

OptimaHealth

Key Contacts



Provider Relations

- member eligibility
- benefits information
- claims questions for up to nine claims

Medical

Phone: (800) 229-8822

Fax: (757) 552-7316

Monday - Friday 8:00 a.m. to 5:00 p.m.

24-hour Interactive Voice Response

(757) 552-7474 or

(800) 229-8822, Option 2

Behavioral Health

Phone: (800) 648-8420

Fax: (757) 552-7499

Monday - Friday 8:00 a.m. to 7:00 p.m.

Network Educator

Product and service updates

- ensure compliance with provider contract
- keep you up to date on our educational services and resources
- update provider contact information
- address any special needs, concerns or complex situations
- assistance with ten or more claims

(877) 865-9075, Option 2

Authorizations

For questions, etc. call:

Government Programs

Medical/Pharmacy (888) 946-1167

Behavioral Health (888) 946-1168

Commercial Plans

(800) 229-5522

Fax authorization forms to the number listed on the government programs or commercial plan forms to the number listed on the form. Authorization forms are located at www.optimahealth/providers/authorizations/

Optima Health

Key Contacts



Optima Health Community Care

Provider Relations
(844) 512-3172

After Hours Program
(844) 387-9420

Clinical Care Services Pre-Authorization- Government Programs Team
Medical/Pharmacy: (888) 946-1167
Behavioral Health: (888) 946-1168

Care Coordination

(866) 546-7924

This line is monitored by Care Coordinator Techs who will either assist the caller, forward to a Care Coordinator, or escalate as required.

Care Coordinators are available Monday - Friday, 8:00 a.m. – 5:00 p.m. and are on-call after hours.

Overpayments

(800) 508-0528

or

Optima Health Provider Receivables
PO Box 61732
Virginia Beach, VA 23466

Credentialing

(877) 865-9075, Option 3, 3

Medical: MedProviderApp@Sentara.com

Behavioral Health: BHCredentialing@Sentara.com

Medical Organization/Agency: OrgProviderApp@sentara.com

Consult the Provider Directory for additional contact information.

OptimaHealth

Key Contacts



Telephone for Deaf and Disabled (TDD)

(800) 225-7784

Contracting & Recruiting

(877) 865-9075, Option 4

OptimaContract@Sentara.com

Fraud, Waste and Abuse

(757) 687-6326 or

(866) 826-5277

compliancealert@sentara.com

Consult the Provider Directory for additional contact information.