

OPTIMA HEALTH VANTAGE HMO PLAN

# The Local Choice

## Benefits Summary



For July 1, 2020 and  
October 1, 2020 effective dates

OptimaHealth 

v112019

# About

## OPTIMA HEALTH

Optima Health, a local health plan headquartered in Virginia, is proud to serve The Local Choice employers. The Optima Health Plan is a comprehensive benefit plan including dental, vision, and hearing.

The plan is a regional HMO plan available to Commonwealth of Virginia employees and The Local Choice employers. With the open-access style HMO plan, members are not required to select a primary care physician (PCP) and they do not need referrals for specialist care. Optima Health encourages, but does not require a PCP relationship. PCPs can help members with routine medical care and provide guidance when seeking specialist care within the broad Optima Health network of over 30,000<sup>1</sup> providers. The plan also includes preventive care covered in full, out-of-area coverage for eligible dependent children, dental and vision benefits, emergency travel assistance, Employee Assistance Program services, and more<sup>2</sup>.

**Members may receive services with any participating provider in the Optima Health Vantage network throughout Virginia and northeastern North Carolina.** In order to enroll in the plan, members must be eligible for coverage as defined by their employer, and they must live or work in the Greater Hampton Roads region which includes:

Chesapeake, City of Franklin, Gloucester, Hampton, Isle of Wright, James City, Mathews, Newport News, Norfolk, Poquoson, Portsmouth, Southampton, Suffolk, Surry, Virginia Beach, Williamsburg, and York.



## TABLE OF CONTENTS

About .....	2
Plan Features At a Glance .....	3
Optima Health Benefits .....	4
Health Plan Extras .....	6
Contact Information .....	7
Get Help in Your Language .....	8

## THE LOCAL CHOICE

The Local Choice (TLC) is a unique health benefits program managed by the Commonwealth of Virginia Department of Human Resource Management (DHRM). TLC employer groups with employees who live or work in the Greater Hampton Roads area have the option to offer the Optima Health Plan to eligible employees.

This guide is an overview of the Optima Health benefits available for TLC groups. For a complete description of benefits, exclusions and limitations please see the Optima Health Group Evidence of Coverage available at [optimahealth.com/cova](http://optimahealth.com/cova).

<sup>1</sup> Sentara Health Plans, Inc. Provider Database, 2019.

<sup>2</sup> Certain preventive care services and medications for individuals covered by an Optima Health insurance plan are available at no charge through an in-network physician or pharmacy. An office visit copayment may be charged to health plan members for some services.

# Plan Features At a Glance

## Plan Features At A Glance



**All-in-one easy-to-use plan**

Comprehensive benefits include dental benefits through Dominion National, vision benefits through EyeMed Vision Services, and Employee Assistance Program services



**A network focused on quality and access**

Members may receive services with any participating provider in the Optima Health Vantage network throughout Virginia and northeastern North Carolina. The network includes 100% of major hospitals in Hampton Roads and over 30,000 participating providers.

This plan includes lower copayments for primary and specialist care when members seek care through the Sentara Quality Care Network (SQCN) as well as credentialed, in-network doctors within Riverside Health System and Tidewater Physicians Multispecialty Group (TPMG).



**Focused on affordability**

Low annual deductible (which may not apply for most services) and copayments for many frequently used services



**Improving health everyday**

Health and wellness programs and services, caring disease management nurses, and a special incentive program for those managing certain chronic diseases



**Out-of-Area Dependent Program**

Access to a national network of providers outside of the Optima Health service area through PHCS/Multiplan at the in-network benefit level for eligible covered dependents



**More plan extras**

Wellness services, Partners in Pregnancy, emergency travel assistance, and member discounts on health and wellness products and services



**Member Services – Virginians serving Virginians**

Dedicated local Member Services team



# Optima Health Benefits

The following is an abbreviated summary of the benefits. For a complete listing of all benefits, refer to the Evidence of Coverage found at [optimahealth.com/cova](https://optimahealth.com/cova) under **Plan Information**.

