



OptimaHealth 

F a m i l y   C a r e

Dear Member:

Thank you for selecting Optima Family Care for your healthcare coverage. Our goal is to provide you with quality healthcare and excellent customer service. Member services is available at **1-800-881-2166 or TTY: 711** Monday through Friday, from 8:00 a.m. to 8:00 p.m. to answer any questions or concerns you may have about your health plan benefits.

A representative from Optima Family Care may reach out to you to arrange a face-to-face visit. Optima Health employees all wear a nametag with the Optima Health logo, so they are easy to recognize.

You should have received your Member ID Card in the mail. If you have not, or if any of the information on your card is incorrect, please call Member Services.

We hope you find this Orientation Guide helpful. Please call Member Services if you would like to receive a copy of your **Member Handbook, Prescription Drug Formulary, or the Provider and Pharmacy Directory**. A copy will be mailed to you right away.

The Member Handbook will give you a list of benefits, covered services, and any limitations or exclusions of the health plan. The Prescription Drug Formulary will provide you a list of all covered prescription drugs and over-the-counter medicines. The Provider and Pharmacy Directory will give you a list of our network providers as well as the pharmacies (drug stores) that you can use to fill your prescriptions.

You can also view or print these member materials at [optimahealth.com/familycare](http://optimahealth.com/familycare). The Member Handbook can also be found at [coverva.org/main\\_plans.cfm](http://coverva.org/main_plans.cfm).

Thank you for allowing us to serve your healthcare needs.

# Welcome to Optima Family Care

Thank you for choosing Optima Family Care as your preferred Medicaid Managed Care plan. If you are a new member, we will get in touch with you via phone or home visit in the next few weeks to go over some very important information with you. You can ask us any questions you may have or get help making doctor appointments. If you need to speak with us right away or before we contact you:

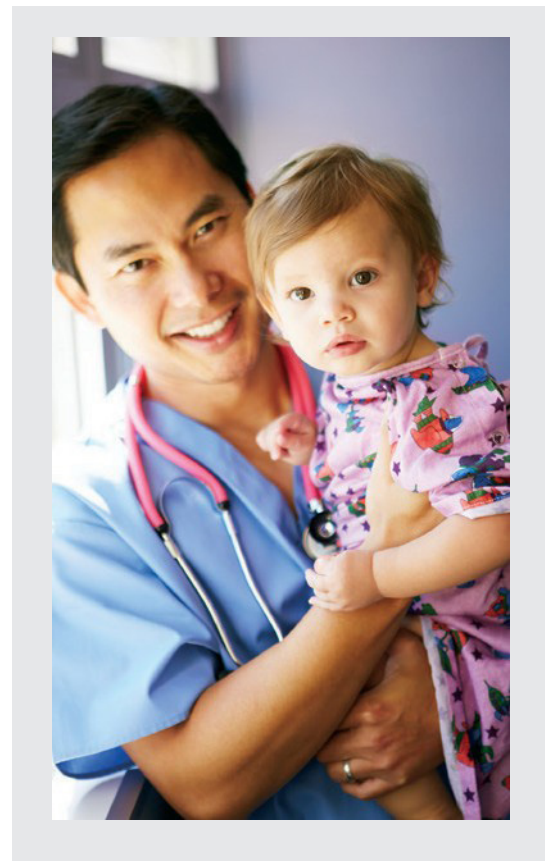
- Call Optima Family Care Member Services at **757-552-8975** or toll-free **1-800-881-2166** (TTY **1-800-828-1140 or 711**) Monday – Friday, 8:00 a.m. to 8:00 p.m.;
- Visit our website at [optimahealth.com/familycare](https://optimahealth.com/familycare); or instagram page at @HealthfulParenting
- Call Virginia Medicaid Managed Care Helpline at **1-800-643-2273 (TTY: 1-800-817-6608)** Monday – Friday, 8:30 a.m. – 6:00 p.m. for help.

