyemaka n'efu site n'aka ndị ga-enyere gi aka inweta ya. Kpọọ 1-855-687-6260

Japanese:

重要: 日本語を話される場合、無料の言語支援サービスがご利用いただけます。1-855-687-6260までお電話ください。

Korean:

주의: 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-6260번으로 전화해 주십시오.

Kru/Bassa:

YI LE: I bale u mpot Bassa, bot ba kobol mahop ngui nsaa wogui wo ba ye ha l nyuu hola we. Sebel: 1-855- 687-6260.

Laotian:

ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ນຳໃຊ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-855-687-6260.

Mon-Khmer, Cambodian:

កំណត់សំគាល់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ, សេវាកម្មផ្នែកជំនួយការភាសា មានសម្រាប់អ្នកដោយមិនគិតថ្លៃ។ ចូរហៅទូរស័ព្ទទៅកាន់ 1-855-687-6260។

Navajo:

SHOOH: Diné Bizaad bee yáníłti'go doo báááh ílínígóó t'áá nizaad k'ehjí níká a'doowołgo bee haz'á. Kojj' hółne' 1-855-687-6260.

Persian/Farsi:

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات رایگان پشتیبانی زبان در دسترس شماست. با شماره 1-855-687-6260 تماس بگیرید.

Portuguese:

ATENÇÃO: Se você fala português, há serviços de assistência em idiomas disponíveis para você gratuitamente. Ligue para 1-855-687-6260.

Russian:

ВНИМАНИЕ! Если вы говорите на русском языке, позвоните по телефону 1-855-687-6260, и наша служба языковой поддержки окажет вам бесплатную помощь.

Spanish:

ATENCIÓN: Si habla español, existen servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al 1-855-687-6260.

Tagalog:

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tumawag sa 1-855-687-6260.

Turkish:

DİKKAT: Eğer Türk konuşuyorsanız, dil asistanı servislerini ücretsiz olarak kullanabilirsiniz. 1-855-687-6260 numaralı telefonu arayın.

Urdu:

توجه دیں: اگر آپ اردو زبان بولتے ہیں تو، زبان کی معاونتی خدمات، بغیر کسی خرچ کے، آپ کے لئے دستیاب ہیں۔ 1-855-687-6260 کال کریں۔

Vietnamese:

CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho quý vị. Hãy gọi 1-855-687-6260.

Yoruba:

KÉÉRE:

Ti o bá ń sọ èdè Yorùbá, isẹ̀ ìrànlọ́wọ́ èdè wà fún ọ lófẹ̀ẹ́. Pe 1-855-687-6260