

Accessing Services



<p>Member Services 866-846-COVA(2682) OptimaHealth.com/COVA</p>	<p>Health Coach 877-330-2746 or <u>healthyroads.com</u></p>	<p>Clinical Advocate 1-877-817-3037</p>
<ul style="list-style-type: none"> •Info on benefits, enrollment & authorizations •Claim payment issues •Locating a provider •Translation services •Registering complaint/grievance •Navigating plan resources & Optima Web site 	<ul style="list-style-type: none"> •Healthy Roads overview •Questions regarding lifestyle change •Developing an exercise plan •Determining best nutrition plan •Finding a local fitness club •Finding online medical resources 	<ul style="list-style-type: none"> •Questions about: <ul style="list-style-type: none"> -elective medical procedure -generics vs. brand meds -over-the-counter meds •Issues discussing concerns with physician or not understanding diagnosis •Clinically managing disease process