



**THE LOCAL CHOICE(TLC)  
Regional Meeting  
2026-27 Plan Year**

**SHELLEY ROZZELL  
PROGRAM MANAGER**

# Housekeeping

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**Attendees are muted**

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**Use the chat feature for questions or comments**

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**Webinar will end at 1:00**

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**Two 10-minute breaks**

# TLC Regional Meeting

## Updates and presentations

❖ *TLC Staff*

❖ *Anthem BCBS*

❖ *Delta Dental of Virginia*

❖ *CommonHealth*

## *Regional HMO Plans*

❖ *Sentara Health Plans*

❖ *Kaiser Permanente*

# History of (TLC)

- **Created by the General Assembly and has been providing health coverage since 1990**
- **Governed by the Code of Virginia/Virginia Administrative Code “1VAC55-20-20”. Regulations continue through 1VAC55-20-480**
- **Managed by the Commonwealth of Virginia**
  - **Department of Human Resource Management**
  - **Office of Health Benefits**

# “Value of TLC”

Lower administrative cost

Lower medical and pharmacy trends

Five(5) statewide offerings

Two(2) regional offerings

Bundled benefits

# TLC Renewal



**All Anthem renewals are delivered to groups via email or in-person**



**Please contact your Anthem representative if you have any questions regarding your renewal**



# Renewal Data Sheet

**Deadlines to submit your renewal in  
*Cardinal HCM:***

- ❖ The deadline for **July renewals- close of business April 1, 2026**
- ❖ The deadline for **October renewals- close of business July 1, 2026**

# Completion of Renewal Datasheet

**You will continue to select:**

- ❖ **Classifications covered (retirees, part time employees)**
- ❖ **Plans offered**
- ❖ **Provide employer/employee contributions**
- ❖ **Classification- if adding or removing employee class- you must add or remove the corresponding plan associated with the class**
- ❖ **Plan Selection- if adding or removing a plan choice- you must review the employee class list to ensure the appropriate class has been added or removed.**

# Cardinal Forum



What: The Local Choice (TLC) Cardinal Datasheet Entry Forum



Why: The Cardinal team, along with OHB and the TLC Support Team, will review the process to certify TLC Datasheets for the new plan year.



Who: Benefits support professionals who have access to Cardinal HCM at localities that participate in TLC benefits.



When: Wednesday, March 11, 2026, time: 10-12.



**\*\*\*Cardinal sent email on February 19th \*\*\***

<https://www.cardinalproject.gov/security>

## TLC Locality User Access

- Locality Security Access Form( SE-LOCALITY-001)
- Instructions for Security Access Form(SE-LOCALITY- 001)
  - Required for the administration of daily business activity for the group and Employee Self-Service(ESS) users
  - Access must be requested on the form
  - Submission to the TLC mailbox at [TLC@dhrm.virginia.gov](mailto:TLC@dhrm.virginia.gov)
  - Incomplete forms will be returned
  - Email notifications will be sent to the user and the Cardinal Security Officer(CSO) once approved

**\*\*Required to certify TLC datasheet\*\***

# Cardinal Roles

- **TLC Datasheet Administration Role- required to certify the datasheet.**
- **Complete Cardinal Security Locality Access Form**
- **HCM Benefit Roles**
  - **TLC Datasheet Administrator( All Localities)**
  - **HBO Benefits Support ( Centralized Only)**
  - **TLC Datasheet Administrator Read Only ( All Localities)**
- **HCM Human Resources Roles**
  - **HR Read Only**

HCM - Benefits and Human Resources	
HCM Benefit Roles (check all roles requested)	
<input type="checkbox"/> Benefits Administrator (Decentralized Only)	<input checked="" type="checkbox"/> HBO Benefits Support (Centralized Only)
<input checked="" type="checkbox"/> TLC Datasheet Administrator (All Localities)	<input checked="" type="checkbox"/> TLC Datasheet Administrator Read Only (All Localities)
HCM Human Resources Roles (check all roles requested)	
<input type="checkbox"/> HBO HR Administrator (Decentralized Only)	<input checked="" type="checkbox"/> HR Read Only (All Localities)

# Open Enrollment

**Groups that renew in July will be May 1, 2026- May 15, 2026**

- *Forms due to DHRM by May 22, 2026*

**Groups that renew in October will be August 3, 2026- August 17, 2026**

- *Forms due to DHRM by August 21, 2026*

**Not a complete re-enrollment- No action required if participant is not making changes**

***Employee Self-Service (ESS) is not available***

# Open Enrollment

## **As the Benefits Administrator, it is your responsibility to:**

- ❖ Reconcile your open enrollment changes via the Cardinal Enrollment Report- Navigator>Benefits>Reports>Cardinal Enrollment Report
- ❖ Order and distribute open enrollment materials as needed
- ❖ Inform participants(employees) of any allowed changes, employee cost and the timeline to make election changes
- ❖ Conduct Open Enrollment Meetings
- ❖ Obtain enrollment forms (completed, signed and dated) within the stated open enrollment period



# Updating TLC Contacts

## TLC Group Data Change Form

**Allows four(4) contacts**

- Benefits Administrator
- Benefits Executive
- Payroll/Billing Administrator
- Payroll/Billing Executive

### **Purpose:**

- To receive all TLC communications
- To contact carriers

# Important Deadlines

## Submit renewal Data Sheet

- By April 1, 2026- July renewals
- By July 1, 2026- October renewals

## Conduct Open Enrollment(close of business day)

- May 1, 2026- May 15, 2026- July renewals
- August 3, 2026- August 17, 2026- October renewals

## Send enrollment forms to TLC with changes

- ❖ By May 22, 2026- July renewals
- ❖ By August 21, 2026- October renewals

# TLC Training

In- Person- *Tentative*- October 2026

Statewide training



# Important Information

[TLC@dhrm.virginia.gov](mailto:TLC@dhrm.virginia.gov)

- All TLC forms with an attachment
  - Submission of corrected forms

[TLCPolicy@dhrm.virginia.gov](mailto:TLCPolicy@dhrm.virginia.gov)

Questions(only) related to the policy or provision of TLC



# Local Administrative Manual( LAM)

[www.thelocalchoice.virginia.gov](http://www.thelocalchoice.virginia.gov)

- resource for TLC HR staff
- policies and provisions of The Local Choice(TLC) Program

## Group Benefits Administrators

### BA Forms

#### For 2025-26 Plan Years

- [Anthem Instructions for Ordering Materials](#)
- [Delta Dental Open Enrollment Packets Request](#)
- [Sentara Materials Order Form](#)
- [TLC Enrollment Form](#)
- [TLC Enrollment Form - Spanish](#)
- [TLC Group Adjustment Form](#)
- [TLC Group Data Change Form](#)
- [TLC Group Employer Data Worksheet](#)
- [TLC New Group Employer Data Worksheet](#)
- [TLC Personal Data Change Form](#)
- [Adoption Agreement](#)
- [Adult Incapacitated Dependent Certification Form](#)
- [HIPAA Authorization Form](#)
- [Memo of Understanding \(MOU\)](#)
- [TLC Group Application](#)

### Communications

- [E-News](#)
  - [Past Issues](#)
- [BA Memos](#)
  - Past Issues - Coming Soon

### Resources

- [Administrators Manual \(LAM\)](#)
- [Administrative Process Questions and Answers](#)

### Policies and Procedures

- [Dependents Who Lose Eligibility Due To Age](#)
- [Qualifying Life Events](#)
- [Adverse Experience Procedures](#)
- [Regulations](#)

# Federal Required Notices

## *Currently*

- provided in the Key Advantage Member Handbook
- Enrollment Packets
  - CHIP Notice
  - HIPAA Privacy Notice