## Eligibility

If you have questions about your Medicaid eligibility, contact your caseworker at the Department of Social Services in the city or county where you live. If you have questions about the services you get under Optima Family Care, please call Member Services. You may also visit Cover Virginia at [www.coverva.org](http://www.coverva.org), or call **1-855-242-8282** or **TDD: 1-888-221-1590**.

## Remember To Use Your Optima Family Care Member ID Card For The Following:

- Doctors
- Hospitals
- Lab Tests
- X-Rays
- Surgery
- Emergency Room Visits
- Prescription Medications
- Non-Prescription Medications



**OptimaHealth**

**FAMILY CARE**

Member Name: JOHN DOE  
 Member Number: 9999999\*99  
 Group Number: ABC  
 Member Effective Date: 07-01-18  
 PCP Name: JANE DOE  
 PCP Phone: 999-9999

OV: \$0  
 ER: \$0  
 RX: 0

Medicaid #: 999999999999      DOB: 99/99/9999

Detailed benefit information is available at [optimahealth.com](http://optimahealth.com)

Medicaid/FAMIS ID Number

Member Services

(757) 552-8975  
 toll-free 1-800-881-2166

Preauthorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.  
**IN CASE OF AN EMERGENCY:** Call 911 or go to the nearest emergency room.  
 Always call your Primary Care Physician for non-emergent care.

**FOR PHARMACIST USE ONLY:**  
 BIN# 610011      PROCESSOR CONTROL# OHPMCAID  
 OptumRx Pharmacist Help Desk: 1-866-244-9113

|  |                                |
|--|--------------------------------|
| Member Services: <i>(Translation Services Available)</i> | 757-552-8975 OR 1-800-881-2166 |
| Pharmacy Member Services:                                | 757-552-8877 OR 1-844-672-2307 |
| TTY Virginia Relay Service: <i>(Hearing Impaired)</i>    | 711 OR 1-800-828-1140          |
| After Hours Nurse Advice:                                | 757-552-7250 OR 1-800-394-2237 |
| Smiles for Children:                                     | 1-888-912-3456                 |
| Transportation:  | 1-877-892-3986                 |
| Behavioral Health Pre Authorization:                     | 757-552-7174 OR 1-800-648-8420 |
| Provider Relations:                                      | 757-552-7474 OR 1-800-229-8822 |
| Medical/Pharmacy Pre Authorization:                      | 757-552-7540 OR 1-800-229-5522 |

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|                     |                          |
|---------------------|--------------------------|
| MEDICAL CLAIMS      | BEHAVIORAL HEALTH CLAIMS |
| P.O. Box 5028       | P.O. Box 1440            |
| Troy, MI 48007-5028 | Troy, MI 48099-1440      |

Offered by Optima Health Plan

If you have not received your card, or if your card is damaged, lost, or stolen, call Member Services right away and we will send you a new card.

Keep your Commonwealth of Virginia Medicaid ID card to access services that are covered through the State under the Medicaid fee-for-service program.

**Choosing or Changing Your PCP**

As an Optima Family Care member, you will choose or be assigned a Primary Care Physician (PCP) who helps to coordinate your medical care. You may call Member Services or visit [optimahealth.com/members](http://optimahealth.com/members) to change your PCP at any time to another PCP in our network. If for any reason you are not satisfied with your PCP, you may choose another by calling **Member Services at (757) 552-8975 or toll-free 1-800-881-2166.** *(Translation services available)*

**Emergency Services and Post Stabilization Care**

Emergency Room services are covered. If you have a life threatening situation, call 911 or go to the nearest emergency room. Post Stabilization Care is also covered. This means that Optima Family Care will cover all emergency services which are medically necessary until the clinical emergency is stabilized and until the patient can be safely discharged or transferred. You are covered for true emergencies even when you travel outside of the service area.