Medical and Pharmacy	Description	Medical and Pharmacy
<b>Deductible</b>	Per plan year	\$150 individual \$300 family
<b>Maximum Out of Pocket (MOOP)</b>	This is the most you would pay in the plan year	\$1,500 individual \$3,000 family
<b>Office Visits</b>	PCP or Specialist visits copayments  Tier 1: Sentara Quality Network (SQCN), Riverside affiliated physicians and Tidewater Physicians Multispecialty Group (TPMG) - refer to <a href="https://optimahealth.com/cova">optimahealth.com/cova</a> for full listing	PCP Tier 1: \$5 PCP Tier 2: \$25 Specialist Tier 1: \$10 Specialist Tier 2: \$40 MDLIVE: \$0
<b>Preventive Care</b>	Includes routine wellness visits, well-baby care, well-woman care	Covered at 100%
<b>Therapy</b>	Combined 30 visit limit for both Physical Therapy (PT) and Occupational Therapy (OT); 30 visit limit for Speech Therapy (ST)	Per visit PT: \$25 copayment OT: \$25 copayment ST: \$25 copayment
<b>Outpatient Services</b>	Outpatient diagnostics, labs, X-Rays (OP Diagnostics)  Outpatient surgery (OP Surgery)	OP Diagnostics: 20% after deductible OP Surgery: \$125
<b>Inpatient Services</b>	Services rendered at an inpatient facility	\$300 per inpatient stay
<b>Emergency Services</b>	Includes physician and ancillary services provided in an Emergency Department	\$150 copayment (waived if admitted)
<b>Behavioral Health</b>	Inpatient (IP), Outpatient Office (Office); Outpatient Facility (Facility)	IP: \$300 copayment Office: \$10 copayment Facility: \$125 copayment MDLIVE: \$0 copayment
<b>Chiropractic Care</b>	Includes examination, re-examination, manipulation, conjunctive therapy, radiology, one chiropractic appliance and lab tests	\$35 copayment
<b>Pharmacy</b>	Formulary based on 4 tiers: Selected Generic, Selected Brand and Other Generic, Non-Selected Brand, Specialty Drugs	Retail: \$15/\$30/\$45/\$55 Mail Order: \$30/\$60/\$90/*  * 90-day mail order on Tier 4 specialty drugs not available

Note: This is a brief summary of benefits. For a complete description of the benefits, exclusions, limitations, and other plan information, please refer to the Optima Health Evidence of Coverage.

# Optima Health Benefits

The following is an abbreviated summary of the benefits. For a complete listing of all benefits, refer to the Evidence of Coverage found at [optimahealth.com/cova](http://optimahealth.com/cova) under **Plan Information**.

Dental Benefits	Description	Benefit
<b>General Features</b>	Deductible and benefit maximum	\$50 individual; \$150 family \$2,000 Annual Benefit Maximum
<b>Diagnostic/Preventive</b>	Cleanings, X-rays, fluoride	Covered at 100%
<b>Basic Services</b>	Fillings, root canals, extractions, periodontics	20% after deductible
<b>Major</b>	Crowns, bridges, dentures, implants	50% after deductible
<b>Orthodontia</b>	For children and adults	50% with lifetime maximum of \$2,000

**Contracted with Dominion National**

Vision Benefits	Description	Benefit
<b>Exam</b>	Exam and dilation as needed	\$15 copayment
<b>Glasses</b>	Frames lenses and lens options	Frame allowance and discount; with many lens options at a copayment
<b>Contact Lenses</b>	Conventional or disposable	Lens allowance and discount

**Contracted with EyeMed**

Employee Assistance Program	Description	Benefit
<b>Help with life's challenges</b>	Short-term, solution focused counseling for all members of household	Up to four counseling sessions at no cost to member

**Provided through Optima Health**

Visit [optimahealth.com/cova](http://optimahealth.com/cova) to view:

- |  |                                  |
|--|----------------------------------|
| Evidence of Coverage                         | Summary of Benefits and Coverage |
| Summary of Benefits                          | Transition of Care Assessment    |
| EyeMed Summary of Benefits                   | Out-of-Area Dependent Form       |
| Dominion National Dental Summary of Benefits |                                  |

# Health Plan Extras

## Making the Most of Your Benefits

### MEDICAL AND PHARMACY

The Optima Health Plan designed for TLC groups is an integrated, comprehensive benefit plan. Members enjoy the convenience of one member ID card, low deductibles, predictable copayments, and the freedom to seek specialist care without a referral. The broad medical network in Greater Hampton Roads includes all major hospital systems, and the pharmacy network includes major retail chains and local pharmacies.

### SAVE WITH LOWER COPAYMENTS

The unique benefit plan includes a lower copayment for primary care and specialist care when members seek care through a specific list of physicians. This list includes the Sentara Quality Care Network (SQCN) as well as credentialed, in-network doctors within Riverside Health System and Tidewater Physicians Multispecialty Group (TPMG). SQCN is a Clinically Integrated Network (CIN) that includes not only Sentara Medical Group, but also many other independent, top-quality providers in the greater Hampton Roads area. A current list of these physicians is found at [optimahealth.com/cova](https://optimahealth.com/cova).

### DISEASE MANAGEMENT INCENTIVES

Members who are managing asthma/chronic obstructive pulmonary disease (COPD), diabetes, and hypertension may be eligible to earn financial incentives by participating in Optima Health disease management programs. Members can receive a waived medical deductible of \$150 (single) or \$300 (family) and have a waived copayment for prescription drug Tier 1 and Tier 2 medications for their condition. These programs offer support and guidance to better manage these conditions and include care plan development, provider coordination, and more.

### COMPREHENSIVE DENTAL & VISION

Comprehensive benefits include dental benefits through Dominion National and vision benefits through EyeMed Vision Services. The plan is packaged together with one premium for medical, dental, and vision coverage.

### MDLIVE\*

The Optima Health Plan includes our partnership with MDLIVE®, a national telehealth company, to expand access to quality, convenient healthcare by offering virtual appointments. With MDLIVE, members can speak with a board-certified doctor or licensed therapist at any time, from anywhere in the United States by video conference or phone.

### AFTER HOURS AND ONLINE

Members also have access to after-hours health guidance through our Nurse Advice Line as well as health and wellness tools through WebMD Health Services.

### MORE PLAN EXTRAS

- Weight management programs
- Partners in Pregnancy program
- Bariatric surgery program
- Health coaching and wellness programs
- Discounts on health products and services
- Personalized Health Assessment
- Gym discounts
- Emergency Travel Assistance
- Optima Health mobile app

## Have questions?

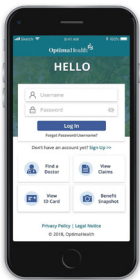
For more information about Optima Health Plan:

Call: **1-866-846-2682, 8:00 a.m. to 6:00 p.m., Monday to Friday**

Email: [members@optimahealth.com](mailto:members@optimahealth.com)

Online: visit [optimahealth.com/cova](https://optimahealth.com/cova)

## Take us with you anywhere



Members can take advantage of the Optima Health mobile app once they join the plan. The app can be downloaded from the App Store or Google Play. Members must register and sign in to the app to access secure plan information.

Safely and securely access important health information—at home, at the doctor, and even on the road.

### With the touch of the screen members can:

- find doctors and urgent care centers
- securely view benefit information
- view and email member ID cards
- access claims information, including in-network plan expenses, deductibles, and balances
- view user profile and update email address
- access Optima Health contact information
- chat directly with an Optima Health representative

## *We Improve Health Every Day*

Optima Health is the trade name of Optima Health Plan, Optima Health Insurance Company, and Sentara Health Plans, Inc. This Plan is underwritten by Optima Health Plan. All Optima Health plans have benefit exclusions and limitations and terms under which the policy may be continued in force or discontinued.