## *Coming Soon*

- Changes to the notification process
- TLC E-News

Anthem



# Delta Dental





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# The Local Choice

2026

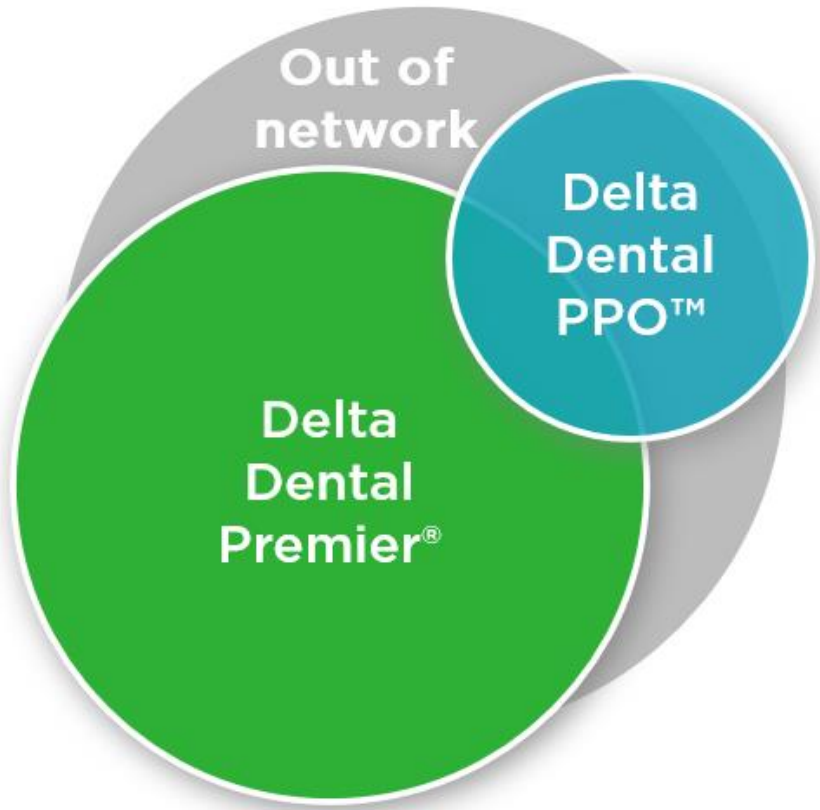


# 2026-2027 TLC dental benefits highlights

- ✓ Dental benefits will continue to be administered by Delta Dental of Virginia
  - No changes to current benefits
  
- ✓ Two plan options to choose from:
  - Preventive Option
  - Comprehensive Option

# 2026-2027 dental plan options

Benefits	Preventive Plan	Comprehensive Plan
Deductible	No deductible	\$25/member \$75/family
Plan Year Maximum	No maximum	\$1,500
Preventive Services	100%	100%
Basic Services	Not Covered	80% after deductible
Major Services	Not Covered	50% after deductible
Orthodontia	Not Covered	50% up to \$1,500 lifetime maximum



# Two networks

Get the most from your dental benefits



DELTA DENTAL PPO™

- The network with the deepest discounts.



DELTA DENTAL PREMIER®

- Provides access to the largest dentist networks.

## OUT OF NETWORK

Members may visit any licensed dentist but may have the highest out-of-pocket costs when they go out of network.



## Healthy Smile, Healthy You<sup>®</sup>

### Additional benefits for certain health conditions



#### COVERED CONDITIONS

- Pregnancy
- Diabetes
- High-risk cardiac conditions
- Cancer treatment\*
- Weakened immune system\*
- Kidney failure or dialysis\*



#### DENTAL TREATMENT

- Eligible for an additional cleaning and exam.
- Eligible for fluoride beyond the age limitations of a group contract.
- *1,683 enrolled (2.5% of total members)*

\* Requires a separate form be completed and submitted.



# Prevention First

Rewards members for good oral health habits



## HELPING THE ANNUAL MAXIMUM GO FARTHER

- Cleanings and preventive visits are covered at the plan's current level and do not count against the member's annual benefit maximum.
- This leaves the annual maximum available for other covered services, such as fillings or crowns, during the plan year.
- This means that members always have benefits available for preventive and diagnostic dental services, even if they used all of their annual maximum allowance.

# How Prevention First works

Annual maximum of \$1,500 — without Prevention First			
	Delta Dental pays	Member pays	Maximum remaining
Diagnostic and preventive services (twice annually)	\$190	\$0	\$1,310
Annual maximum of \$1,500 — with Prevention First			
	Delta Dental pays	Member pays	Maximum remaining
Diagnostic and preventive services (twice annually)	\$190	\$0	\$1,500



# Pre-determination of benefits

Allowing members to make informed decisions



RECOMMENDED – BUT NOT REQUIRED

- Process:
  - Dentist submits to Delta Dental to include proposed treatment plan
  - Delta Dental processes like a standard claim
  - Statement mailed to dentist and subscriber indicating reimbursement amount



# Virtual Visits and Hearing savings program



## EASY, CONVENIENT & SAFE

- Delta Dental — Virtual Visits provides access to dentists when members:
  - Have a dental emergency, but do not have a dentist,
  - Need access to a dentist after hours, or
  - Need to consult a dentist while traveling.
- This benefit is included in your employees' dental plan.



## HOW IT WORKS

- Delta Dental of Virginia has partnered with Amplifon Hearing Health Care to offer special savings for members' hearing needs
  - Members contact Amplifon to start the process.
  - Amplifon hearing advocate will help the member with an appointment and ensure the program is activated with their hearing provider.

## The Local Choice



## Welcome to your benefits!

Below is information to help you understand your Delta Dental benefits. To access your complete benefits information or view your member handbook, create an online account using the instructions at the bottom of this page.



## Unique benefits page

Members can find information, such as:

- Benefit brochure
- Oral health resources
- Provider search

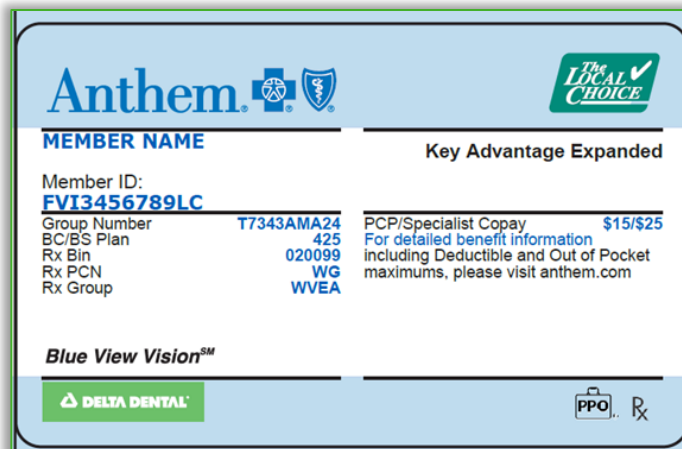
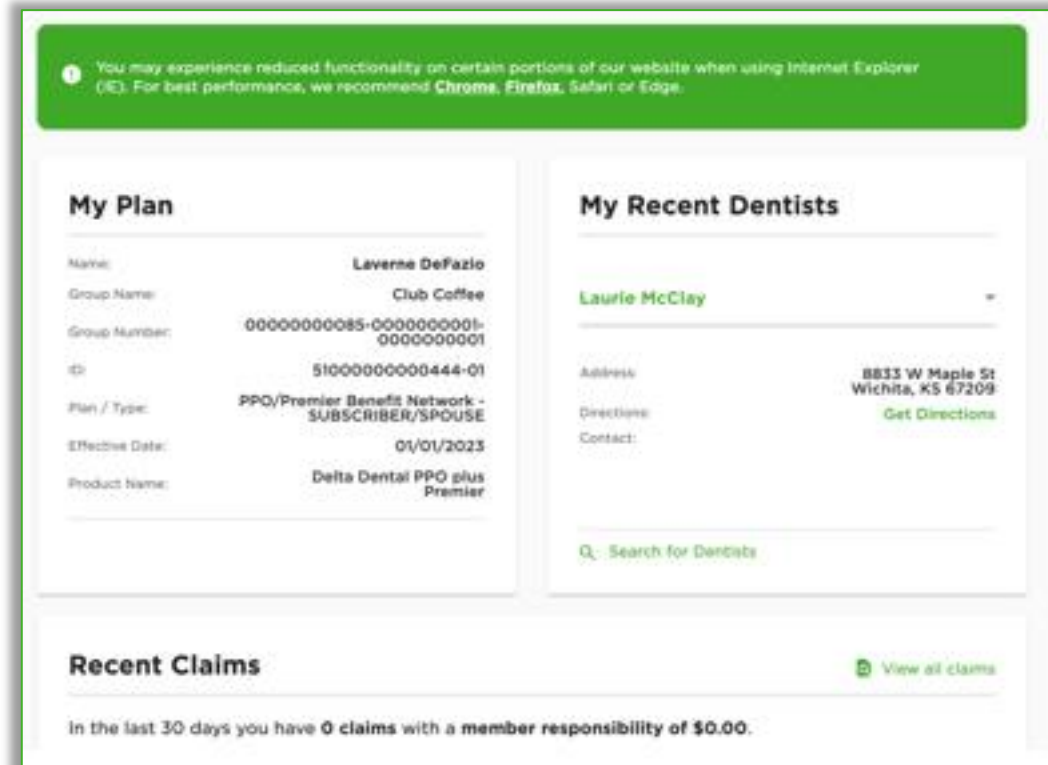
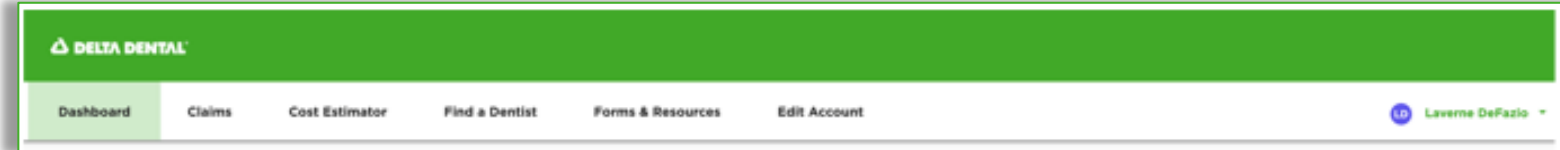
[DeltaDentalVA.com/members/tlc](https://www.DeltaDentalVA.com/members/tlc)

