

INFORMATION ONLY

<DATE>

<SIEBEL_FIRST_NAME><SIEBEL_LAST_NAME>

<SIEBEL_ADDRESS1> <SIEBEL_ADDRESS2>

<SIEBEL_CITY>, <SIEBEL_STATE> <SIEBEL_ZIP>

Important Health Plan Renewal Information

Dear <SIEBEL_FIRST_NAME>,

Thank you for being a valued Individual & Family Plan member. We have exciting news as we approach the open enrollment period for plans effective January 1, 2024. First, Optima Health 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.

Second, 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. Virginia's Insurance Marketplace will replace the Federal Exchange (healthcare.gov) for Virginia residents. For more information, visit marketplace.virginia.gov, or call 1-888-687-1501.

Your policy renewal date of January 1, 2024 is approaching and we want to make sure that you understand your options for 2023 health plan coverage.

In the next few weeks, you will begin to receive information about your options for renewing coverage with Sentara Health Plans. This will include your new monthly premium amount and any changes to your current plan or benefits. Please note that your monthly premium, deductible, or maximum out-of-pocket amounts you pay are likely to increase or decrease, depending on your plan.

Open enrollment begins November 1, 2023 and ends January 15, 2024. Here are some steps you can take to prepare for enrollment before you receive your 2024 renewal letter:

- **Review your current health plan benefits and costs to account for any changes in your healthcare budget and needs.**
- **Update your contact information, including your email address.**

- If you purchased an Off-Exchange plan directly through Sentara Health Plans (formerly Optima Health), you can make updates for 2024 at sentarahealthplans.com/individual. If you purchased your plan through the Health Insurance Marketplace in 2023, for 2024 you will make your plan selections on the new Virginia Insurance Marketplace, at marketplace.virginia.gov. If you need to change your income to ensure you get the correct subsidy in 2024, or have other Open Enrollment questions, call a Personal Plan Advisor at 1-800-741-4825.

Check sentarahealthplans.com for helpful tools, tips, and videos to get the most out of your 2024 open enrollment opportunities.

If you have any questions about your plan benefits or need any additional information, or if you do not receive your plan renewal information within the next 45 days, please contact member services at 1-866-514-5916.

Sincerely,



John Degruttola
Senior Vice President, Marketing and Sales



Download the Sentara Health Plans mobile app to view claims and benefit information, download your member ID card, search for doctors and hospitals, and more—anytime, anyplace.

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' hólné'.

1-855-687-6260