

Talk one-to-one with a
Optavise advocate—
866.253.2273
M-F 7am to 8pm CT
Saturday 8am to 1pm CT
Or login anytime—
login.dphmemberportal.com



By grasping the advantages outlined in this guide, empowering you to make informed choices for yourself and your family during Annual Enrollment, and effectively harnessing the value of these benefits year-round, Optavise is ready to simplify your life and help you save money.

Whenever you have inquiries about health insurance—whether it's determining the most suitable medical plan, understanding coverage details, assessing costs, accessing specialist care, or resolving claim-related concerns—rest assured, your team of Optavise experts stands ready to assist you.

You'll Never Stand Alone

Life is already complex without the added burden of understanding insurance policies.

With Optavise, you can leave the complexity behind.

Here's a brief overview of what Optavise can offer you and why your Optavise advocate should typically be your initial point of contact.

Our Services

BILLING/CLAIMS

- File claims
- Research denied claims
- Coordinate with provider & insurer

MEMBER RESEARCH

- Explain network contracting
- Research network status of specialists
- Find providers for second opinions

GENERAL BENEFITS ASSISTANCE

- Benefits plan & how to use it
- Choose the right plan
- Health Savings Account

PRESCRIPTIONS

- Pharmacy Benefits
- Resolve payment issues
- Brand-name vs. generic
- Mail-order; specialty drugs

AUTHORIZATIONS & REFERRALS

- Determine if needed & obtain
- File necessary paperwork if claim is denied due to lack of authorization

PERSONAL ASSISTANCE

- Appointments
- Find a doctor
- Medical records
- Coordinate among doctors