# Secure members page:

Members are able to:

- Check benefits and eligibility
- Enroll in *Healthy Smile, Healthy You*®
- Find a dentist
- Check claims status
- Chat with a Customer Service Representative
- Download forms

*If you are newly registering, you can use your SSN or TLC assigned member ID (note: do not use the prefix, only the suffix: **3456789LC**)*





# Our mobile app

Members can log into the free mobile app using their website login. Once logged in, you can:

- Find a dentist
- Save preferred dentists for quick access
- Review claims and dental policy coverage details

# Contact information



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## MEMBERS

- The Local Choice Service Team: 888.335.8296
  - Monday through Thursday: 8:15 a.m.-6:00 p.m. EST
  - Friday: 8:15 a.m.-4:45 p.m. EST
- [CustomerService.HelpDesk@DeltaDentalVA.com](mailto:CustomerService.HelpDesk@DeltaDentalVA.com)
  - Response within one business day



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## BENEFIT ADMINISTRATORS

- Account Management Team: message all members of the Account Management Team
  - [CentralAccountManagementTeam@DeltaDentalVA.com](mailto:CentralAccountManagementTeam@DeltaDentalVA.com)
  - General inquires
- Electronic Eligibility Department: 800.237.6060 (press 3)
  - [EECoordinatorNotifications@DeltaDentalVA.com](mailto:EECoordinatorNotifications@DeltaDentalVA.com)
  - Enrollment questions and verification
- Benefit Services/Customer Service: 800.237.6060 (press 3)
  - [CustomerService.HelpDesk@deltadentalva.com](mailto:CustomerService.HelpDesk@deltadentalva.com)
  - Assists with day-to-day inquiries

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Questions?



COMMERCIAL  
BREAK





# Virginia's Employee Wellness Program

What Wellness Can Do



# About CommonHealth

We are a team of 10 Wellness Consultants bringing targeted programming to ~170,000 employees!

## CommonHealth in Action

CommonHealth doesn't just talk the talk--we also walk the walk! Here we are in action as we walk and talk during a team meeting.



We live where we serve!



10 Wellness Consultants  
in 9 regions  
across the Commonwealth!

# Meet Our Team



**Amy Moore**  
Supervisor & Northern  
Territory

**Mary Louise Gerdes**  
Williamsburg/East

**Craig Hicken**  
South Central

**Susan Perry**  
Roanoke & New River Valley

**Suzanne Meador**  
Southwest

**Cynthia Duncan**  
Tidewater

**Kelsey Jones**  
Charlottesville

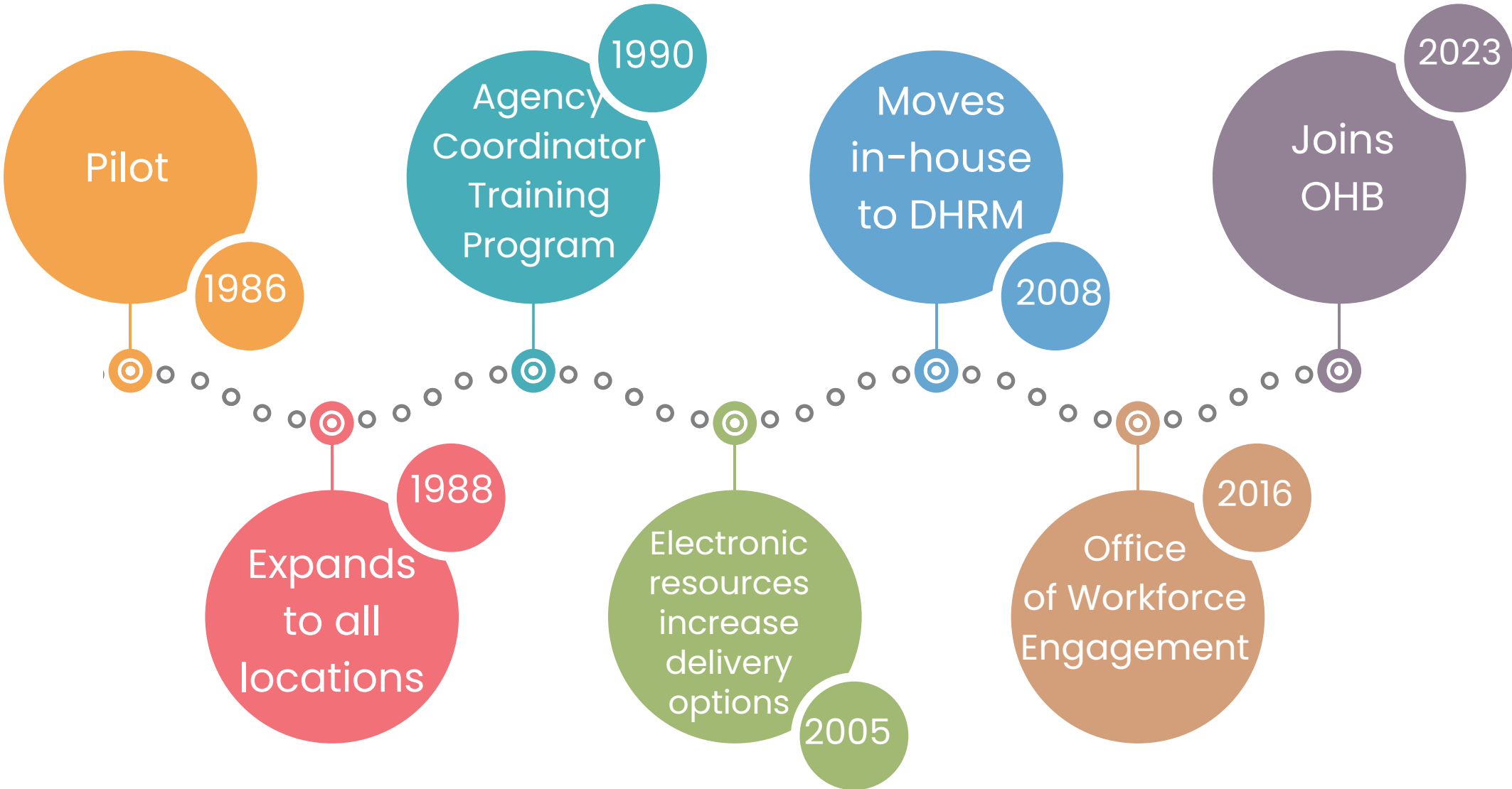
**Kristina Hall**  
Shenandoah Valley

**Jami Zanetta**  
Communications



**Felix Johnson**  
Supervisor & Richmond  
Territory

# CommonHealth Timeline



# Eligibility & Fees



## Eligibility

ALL TLC EMPLOYEES ARE ELIGIBLE!

- 500+ COVA Agency Locations
- 450+ The Local Choice (TLC) Groups
- 134,000+ State Employees (salaried & wage)
- 36,000+ TLC Participants
- Retirees
- Employee Dependents (ages 18+)



## Fees

NO FEES FOR SERVICES!