**24-Hour Nurse Advice Line**

You can reach a nurse or behavioral health professional 24 hours a day, 7 days per week to answer your questions or seek medical advice. Call **757-552-7250** or toll-free **1-800-394-2237** including holidays.

## Behavioral Health Crisis Line

Our Behavioral Health Crisis Line is manned by professionals in triaging and assisting those in crisis. Contact Optima Family Care if you do not know how to get services during a crisis. We can help find a crisis provider for you. Call **757-552-7174** or toll-free **1-800-648-8420**.

If your symptoms include thoughts about harming yourself or someone else, you should:

- Get help right away by calling 911.
- Go to the closest hospital for emergency care.

## Member Services

Call the phone number on your Member ID card to speak with a representative about any Optima Family Care questions or services. Our representatives are available Monday through Friday from 8 a.m. to 8 p.m. to help with benefit questions, claims issues, changing PCPs or resolving complaints.

### • Optima Behavioral Health Services

These services can be obtained by calling Optima Behavioral Health Services at **(757) 552-7174** or toll-free **1-800-648-8420**, or contacting your PCP. However, a PCP referral is not necessary.

### • Prescription Drug Benefits

Prescriptions can be filled at any Plan participating pharmacy. Call **(757) 552-8975** or toll-free **1-800-881-2166** for a list of participating pharmacies. Remember to use your Member ID card when filling a prescription.

### • Dental Benefits

The Smiles for Children Program covers all dental benefits for members under 21 years of age. For all dental-related questions or to locate a provider in your area, call Smiles for Children toll-free at **1-888-912-3456**. Please remember to use your Member ID card at your dental appointment, and call the dentist prior to your appointment if you need to cancel.

### • Preventive Vision Check-ups

Vision check-ups every two years are covered under one of the EyeMed Vision Care providers. Call toll-free **1-888-610-2268** for a list of participating eye doctors. When you make your appointment, remember to tell them you are an Optima Family Care member and use your Member ID card.

**Please refer to your Optima Family Care Member Guide for complete details on your benefits, limitations, and exclusions.**

## Transportation Services

Non-emergency transportation services are covered by Optima Family Care when you have no other means of transportation.

- Transportation to covered services can be arranged by calling Southeastrans at **1-877-892-3986**, Monday through Friday from 6:00 a.m. to 6:00 p.m.
- For routine reservation services, call at least 5 business days in advance of your appointment.
- You can call 24 hours a day, 7 days a week for any urgent transportation needs.
- Bus tickets are also available to you at no cost.
- If you need to confirm your transportation vendor, check on a "late" ride, or to file a complaint, call **1-877-892-3986** (same phone number used to arrange transportation).
- FAMIS members are not eligible for Transportation Services.

## **Information on Website**

Optima Family Care offers its members the opportunity to manage their own healthcare. Visit our website at [optimahealth.com/familycare](http://optimahealth.com/familycare) to:

- Find a network provider
- Change your Primary Care Physician (PCP)
- Get information on Advance Directives
- Find the Member Handbook, Provider & Pharmacy Directory, or Newsletters
- And much more . . .

## **Member Handbook / Provider & Pharmacy Directory**

The Optima Family Care Member Handbook and Provider & Pharmacy Directory are available to all of our members. Simply go to [optimahealth.com/familycare](http://optimahealth.com/familycare) to print and/or view these documents. The Member Handbook can also be found at [coverva.org/main\\_plans.cfm](http://coverva.org/main_plans.cfm). You can also call Member Services to ask for a copy by mail.

The Member Handbook contains important information about:

- How Medicaid Managed Care Works and Your Benefits
- How to Get Regular, Specialty Care, and Emergency Services
- How to Get Prescription Drugs
- Prescription Drug Formulary
- Services Covered by Optima Family Care and Medicaid Fee-for Service
- Service Authorizations
- The Complaint and Appeal Process
- Your Rights and Responsibilities
- Other Important Information and Resources

The Provider & Pharmacy Directory will help you find providers and pharmacies that are in the Optima Family Care network.

