

OptimaHealth ®

OPTIMA HEALTH COMMUNITY CARE

VCOPPA

Optima Health Community Care Model of Care



Optima Health Community Care facilitates person-centered care, featuring the following benefits:

- Coordination and management of all aspects of physical health, behavioral health, long-term care and **community-based services**.
- Access to a **Care Coordinator** who will work with the member, their caregivers, providers and community-based resources to ensure necessary care.
- Providers participate in an **Interdisciplinary Care Team**, including caregivers, doctors, nurses, counselors or others chosen by the member.
- Regular **care assessments** and individualized **care plans**.

The primary goal for Optima Health Community Care is to assure members receive the highest quality integrated services and supports they need in the most appropriate (least restrictive) setting.

Care Coordination Team: 1-866-546-7924

OptimaHealth.com: Members

The Member portal is Optima Health's self service, online tool for secure transactions through optimahealth.com. **Available 24 hours a day, 7 days a week - so you can do business when it's convenient for you.**

With secure sign in to Member Connection, you may:

- ✓ Access your Member Guide
- ✓ Verify eligibility and benefits
- ✓ Look up claims and authorization for services
- ✓ Find in-network providers such as doctors, hospitals, pharmacies, LTSS
- ✓ Learn more about Vision and Dental Services
- ✓ View your care plan
- ✓ Get information on appeals and grievances
- ✓ Learn about Member rights and responsibilities
- ✓ Find out about wellness programs, advance directives
- ✓ Request a new ID card
- ✓ Update your contact information or change your primary care doctor

Care Coordination Team: 1-866-546-7924

Member Services

Toll Free: 888-512-3171

Local: 757-552-8360

After Hours Nurse Line

Toll Free: 844-387-9420

Local: 757-552-8899

Added Benefits*


- **Smoking Cessation**
- **Assistive Devices**
- **Extended Respite for Caregivers**
- **Pest Control**
- **Adult Dental Services**
- **Adult Hearing**
- **Diabetic Foot Care**
- **Home Delivered Meals**
- **Weight Management**
- **Home Security – Memory Care**
- **Free Cell Phones**
- **DSNP coming in 2018**


* Eligibility criteria may apply

Continuity of Care


- ✓ All existing authorizations/ services remain in effect for either 90 days or until the authorization end date
- ✓ During that time the Care Coordinator is reaching out to providers to encourage them to be part of the network
- ✓ All providers will continue to be paid for services through this time frame regardless of whether they are in network
- ✓ This means the member keep all current services while the transition occurs

Authorizations

 **Submit authorization requests online through the Authorization Portal on www.optimahealth.com/providers.**

 Optima Health will honor existing service plans until authorizations end or 90 days from enrollment.

Claims Submission

 Timely filing deadline for all claims is 365 days from the date of service - this includes corrections, reconsiderations, and appeals.

 **Preferred method of claim filing is electronic – Optima Health Payor ID# is 54154**

Optima Health accepts electronic claims from any clearinghouse that can connect through Allscripts/Payerpath (clearinghouse service).

To check member eligibility, authorizations, or claims status:

 **Provider Connection**

or

 **Optima Health Community Care Provider Relations: 1-844-512-3172**

Optimahealth.com: Provider Connection

Provider Connection is Optima Health's self service, online provider tool for secure transactions through optimahealth.com. **Available 24 hours a day, 7 days a week- so you can do business when it's convenient for you.**

With secure sign in to Provider Connection, you can:

- ✓ Verify member eligibility and benefits
- ✓ Submit and review authorization requests
- ✓ Check claims status
- ✓ Submit reconsiderations
- ✓ View/download payment remittance advices
- ✓ View PCP membership reports
- ✓ Access C3 – Clear Claims Connection

Provider Connection registration is available on

www.optimahealth.com/providers

for all practitioners, administrators, and office staff of contracted providers.

Optima Health Community Care Contracting/Credentialing

Optima Health Community Care employs a comprehensive credentialing process to help ensure members receive a high level of care from qualified providers.

MLTSS Providers:

Centipede Health Network

1-855-359-5391

joincentipede@heops.com

Medical/Behavioral Health Providers:

Optima Health

1-844-512-3172

mltsscontracts@sentara.com

Existing Optima Health network providers should contact their Network Educator with any questions regarding their participation status.