

Website Redesign Frequently Asked Questions



What changes are coming to the Sentara EAP website?

- A new employee well-being section
This new feature includes resources for employee wellness programs, online assessments, reflections, worksheets, and more.
- New learning centers
These learning centers are curated collections of the site's most popular topics, available in short-form to engage and educate.
- Access to benefits information
Employees will be able to access a summary of their organization's EAP benefits including information about who is eligible (e.g., household members), the number of counseling visits, and any additional services. They no longer have to reach out to their HR for this information.
- Easier navigation
Our website will continue to host the same quality content but restructured so that it's easier to find!

Why is Optima EAP rebranding to Sentara EAP?

At the end of this year, we will retire the Optima Health and Optima EAP names and become Sentara Health Plans and Sentara EAP. This change shows our reliable commitment to our members and the communities we serve. The new name represents our growth, but also our focus on innovating and adapting to the ever-changing healthcare and Employee Assistance Program industry.

What do I need to do? Are benefits changing?

No action is needed on your part. Your EAP providers, our phone number, and your benefits will not change as a result of the name change.

Is the URL/website address changing?

Yes, the main website URL will move to **sentaraEAP.com**.

Will my organization's username change?

As a part of our rebranding to Sentara EAP, some organizations may receive a new username.

Affected organization have received a new username via email and may begin using it as of January 2, 2024.

Will users be required to sign in?

Yes, users will continue to sign in to **sentaraEAP.com** using their organization's username.

What information do you collect on the Sentara EAP website?

Confidentiality is an important component of Sentara EAP. When a user signs in with their organization's username, we collect general information for group reporting purposes.

All group reporting is high-level aggregated data with no individual identifiers.

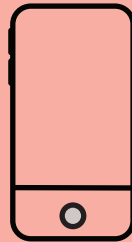
Will my organization's single sign on entry (direct link) change?

Some of our clients utilize a "single sign on" link, which bypasses the username entry and connect them directly into the Sentara EAP website. Organizations often use these on their company intranet pages.

If you currently have a single sign on link and do not receive a new one prior to January 2, 2024, please contact us at **1-800-899-8174**.

Who can I contact if I have more questions about this change?

Please call Sentara EAP at **1-800-899-8174** for more information about the enhanced Sentara EAP website.



sentaraEAP.com
1-800-899-8174



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc. Sentara EAP is administered by Sentara Behavioral Health Services, Inc.