

INFORMATION ONLY

[Date of Notice]

[FIRST NAME] [LAST NAME]

ADDRESS

[CITY], [STATE] [ZIP CODE]

Dear [FIRST NAME]:

Thank you for choosing us for your healthcare needs. We have exciting news as we approach the Open Enrollment period for plans effective January 1, 2024: Optima Health has changed its name to Sentara Health Plans! This is an effort to unify with our parent company, Sentara Health. Rest assured, your services, access to doctors, and other benefits you've come to expect from us will not change because of this rebrand.

You have been identified as being enrolled in a Medicare or Medicare Advantage plan, either with Sentara Health Plans or another insurance carrier. As a result, beginning January 1, 2024, we will be unable to renew your current Individual & Family health insurance coverage.

Under Federal regulations, members enrolled in Medicare coverage cannot be enrolled in duplicate benefits from an Individual & Family health insurance plan, either through the Federal Health Insurance Marketplace (healthcare.gov), Virginia's Insurance Marketplace (marketplace.virginia.gov), or directly through an insurance carrier.

If you are enrolled in coverage through the Marketplace and receive an Advance Premium Tax Credit (APTC) to help pay your insurance premiums, you may be required to pay back the APTC for the months you were enrolled in both Medicare and Marketplace plans. You may contact the Marketplace directly at healthcare.gov or 1-800-318-2596 (TTY: 1-855-889-4325). Note that Virginia residents will shop and enroll for Individual & Family Plans during Open Enrollment for the 2024 plan year using Virginia's Insurance Marketplace, a new state-based health benefit exchange.

If you have questions about your Medicare coverage, please call 1-800-633-4227 (TTY: 1-877-486-2048).

If you believe this letter to be in error, please contact us at 1-866-514-5916.

Sincerely,



John Degruttola
Senior Vice President, Marketing & Sales

Need help in another language? Call us.

需要以其他语言获得帮助? 联系我们。

다른 언어로 도움이 필요하십니까? 저희에게 연락 해 주세요.

Quý vị cần được giúp đỡ bằng một ngôn ngữ khác? Hãy gọi cho chúng tôi.

Kailangan ng tulong sa ibang wika? Tawagan kami.

¿Necesita ayuda en algún otro idioma? Llámenos.

Saad lahgo át'éhígíí daa ts'í bee shíká a'doowoł nínízin. Nihich'í' hólne'.

1-855-687-6260