- Built-in Benefit
- Engagement Strategy
- Recruitment Tool
- Cost Containment
- Culture Cultivator

It's the right thing to do for employees

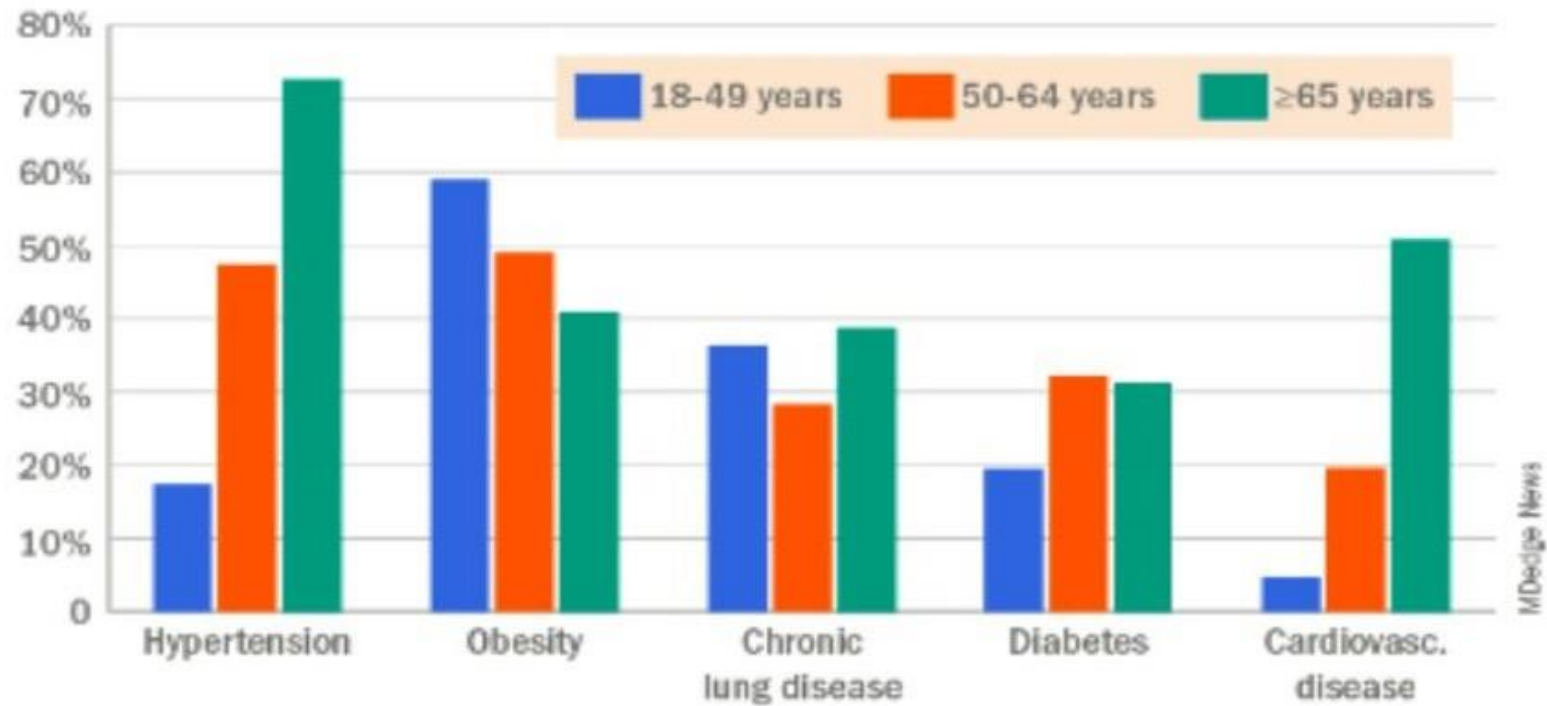
# Why Wellness at Work?

93% of survey respondents agreed or strongly agreed that an employer has a responsibility to promote and support the health and wellbeing of its employees



# Time to Prioritize Employee Health

Underlying conditions among adults hospitalized with COVID-19



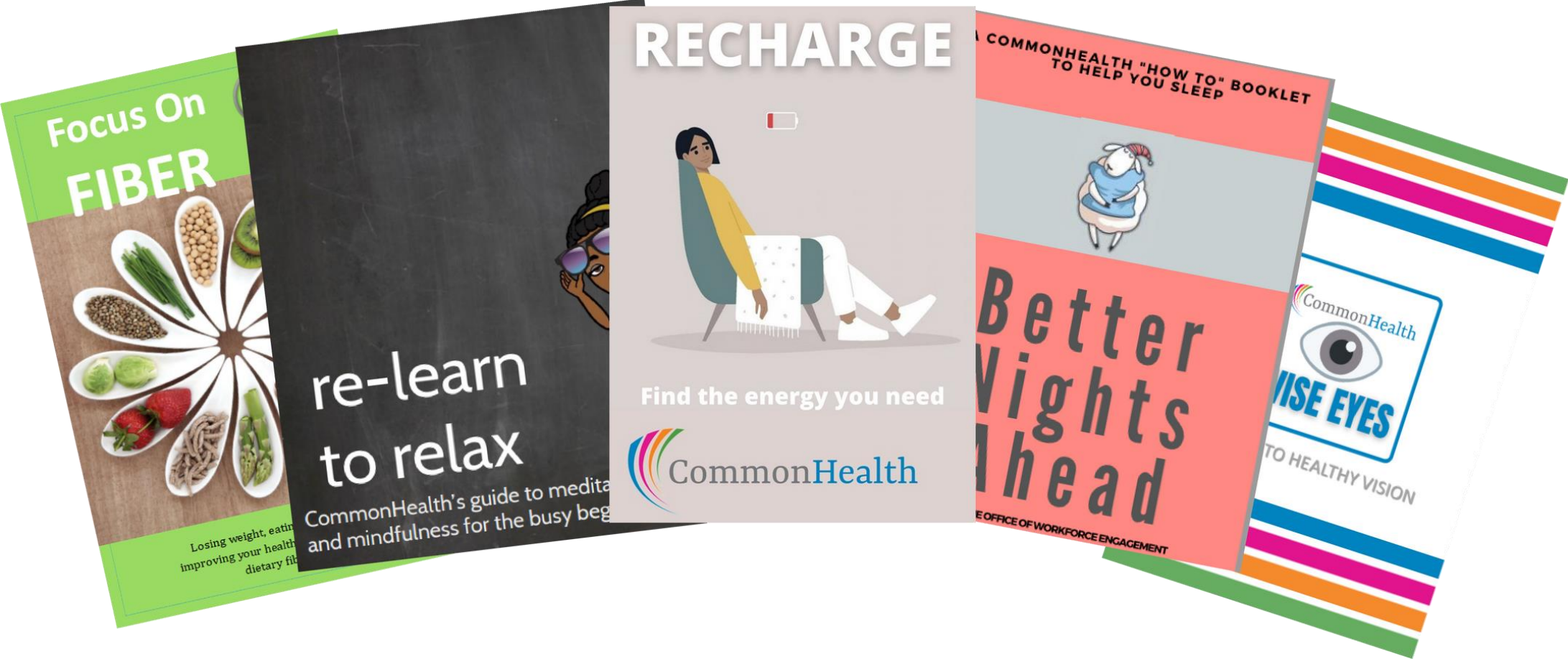
MDeedje News

# Comprehensive Wellness Program



- 1 Health Education
- 2 Social & Environmental Supports
- 3 Leadership Buy-In
- 4 Screenings
- 5 Connection

# Sample Campaigns





# How Employees Experience CommonHealth

- Awareness
- Motivation to change
- Skill Acquisition
- Opportunities to apply
- Ongoing support

# Agencies in Action



Regional Meeting for  
DARS



Employee Wellness Day  
at Virginia Tech



Regional Training for  
TLC Agencies

# Take Action



Find your Agency Coordinator



Schedule a program



Connect with CommonHealth

# Let's Connect



[commonhealth.virginia.gov/tlc](http://commonhealth.virginia.gov/tlc)



[wellness@dhrm.virginia.gov](mailto:wellness@dhrm.virginia.gov)



