



# COMMONWEALTH of VIRGINIA

## Department of Medical Assistance Services

JENNIFER S. LEE, M.D.  
DIRECTOR

SUITE 1300  
600 EAST BROAD STREET  
RICHMOND, VA 23219  
804/786-7933  
800/343-0634 (TDD)  
[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

June 25, 2018

Mr. Randy Ricker,  
Vice-President, Managed Long Term Services and Supports  
Optima Community Care  
4417 Corporation Lane  
Virginia Beach, Virginia 23462

Dr. Mr. Ricker,

Optima Community Care (Optima) and the Virginia Department of Medical Assistance Services (DMAS) share the common goal to ensure Medicaid recipients enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) program receive effective, quality, and timely health care. Optima's role as a contracted health plan is to provide care coordination with the member, work collaboratively with the providers and process claims timely.

On February 13, 2018, Optima was notified of five (5) specific areas in which the health plan's performance was not within the contract standards. Following this notification, Optima acknowledged the performance issues and developed a comprehensive and aggressive corrective action plan. Through weekly meetings with key Optima staff and weekly reporting to the Department, Optima initiated effective measures to ensure compliance with the contract. DMAS applauds your efforts and the collaborative actions which ultimately impact the quality services provided to the Commonwealth's most vulnerable citizens.

Optima has demonstrated a successful implementation of the corrective action plan and compliance with its contractual obligation, therefore fully meeting the terms of the corrective action plan.

Thank you again for your dedication and hard work.

Most sincerely,

A handwritten signature in black ink that reads "Tammy Whitlock".

Tammy Whitlock, MHA  
Deputy Director of Complex Care  
Department of Medical Assistance Services