

# HAMPTON VA

**TO:** PFT Employees and Pre-65 Retirees

**FROM:** Mary B. Bunting, City Manager



**DATE:** October 14, 2020

**SUBJECT:** **New Medical Insurance Provider**

The City of Hampton is pleased to provide health plan benefits to our active employees and pre-65 retirees to assist with their health care expenses. The city is committed to providing a comprehensive benefits package that offers high quality benefits at an excellent value. To accomplish this, the city recently solicited proposals as a part of our normal procurement process for group medical and prescription drug providers. As a result of this process, we are pleased to announce that Optima Health has been selected to administer our medical plan coverage effective January 1, 2021. Optima Health provided us with the best proposal. We're confident that Optima Health's broad network of doctors and hospitals, excellent customer service, and quality administration will best serve our employees and retirees healthcare needs. Prescription Drug coverage will continue to be administered by [OptumRx](#).

Optima Health offers a POS Network choice and access throughout the peninsula and the state, including access to Riverside, Sentara, Bon Secours, Tidewater Physicians Multispecialty Group (TPMG), and Children's Hospital of the King's Daughters (CHKD) facilities and physicians. After careful review of facilities and physicians that City members have utilized in the Anthem BCBS network it has been determined that 99.3% of your primary care physicians, 92.9% of Specialists and 99.7% of Facilities used are also included in the Optima Health network. As a result, you will experience minimal disruption in your medical services.

For those employees and retirees with dependents located outside of Virginia, Optima also offers access to a nationwide network of providers (PHCS/Multiplan network).

In addition, you and your covered dependents will be able to access multiple value added programs and services to include but not limited to; MDLive virtual consults, digital resources and a Treatment Cost Calculator. You can learn more about Optima Health by visiting [www.optimahealth.com/cityofhampton](http://www.optimahealth.com/cityofhampton). (Password: enroll)

We understand that there will be many questions as we transition from Anthem BCBS to Optima Health and are committed to providing you the necessary resources to understand what this change means to you. We will be working with Optima in the coming months to provide more information regarding the city's medical plan. Costs for 2021 will be communicated during the October/November 2020 Open Enrollment period. We have also included the answers to many Benefits Frequently Asked Questions (FAQs) with this announcement.

We are excited about the comprehensive benefits changes this brings to employees and retirees. We will work with Optima Health to make this transition as smooth as possible and do everything we can to help you make informed decisions to best meet your healthcare needs. The City of Hampton along with Optima Health will provide more details to you during our upcoming live open enrollment employee webinars.

If you should have any questions, please contact the Benefits Department via email at [cohopenrollment@hampton.gov](mailto:cohopenrollment@hampton.gov) or by phone at 757-727-6230. You may also contact Optima Health via email at [members@optimahealth.com](mailto:members@optimahealth.com) or member services at 757-552-7110/1-800-229-1199.