

Innovation Health disclosure updates for Virginia members

After this disclosure was printed, we made a few updates to your plan. To make sure you have the most up-to-date info, we've noted the changes below. If you have any questions, just contact Member Services at **1-855-228-0510**.

“Virginia service area” update:

The Virginia service area includes the following cities and counties:

Cities	Counties
Alexandria	Arlington
Fairfax	Clarke
Falls Church	Fairfax
Fredericksburg	Fauquier
Manassas	Frederick
Manassas Park	Loudoun
Winchester	Page
	Prince William
	Shenandoah
	Spotsylvania
	Stafford
	Warren

“Get a review from someone outside Innovation Health” update

If the denial of your claim is due to a medical judgment, you may be able to get an outside review if you're not satisfied with your appeal decision.

- For cases related to the treatment of cancer, it's not necessary to complete all internal appeals before getting an outside review.
- For most other cases, you will need to finish all of your internal appeals before getting an outside review.

End note: Applies to the following forms: Innovation Health POS Virginia Disclosure FI and SI 71.28.303.1 C (5/18); Innovation Health Open Access Virginia Disclosure FI and SI 71.28.302.1 C (05/18); Innovation Health HMO Virginia Disclosure FI and SI 71.28.301.1 B (5/18).