Search CommonHealthVA on  
Facebook and YouTube



**Next  
Presenter**



**Sentara Health Plans**



# The Local Choice

## Regional Meeting

February 2026

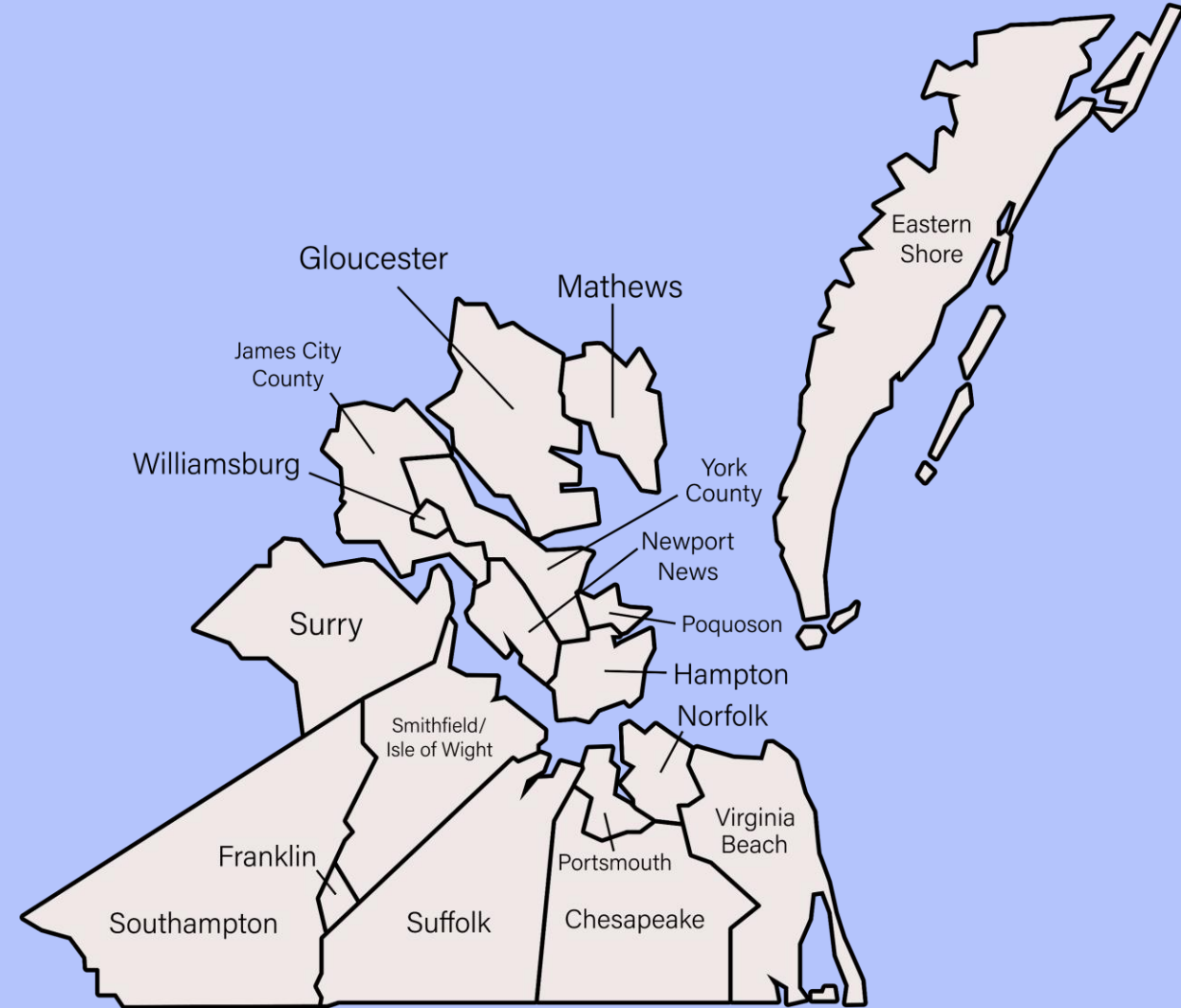
# Agenda

1. Eligibility Area
2. Sentara Health Plans network
3. Plan benefits
4. Additional benefits & value-added services
5. Information & resources

# 1. Eligibility Area

TLC Groups in the Greater Hampton Roads are eligible to offer Sentara Health Plans

- Accomack
- Chesapeake
- Franklin
- Gloucester
- Hampton
- James City
- Mathews
- Newport News
- Norfolk
- Northampton
- Poquoson
- Smithfield/Isle of Wight
- Southampton
- Suffolk
- Surry
- Virginia Beach
- Williamsburg
- York



## 2. Sentara Health Plans Network

- Broad quality network of 70,000+ practitioners in Virginia and surrounding areas<sup>1</sup>
- Major providers include:
  - Sentara Health
  - Tidewater Physicians Multispecialty Group
  - Mid-Atlantic Women's Care
  - Bayview Physicians Group
  - Riverside Health System
  - VCU Health System
  - Bon Secours
  - Duke University Medical Center
  - Johns Hopkins Medicine
  - UVA Health System
  - Inova Health System

**100% of acute care hospitals in Virginia are in-network<sup>2</sup>**



### Provider network



<sup>1</sup> Sentara Health Plans Provider Database as of April 2025 <sup>2</sup> Excludes Veterans Affairs hospitals


## 2. Sentara Health Plans Network


### Quality providers in Virginia and northeastern NC (local)


- Quality providers throughout VA and northeastern NC
- Find doctors, drugs and facilities by using the online search tool: <https://www.sentarahealthplans.com/find-doctors-drugs-and-facilities>
- You do not need to have a referral to see a specialist

### Beyond the local service area

- Covered Emergency Services will be covered at the in-network benefit level
- Register for out-of-area Dependent Program using the out-of-area dependent form
- Dependents registered in the out-of-area Dependent Program will have access to the PHCS National PPO Network and covered services will be paid at the in-network benefit level

  
**PHCS**  
*Outside Sentara Network*

  
**MultiPlan**  
*Outside Sentara Network*



Commonwealth of Virginia

**VANTAGE**

Member Name: John Doe  
Member Number: 1234567\*01  
Group Number: 123456      *Individual / Family*  
Effective Date: 99-99-X99      Ded: \$9,999/\$9,999  
RxBin: 003858      MOOP: \$9,999/\$9,999  
RxPCN: A4      RxDed: \$9,999  
RxGroup: SHPCMML

**DOMINION NATIONAL**      RX      \$15/\$30/\$45/\$55

Detailed benefit information available at [sentarahealthplans.com/cova](https://www.sentarahealthplans.com/cova) or mobile app

OV

Tier 1: \$5  
Tier 2: \$25

SOV

Tier 1: \$10  
Tier 2: \$40  
UCC: \$40  
ED: \$150  
OP: \$125  
IP: \$300  
DX1: 20% AD  
DX2: 20% AD

## 2. Sentara Health Plans Network

### Save Money With Quality Providers

- Lower copayment for primary care and specialist care when you seek care through a Tier 1 provider
- Tier 1 providers include Sentara Quality Care Network (SQCN), credentialed, in-network doctors within Riverside Health System and Tidewater Physicians Multispecialty Group (TPMG)
- Tier 2 providers include all other providers and facilities in the Sentara Health Plans Vantage Network

Point  
Solution



# 3. Plan Benefits

# Medical

In-Network Benefits	2026-2027 Plan Year
Deductible (ind./fam.)	\$200 ind. / \$400 fam.
Maximum Out of Pocket (ind./fam.)	\$2,000 ind. / \$4,000 fam.
Primary Care Office Visit	Tier 1*: \$10 or Tier 2: \$30
Specialist Office Visit	Tier 1*: 20 or Tier 2: \$50
Virtual Consults (MDLIVE)	\$0
Urgent Care Visit	\$60
Emergency Room	\$200
Outpatient Surgery	\$200
Outpatient Diagnostic Labs & Procedures	20% after deductible
Inpatient Services	\$500

\*Tier 1: Includes **Sentara Quality Care Network (SQCN)** as well as credentialed, in-network doctors within **Riverside Health System** and **Tidewater Physicians Multispecialty Group (TPMG)** and **Eastern Shore Rural Health (ESRH)**.

