

Optima Fast Facts

An update for Optima Health broker partners

The New, Improved www.optimahealth.com

At Optima Health, helping people achieve optimal health means going the extra mile to build stronger relationships with all our healthcare partners by providing reliable information and secure services online.

As part of our ongoing commitment to our members, we have completely redesigned [optimahealth.com](http://www.optimahealth.com). Whether you're a broker, member, health plan provider, or employer, you will see some improvements. They include:

- ▼ Interactive tools that enable registered health plan members to research hospital quality, and research conditions and treatment options.
- ▼ A fresh new look with a cleaner, easier-to-read design.
- ▼ Improved navigation to help you find what you're looking for faster and more easily.
- ▼ Enhanced search features
- ▼ Interactive health information library

And this is just the beginning.
Visit www.optimahealth.com today.

Optima Health Launches Unique, New Health Plan



Optima FourSight
Big Coverage. Little Price

Optima FourSight is a new health plan that gives small businesses the best of both worlds. This deductible plan is unique because it allows covered members to receive benefits before their deductible is met, yet it cost less than most of Optima Health's HMOs.

This plan offers a cost savings component to help control premium costs, up-front benefits for health plan members, a deductible for services not covered under the up-front benefit, and protection from the unexpected. This PPO plan is truly big coverage for little price.

Visit optimahealth.com or call your Account Representative for more information.

Business or Pleasure, Our PPO Plan Goes With You

Optima Health recently expanded our PPO network nationwide by partnering with one of the largest national PPO providers, CCN. This network includes over 400,000 providers and over 3,000 hospitals. In all our Premier PPO plans, when members travel nationwide, their health coverage goes with them. Members just need to be sure to show their Optima Health member ID card and follow plan procedures to ensure coverage. Visit www.optimahealth.com for more details.



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PharmaCare Serves as New Prescription Mail Service

On July 1, PharmaCare Direct became Optima Health's new prescription drug mail order service. This change does not affect our retail pharmacy network.

Information how and why to use prescription mail order, as well as any necessary forms, are available online at www.optimahealth.com. Members were notified of this change and were given the appropriate forms to complete. Contact your Account Representative for more information.

Sentara and Optima are now Optima Health

On July 1, Sentara and Optima united under the name "Optima Health." This name reflects our commitment to our members' health. You have already begun seeing the Optima Health name on our print pieces, signs and forms, and will continue to do so as Sentara and Optima collateral pieces are phased out.

Revised Cancellation Policy

Our cancellation policy allows groups to be reinstated when full premium payment, plus any past due premium, is received by the 15th of the month. Also, our new policy allows groups to be reinstated after three cancellations for non-payment when the group pays back due premiums and enrolls in Auto Debit. Contact your Account Representative for more information on our Auto Debit program.

Did You Know.....

- ◆ After Hours Nurse Triage assisted 137,000 members in 2003?
- ◆ Optima Health offers a larger choice in physicians than Anthem, Cigna or MAMSI?

Sources: Sentara Health Plans, Inc. After Hours Nurse Triage records and 2002/2003 Provider Directory comparison.