## **Free Cell Phone**

As a member of Optima Family Care, you may have access to a free cell phone with 350 minutes per month, free unlimited texting, and free calls to Member Services. Call Member Services to get more information.

## **Case Management Programs**

The case management program is a regionally based and regionally focused program that uses coordination of care and services and telephonic education in an effort to promote quality outcomes. This integrated program encompasses medical and behavioral health conditions for both pediatric and adult populations. Members with health conditions that would benefit from disease management including but not limited to Respiratory Conditions such as Asthma or Chronic Obstructive Pulmonary Disease (COPD), Heart Disease including, Coronary Artery Disease (CAD) and Congestive Heart Failure (CHF), Diabetes, Mental/Behavioral Health conditions, Cancer, and Children and Youth with Special Health Care needs or Complex Case Management intervention are identified for case management in an effort to improve the health status of the member. The program connects members with appropriate resources through covered services and available community resources.

## **Partners in Pregnancy**

Partners in Pregnancy is a program to provide guidance, support, and education to our expectant mothers. This program is free of charge. Our team of care coordinators are available Monday – Friday from 8:00 a.m. to 5:00 p.m. Call **1-866-239-0618** or e-mail us at [pregnancypartner@optimahealth.com](mailto:pregnancypartner@optimahealth.com).

## **Outreach and Education**

Outreach and Education teaches and assists members how to navigate their benefits, empowers them to advocate for themselves and their families, and educates them to be better healthcare consumers. The Outreach team welcomes and orients new members to Optima Family Care either telephonically or face-to-face.

### **Goals of Member Outreach:**

1. Welcome and orient the member to the health plan
2. Complete a health risk screening
3. Address member's questions or concerns including assisting members with accessing care or services.

## **Complaints and Appeals**

Optima Family Care will handle your concerns as quickly as possible. Depending on what type of concern you have, it will be handled as a complaint or as an appeal. For more information, or to file a complaint or appeal, contact:

Optima Family Care  
P. O. Box 62878  
Virginia Beach, VA 23462  
Member Services at **757-552-8975** or toll-free **1-800-881-2166**  
Fax: 757-687-6232

# Help in Other Languages or Alternate Formats

This guide is available for free in other languages and formats including on-line, large print, braille or audio CD. To request this handbook in an alternate format and/or language please contact Member Services at **1-800-881-2166**.

If you are having difficulty understanding this information, please contact our Member Services staff at **1-800-881-2166 (TTY: 711)** for help.

Additionally, members with alternative hearing or speech communication needs can dial 711 to reach a Telecommunications Relay Services (TRS) operator who will help you reach **Optima Family Care** Member Services staff. Voice and TRS users can make a **711** call from any telephone anywhere in the United States free of charge.



# Discrimination is Against the Law

Optima Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Optima Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optima Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - \* Qualified sign language interpreters
  - \* Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - \* Qualified interpreters
  - \* Information written in other languages

**If you need these services, contact:**

Civil Rights Coordinator  
4417 Corporation Lane, Virginia Beach, VA 23462  
1-844-801-3779, 757-552-7116 (Fax)  
[languagehelp@sentara.com](mailto:languagehelp@sentara.com)

**If you believe that Optima Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:**

Section 1557 Coordinator  
4417 Corporation Lane, Virginia Beach, VA 23462  
1-844-801-3779, 757-552-7116 (Fax)  
[languagehelp@sentara.com](mailto:languagehelp@sentara.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 Coordinator (above) is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**If you are visually impaired and need large print or other assistance to view this document, please contact us at 1-844-801-3779.**

# Optima Health

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F a m i l y   C a r e

[optimahealth.com/familycare](https://optimahealth.com/familycare)  
toll-free 1-800-881-2166

*Optima Family Care is underwritten by Optima Health Plan.*



4417 Corporation Lane • Virginia Beach, VA 23462