# 3. Plan Benefits

# Prescription

Open Formulary	2026-2027 Plan Year
Tier 1 – Preferred Generic	\$15
Tier 2 – Preferred Brand & Other Generic	\$20
Tier 3 – Non-Preferred Brand	\$45
Tier 4 – Specialty	\$55

- Copays noted are for Retail 30-day supply.
- Mail order is 2x retail copay with the exception of Specialty, which is not available for 90 day.
- If cost of the drug is less than the copay, members only pay that price and not the copay.
- Mail order through Express Scripts (ESI) and specialty prescription drugs through Proprium.

# 3. Plan Benefits

# Dental

In-Network Benefits	Choice PPO
Dental Coverage Provided By	Dominion National
Benefit Year Deductible	\$50 ind. / \$150 fam.
Maximum Benefit	\$2,000 per member
Lifetime Orthodontics Maximum	\$2,000
Preventive Services	Covered 100%
Basic Services (fillings, extractions)	20% after deductible
Major Services (crowns, dentures, implants)	50% after deductible
Orthodontics (adult & child)	50%
Out-of-Network Allowance	Maximum allowance based on geography, members may incur charges over allowed amount

# 3. Plan Benefits

# Vision

In-Network Benefits	VSP Choice
Vision Coverage Provided By	VSP Vision Care
Exam	\$15
Glasses	Frame allowance and discounts; with many lens options at a copay
Contact Lenses	Allowance and discounts

# 3. Plan Benefits

# Hearing

In-Network Benefits		
Hearing Aid Coverage Provided By	Epic Hearing Healthcare	
	<u>Adult</u>	<u>Children</u>
Annual Benefit Maximum	\$1,200	\$1,500
Hearing aid(s), Specialist Office Visit, Repair, Replacement or Refurbishment of hearing aid(s)	\$40	Covered 100%
Replacement is covered	Every 48 months	Every 24 months
Batteries and supplies	Not Covered	Covered

# 4. Additional benefits & value added services

## Employee Assistance Program

Sentara EAP can assist you and your household members with challenges you may be facing in your personal and professional lives.

You can receive up to four (5) counseling sessions per presenting issue at no cost.

EAP is administered by Sentara Behavioral Health Services, Inc.

## Bariatric Surgery Program

Coverage under this benefit includes the treatment of morbid obesity through gastric bypass surgery or other methods recognized by the National Institutes of Health as effective for the long-term reversal of morbid obesity.

## Virtual Consults

Point Solution  
\$0 copay

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.

For most plans, virtual consults have no additional charge. Mental health and substance abuse disorder virtual consults may carry an additional charge. This is a separate benefit from telemedicine visits scheduled with a member's provider.

## Chiropractic Care

Sentara Health Plans contracts with American Specialty Health (ASH) to provide chiropractic services in the Plan's service area.

# 4. Additional benefits & value added services

## Wellness Programs & Coaching

Get healthy and stay healthy with MyLife MyPlan. Your plan includes programs to help you take charge and get the most out of your health plan and life.

You can work with a team of Sentara Health Plans Coaches who are dedicated to learning about your specific needs. Our coaches have clinical, behavioral, and disease management expertise and will help with nutrition, fitness goals, tobacco cessation programs and more.

## Partners In Pregnancy

Partners in Pregnancy is free to Sentara Health Plans members. By participating in Partners in Pregnancy, you will have access to experienced pregnancy and childbirth nurses, clinical case managers, licensed social workers, and service coordinators.

## Emergency Travel Assistance

You and your covered dependents have access to emergency travel assistance services when traveling 100 miles or more away from home, or in another country.

## After Hours

When illnesses or injuries occur after hours or when the physician's office is closed, you may call the Sentara Health Plans After-Hours Nurse Advice Line.

## Discount Programs

Receive extra discounts and savings for products and services to help you get—and stay—healthy.

This includes savings on massage therapy, natural supplements, eye exams, eyewear, hearing aids, fitness centers and more.

## 4. Additional benefits & value added services

### Incentive Programs For Chronic Conditions

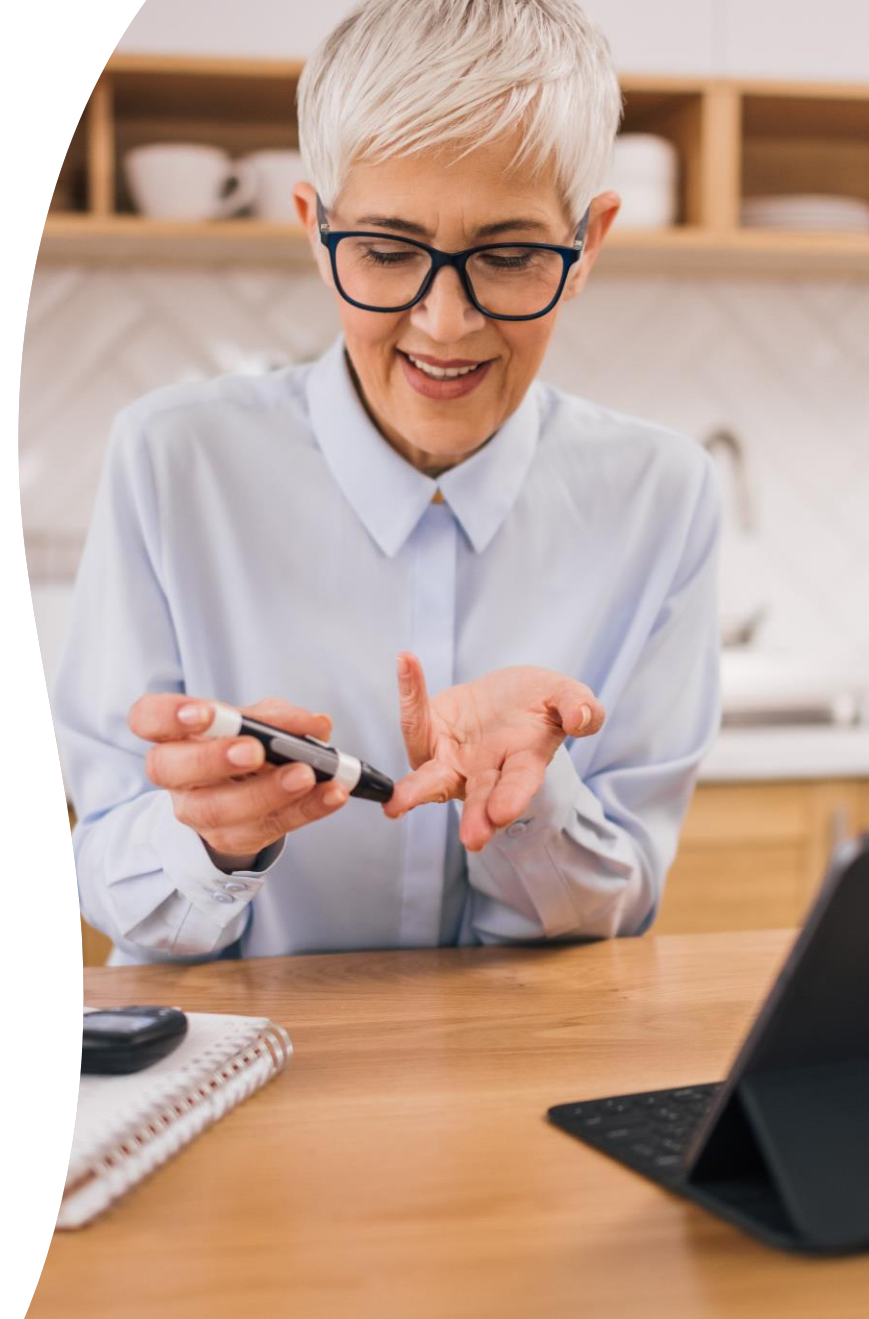
#### Conditions:

- Asthma/COPD
- Diabetes
- Hypertension

#### Benefits:

- Waived annual deductible
- Medications for condition at no cost (Tier 1 and 2)
- Support from care management team

