



Provider Alert

Urgent Provider News



Date: September 14, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- [New Password Requirements](#)
- [Brain Injury Services \(BIS\)](#)
- [Medicare Data and Eligibility Verification Outage](#)
- [OB Certification Form Decommissioned—Effective November 1, 2023](#)
- [Optima Health/Virginia Premier Merger Webinar](#)
- [Provider Survey](#)

New Password Requirements

As of September 13, 2023, we will move from an 8-character network password to a 12-character network password policy. The policy will take effect on the user's next required password rotation and includes Provider Connection, our secure portal.

The policy change is being implemented to address the vulnerability of short passwords. To demonstrate this business risk, our current 8-character password can potentially be hacked within two minutes versus a 12-character password which would take an estimated 226 years to hack. Increasing the password length and complexity mitigates the ease that criminals can crack passwords.

Below are the new network passwords requirements:

- 12 characters
- mix of lower- and upper-case letters
- numbers

- special characters

Brain Injury Services (BIS)

Effective October 1, 2023, Optima Health will offer targeted case management services to individuals 18 years of age and older who have sustained severe traumatic brain injury and meet the medical necessity criteria. The Brain Injury Services (BIS)/Case Management program is designed to coordinate services and provide a person-centered plan for members who have suffered a traumatic brain injury.

This service will include targeted case management, medical, behavioral health, social, educational, employment, residential, and other supports essential for living in the community while aiming to develop the member's ability to achieve the lifestyle they desire.

For more information on Brain Injury Services, please refer to the [DMAS website](#).

Medicare Data and Eligibility Verification Outage

In preparation for the upgrading of our systems, Medicare claims data collected from May 1, 2023 to date, as well as authorizations and eligibility verification, will be unavailable on September 23-24. Access will be fully restored on Monday, September 25.

OB Certification Form Decommissioned—Effective November 1, 2023

Effective November 1, 2023, the OB certification form will no longer be required for obstetric services. This change applies to all Optima Health plans. The form, currently accessible on Provider Connection, will be decommissioned. All Optima Health pregnancy-related benefits previously derived by the OB certification form remain part of the benefits package for pregnant members.

This change will:

- eliminate the need to receive certification for routine obstetric services
- decrease the provider workload

Optima Health/Virginia Premier Merger Webinar

The final webinar is scheduled for September 20 at 10 a.m. [Register now](#) for the session most convenient for you, or learn at your own pace by viewing the [slide](#)

[presentation.](#)

Provider Survey

Our vendor partner, Press Ganey, is facilitating the Optima Health Provider Satisfaction Survey. Let us know how we're doing by responding to this survey when you are contacted.

The **Provider Satisfaction Survey** was sent by email on July 19, 2023 and mailed on July 31, 2023. The survey will conclude on Friday, September 22, 2023. The Provider Satisfaction Survey will assess your satisfaction with Optima Health service categories compared to other managed care organizations. We value your response and appreciate your input.

Sincerely,

Your Optima Health Team