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Sentara Health Plans Rebrand Member-Facing Teams FAQ – D-SNP

Overview

Starting January 1, 2024, Virginia Premier Advantage Elite (HMO D-SNP) will become a part of Sentara Medicare, which will be part of Sentara Health Plans.

Who is impacted?

Current Virginia Premier members. After the public notice and Annual Notice of Changes (ANOC) are released, we should anticipate current Virginia Premier members may call with questions and concerns.

Member Frequently Asked Questions

What is changing on January 1, 2024?

- The change is to the health plan name and logo only. Virginia Premier Advantage Elite (HMO D-SNP) will become a part of Sentara Medicare on January 1, 2024. This means all Virginia Premier Advantage Elite members will become Sentara Community Complete (HMO D-SNP) members starting January 1.
- **New name, same support, and coverage**
While the name of the health plan is changing, you will still receive the same great benefits, network access, and customer service you are accustomed to.

Why is this changing?

- Sentara is already a trusted provider with more than 300 sites of care in neighborhoods across Virginia and North Carolina.
- As such, this name change better reflects our enhanced focus on promoting the overall health and well-being of our consumers.
- We want to continue our mission to improve health every day under the new name Sentara Health Plans.

Will my benefits change?

- Your benefits **will not** change as a result of this name change. Your plan will have the same benefits as Virginia Premier.

Do I need to do anything to continue getting services on and after January 1, 2024?

- No, you do not need to take any action to continue receiving benefits.

Will I be able to keep my doctor(s)?

- Your providers will not change as a result of this name change.
- In addition to being able to search through our mobile app, you will be able to look up your provider at: **sentarahealthplans.com/find-a-doctor**
- To use this online directory:
 - Type in your location by address, city, or ZIP code
 - Type in Medicare
 - Choose Sentara Community Complete
- Before the name changes on January 1, 2024, you will receive information including updated links to find a doctor.

Will I have the same care manager/care coordinator?

- Your care manager/care coordinator **will not** change as a result of this name change.
- If there are any issues, your care manager will be in touch with any information you need.

Will I receive a new member ID card?

- Yes, you will receive a Sentara Medicare member ID card in October to start using January 1, 2024.

Can I keep getting the same medication?

- Your prescription drug list/formulary **will not** change as a result of this name change.
- Once you receive your new member ID card (see below for more on member ID cards), you will use this new card to pick up your prescriptions at the pharmacy.

Where can I go to log in to see benefits and services?

- **Prior to January 1, 2024:** You can continue to sign into your member portal on **VirginiaPremier.com**.
- **After January 1, 2024:** You can go to **sentarahealthplans.com** and click “Sign in” at the top of the page. You may also access benefit information on the mobile app.

Will this name change result in any other changes I should know about?

- We realize there have been many changes lately. However, your benefits will remain the same great Medicaid/Medicare benefits you are used to.

Does this mean I can only go to Sentara’s hospitals and providers for care?

- This name change will not change which providers and facilities you can use.
- As long as they are in our network, you can still see your current providers, and nothing about your care with them will change.
- You do not need to go to a Sentara hospital or a Sentara Medical Group physician as a result of this.

Will my transportation benefit change?

- Your transportation benefits **will not** change as a result of this name change.

Closing for All Related Calls

- We thank you for being a member and we look forward to continuing to serve your healthcare needs with Sentara Medicare.