Point Solution



## 4. Additional benefits & value added services

### Incentive Programs For Chronic Conditions

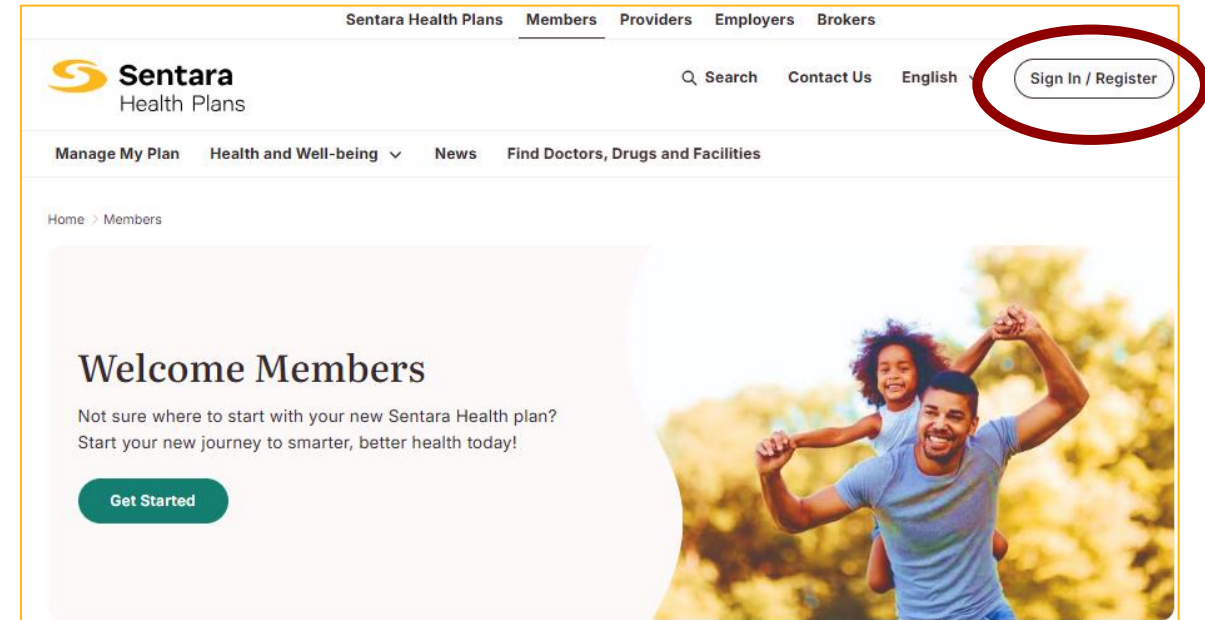
#### How to join:

- visit [sentarahealthplans.com/cova](https://sentarahealthplans.com/cova)
- check the timeframes for enrolling or re-enrolling according to your plan year
- select Incentive Programs
- You can also request to participate by calling member services at 1-866-846-2682

# 5. Information and resources – online access, mobile app

[sentarahealthplans.com](https://sentarahealthplans.com)

- Benefit summaries
- Explanation of Benefits
- View important documents
- Print member ID cards
- View claims and plan balances
- Find providers



Get the Sentara Health Plans Mobile App



# 5. Information and resources

Dedicated Website – [sentarahealthplans.com/cova](https://sentarahealthplans.com/cova)

Dedicated Account Team for **Benefit Administrators** –

Amy Burgoyne	<a href="mailto:ahburgoy@sentara.com">ahburgoy@sentara.com</a>
Michelle Trimmer	<a href="mailto:mktrimm1@sentara.com">mktrimm1@sentara.com</a>
Patricia Eads	<a href="mailto:pxeads@sentara.com">pxeads@sentara.com</a>

Dedicated email for **Benefit Administrators** Enrollment inquiries

[Commonwealth\\_VA@sentara.com](mailto:Commonwealth_VA@sentara.com)

Dedicated **Member Services** –

1-866-846-2682 8 a.m. - 6 p.m. Monday through Friday

[members@sentara.com](mailto:members@sentara.com)

# Next Presenter

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Kaiser Permanente



**KAISER  
PERMANENTE**

# The Local Choice

2026 Open Enrollment

**Health care  
that just  
works**

# TLC Service Team

<b>Leonel Zea</b> <b>Senior Account Manager</b>	<b>Joi Ben</b> <b>Account Manager</b>	<b>Brian LeClair</b> <b>Account Manager</b>
Renewal Contract	Events Benefits Member Issues	Reports Resources Escalated Member Issues
Leonel.Zea@kp.org	Joi.x.Alston@kp.org	Brian.J.LeClair@kp.org

# KP in the Mid-Atlantic States

## Quality of care

### **The only 5-star plan in the Mid-Atlantic States**

Our commercial health plan is 1 of only 3 plans in the nation — and the only plan in Maryland, Virginia, and Washington, D.C. — to be rated 5 out of 5 stars by the National Committee for Quality Assurance (NCQA). Likewise, our Medicare and Medicaid health plans are top-rated in the region with scores of 4.5 out of 5 stars.

### **Better life expectancy than the national average**

According to a study by *The Permanente Journal*, our members' life expectancy is 6 years higher than the national average thanks to our excellent quality of care.



Washington, D.C. Capitol Hill Medical Offices



Springfield, Virginia Medical Offices

# Care that's world class

With most of our plans, you get a wide range of preventive care at no extra cost. If you need specialty care — for maternity, cancer, heart health, or anything else — you have access to cutting-edge technology and the latest evidence-based care.

You can also change your doctor at any time, so you always have a health partner you know and trust.

Kaiser Permanente members are:

**33%**

more likely to survive  
heart disease

**20%**

less likely to die early  
of cancer



# Health care that moves with you



## In-person care close to home

- A national network of locations, doctors, and specialists
- Timely primary care appointments and lab results



## Mail-order pharmacy

- One-tap refills and automated reminders
- Same-day pickup and delivery for most prescriptions<sup>1,2</sup>



## Care while traveling

- Coverage for urgent and emergency care anywhere in the world
- 24/7 care by phone or online across the U.S.<sup>3</sup>

1. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 2. Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. 3. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.



# Seamless in-person and virtual care

Use the Kaiser Permanente app to manage your care wherever you are.



Get 24/7 virtual care.



Email your care team with nonurgent questions anytime.



View most lab results and doctor's notes.



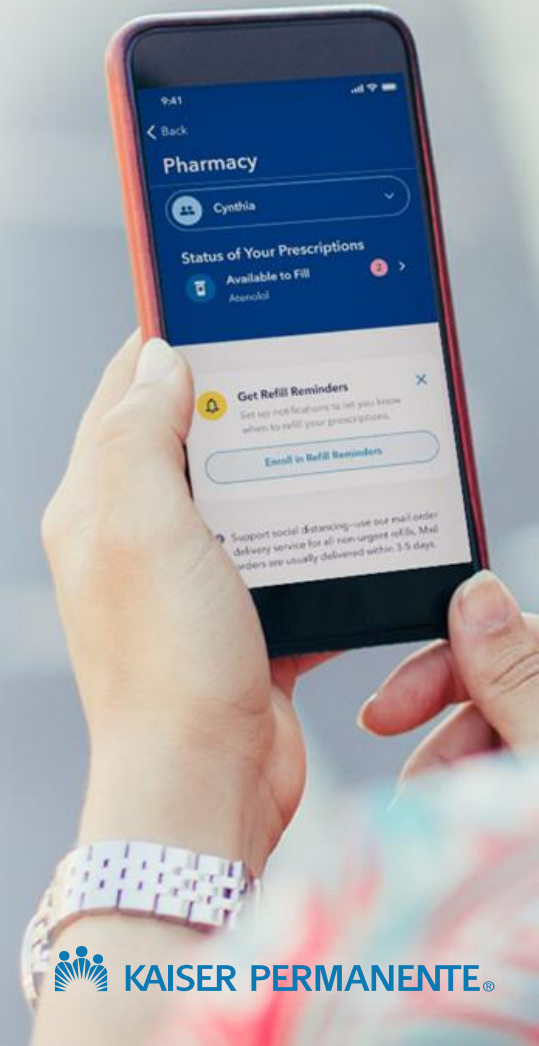
Refill most prescriptions.



Schedule and check in for appointments.



Pay bills and view statements.



## We guide you every step of the way

Your electronic health record is available to you and your care team 24/7. Your care team guides you through appointments and referrals, and lets you know when to schedule checkups and tests.

# Support for your mind and body



## For your mental and emotional health

- Access to licensed therapists, self-care apps,<sup>1</sup> and wellness coaching
- 24/7 emotional support



## For your physical fitness and lifestyle

- In-person and online health classes<sup>2</sup>
- Wellness coaching by phone

<sup>1</sup>. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. <sup>2</sup>. Some classes may require a fee.

