



**Virginia Premier Health Plan, Inc.**  
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Toll-Free: 800-727-7536 (TTY: 711)  
**[www.virginiapremier.com](http://www.virginiapremier.com)**

December 27, 2018

Dear Provider,

As a valued provider in Virginia Premier's network, we want to make sure you know where to find the information pertaining to our plans' coverage. The Medallion Member Handbooks can be found online at [VirginiaPremier.com](http://VirginiaPremier.com) and the Medicare Advantage Evidence of Coverage documents are available at [Medicare.VirginiaPremier.com](http://Medicare.VirginiaPremier.com). Important details such as the following can be found online on [VirginiaPremier.com](http://VirginiaPremier.com) under Medicaid or Medicare members and also in our Member Handbook:

- Your rights and responsibilities as a member of our plan
- Information tied to benefits and services, both covered and non-covered
- How to receive services through your primary doctor and/or specialist
- How to receive care after normal business hours or in case of an emergency
- How to receive care when you are outside of our service area
- How to file a complaint or appeal a denial of service
- Request language translation assistance or receive materials in an alternative format
- Pharmaceutical procedures
- Addiction and Recovery Treatment Services
- Distribution of Privacy Practices
- Advanced Directives
- Affirmative Statement for members
- How Virginia Premier Evaluates new Technologies
- Communication of Personal Health information (PHI) and Use of and disclosure
- Different Quality Programs

Also on [VirginiaPremier.com](http://VirginiaPremier.com), you are able to:

- Search for providers (doctors) covered including their qualifications, office locations, contact information and hours of operations
- View our clinical practice guidelines

If you would like to have printed copies, please call Provider Services at 1-800-727-7536 to

request copies to be mailed to your office.

We appreciate your participation in Virginia Premier's health care network and the role you play in helping us achieve our mission of inspiring healthy living among our members.

Sincerely,

Virginia Premier