## Optima Health Alternative Language Options for Notices and other Written Information

### Amharic:

ጥላላጊዎች:

አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ ከክፍያ ነጻ የሆነ የቋንቋ እገዛ አገልግሎት ይቀርብልዎታል። በዚህ ስልክ ይደውሉ 1-855-687-6260 (TTY: 711) ።

### Arabic:

تنبيه: إذا كنت تتحدث باللغة العربية، فإنه تتوفر خدمات المساعدة اللغوية لك مجانًا. اتصل بالرقم (TTY: 711) 1-855-687-6260.

### Bengali/Bangla:

লক্ষ্য করবেনঃ যদি আপনি বাংলা ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়ক পরিষেবাও পাবেন।  
ফোন করুন- 1-855-687-6260 (TTY: 711) ।

### 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 (TTY: 711)。

### French:

ATTENTION : Si vous parlez français, les services d'assistance linguistique sont à votre disposition sans aucun frais. Appelez le 1-855-687-6260 (TTY: 711).

### German:

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen Sprachhilfsdienste kostenlos unter der Rufnummer 1-855-687-6260 (TTY: 711) zur Verfügung.

### Gujarati:

ધ્યાન આપો : જો તમે ગુજરાતી બોલી છો તો ભાષા સહાયક સેવાઓ તમારા માટે વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-687-6260 (TTY: 711) 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 (TTY: 711) 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 (TTY: 711).

### Igbo:

GEE NT ገ: 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 (TTY: 711)

### 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 (TTY: 711) までお電話ください。

### Korean:

주의: 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-6260 (TTY: 711) 번으로 전화해 주십시오.



**Kru/Bassa:**

YI LE: I bale u mpot Bassa, bot ba kobol mahop ngui nsaa wogui wo ba ye ha I nyuu hola we. Sebel: 1-855- 687-6260 (TTY: 711).

**Laotian:**

ອ້າໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ນຳໃຊ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-855-687-6260 (TTY: 711).

**Mon-Khmer, Cambodian:**

កំណត់សំគាល់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ, សេវាកម្មផ្នែកជំនួយការភាសា មានសម្រាប់អ្នកដោយមិនគិតថ្លៃ។ ចូរហៅទូរស័ព្ទទៅកាន់ 1-855-687-6260 (TTY: 711) ។

**Navajo:**

SHOOH: Diné Bizaad bee yánítti’go doo bááh ílínígóó t’áá nizaad k’ehjí níká a’doowołgo bee haz’á. Kojí’ hólne’ 1-855-687-6260 (TTY: 711).

**Persian/Farsi:**

توجه:

اگر به زبان فارسی صحبت می‌کنید، خدمات رایگان پشتیبانی زبان در دسترس شماست. با شماره 1-855-687-6260 (TTY: 711) تماس بگیرید.

**Portuguese:**

ATENÇÃO: Se você fala português, há serviços de assistência em idiomas disponíveis para você gratuitamente. Ligue para 1-855-687-6260 (TTY: 711).

**Russian:**

ВНИМАНИЕ! Если вы говорите на русском языке, позвоните по телефону 1-855-687-6260 (TTY: 711), 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 (TTY: 711).

**Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tumawag sa 1-855-687-6260 (TTY: 711).

**Turkish:**

DİKKAT: Eğer Türk konuşuyorsanız, dil asistanı servislerini ücretsiz olarak kullanabilirsiniz. 1-855-687-6260 (TTY: 711) 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 (TTY: 711) 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 (TTY: 711).

**Yoruba:**

KÉÉRE:

Ti o bá ń sọ èdè Yorùbá, iṣẹ̀ ìrànlọ́wọ́ èdè wà fún ọ lọfẹ̀ẹ́. Pe 1-855-687-6260 (TTY: 711)