# World-class maternity care

Expect great care when you're expecting



A dedicated prenatal care team



A personalized birth plan



Care and support every step of the way



Support that doesn't stop at delivery



# More value with your plan



## Vision Essentials

At Vision Essentials by Kaiser Permanente, you get personalized service and attention, with our optical specialists helping you select frames that fit your personal style. That means you don't waste your time returning your glasses and waiting for a new pair—that's what real convenience looks like.<sup>1</sup>

[Visit kp2020.org](https://www.kp2020.org)

1. Kaiser Permanente members typically have coverage for medically necessary eye examinations, and some members, including those members with the pediatric vision benefit under their Affordable Care Act plan, may be able to apply a supplemental benefit to their purchases. Otherwise, the services and products described here are provided on a fee-for-service basis, separate from and not covered under your health plan benefits, and you are financially responsible to pay for them. For specific information about your covered health plan benefits, please see your Evidence of Coverage.

# Convenient locations in the Mid-Atlantic States

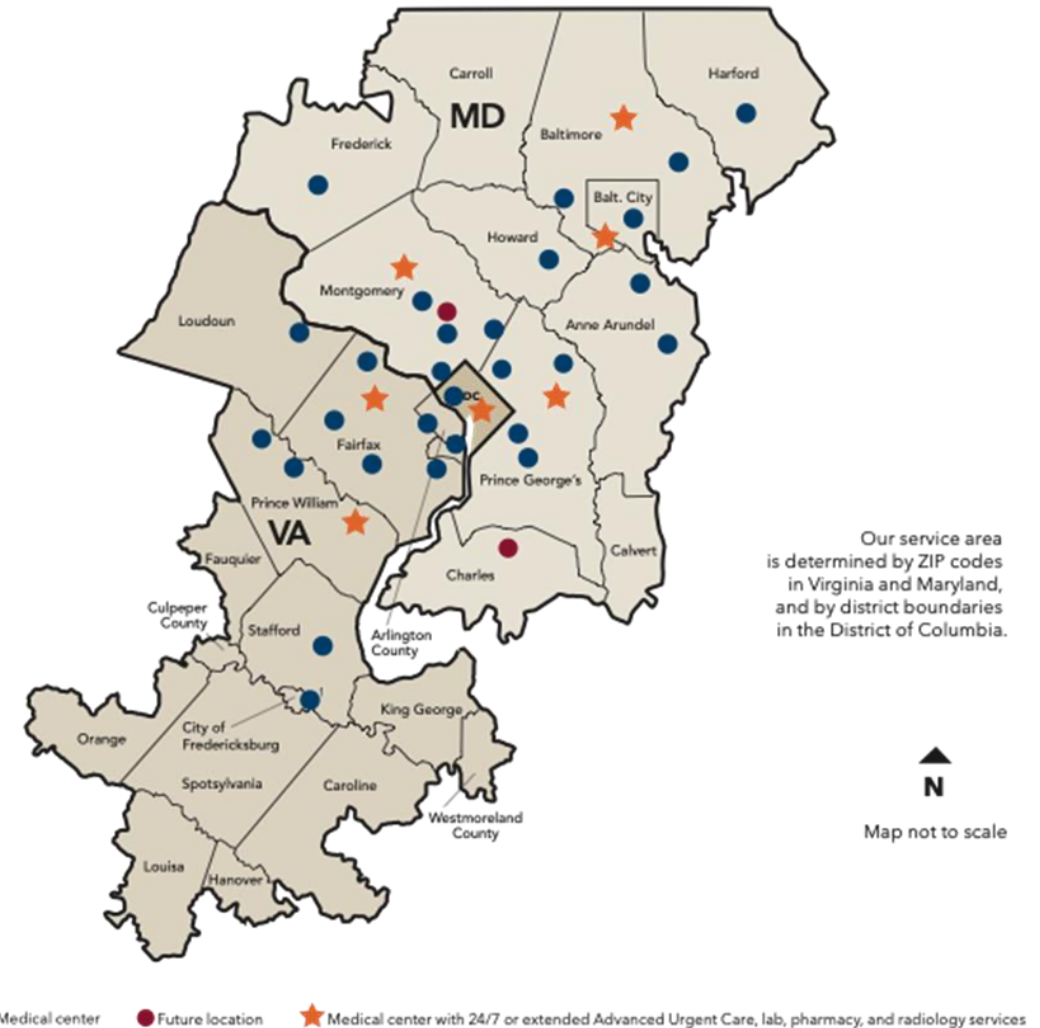
## Maryland

- Anne Arundel County
- Baltimore County
- Carroll County
- Harford County
- Howard County
- Montgomery County
- Prince George's County
- Baltimore County
- Portions of Calvert, Charles, and Frederick counties

## Virginia

- Arlington County
- Fairfax County
- King George County
- Loudoun County
- Prince William County
- Spotsylvania County
- Stafford County
- Cities of Alexandria, Fairfax, Falls Church, Fredericksburg, Manassas, and Manassas Park
- Portions of Caroline, Fauquier, Hanover, Louisa, Orange, and Westmoreland counties

## Washington, D. C.



Explore our premier hospitals at [kp.org/premierhospitals](https://kp.org/premierhospitals).

<sup>1</sup>Not in the Kaiser Permanente Medicare Advantage (HMO) service area.

Take a virtual tour and **discover the difference**



[kpvr.org/midatlantic](https://kpvr.org/midatlantic)

# Service area updates

## After-hours and urgent care updates in the Mid-Atlantic\*

### After-hours care

#### Ashburn Medical Center

43480 Yukon Drive, Ashburn, VA 20147

- Monday to Friday 8:00 a.m. to 6:00 p.m.
- Walk-ins accepted

#### Fredericksburg Medical Center

1201 Hospital Drive, Fredericksburg, VA 22401

- Monday to Friday 3:00 a.m. to 11:00 p.m.
- Saturdays and Sundays 9 a.m. to 5 p.m.
- Walk-ins accepted

### Urgent care hours

#### Reston Urgent Care

1890 Metro Center Dr Reston, VA 20190

- Monday through Friday, 3 p.m. to 11 p.m.
- Saturday and Sunday, 9 a.m. to 5 p.m.
- Closed holidays

For the latest hours and information about our Urgent Care locations, please visit [kp.org/urgentcare/mas](https://www.kp.org/urgentcare/mas).

*\*After-hours and urgent care available by appointment except where noted*

# Caton Hill Medical Center

- 245,000-square-foot comprehensive care facility
- Located off routes 450 and 50 in Woodbridge, Virginia
- Features:
  - 24/7 advanced urgent care
  - Adult and family medicine
  - Ambulatory surgery center
  - Behavioral health
  - Lab, radiology/imaging, pharmacy
  - Multidisciplinary specialties
  - Ob-gyn
  - Oncology and infusion
  - Specialty care



For more information about the facility, visit [kp.org/catonhill](https://kp.org/catonhill).

\*The continued availability and/or participation of services at any facility cannot be guaranteed. For the most up-to-date information, visit [kp.org/facilities](https://kp.org/facilities).

# Springfield Medical Center

- 99,000-square-foot facility
- Located off Route 95 in Springfield, Virginia
- Features:
  - Adult and family medicine
  - Lab, radiology, and pharmacy
  - Ob-gyn
  - Optometry, ophthalmology, and Vision Essentials by Kaiser Permanente
  - Orthopedics
  - Pediatrics
  - Physical therapy



For more information about the facility, visit [kp.org/springfield](https://kp.org/springfield).

\*The continued availability and/or participation of services at any facility cannot be guaranteed.  
For the most up-to-date information, visit [kp.org/facilities](https://kp.org/facilities).

# Wellness programs, resources, and more

## Coaching, classes, and more...

- [kp.org/healthyliving](https://kp.org/healthyliving): Wellness information, health calculators, videos, podcasts, and recipes.
- [kp.org/healthylifestyles](https://kp.org/healthylifestyles): Online programs to help you lose weight, quit smoking, reduce stress, and more, at **no cost** to members.
- [kp.org/classes](https://kp.org/classes): Health classes and support groups at many of our facilities. Some require a fee.
- [kp.org/wellnesscoach](https://kp.org/wellnesscoach): One-on-one personal wellness coaching by phone, at **no cost** to members.



Thank you for your continued  
partnership!