

Administering Your Account

EMPLOYER GROUP TOOLS



Welcome to Western Health Advantage (WHA)! The following information is provided in order to assist you in the administration of your group health plan. It includes the functions with which you may need help, and is conveniently organized by department within WHA.

For your group:

WHA SALES

- Get information about your group contract and monthly premium rates
- Order supplies
- Obtain renewal information and assistance and/or initiate benefit plan changes
- Get help with other group needs or questions

916.563.3198 phone
916.568.1338 fax
whasales@westernhealth.com

Applicable Forms:

- Supply Requisition Form

WHA PREMIUM BILLING

- Verify premium payments and check account balances
- Make a credit card payment by phone
- Obtain a billing history
- Get assistance with other group billing and COBRA questions

916.563.2206 phone
916.568.0334 fax
whafinance@westernhealth.com

All premiums are due on the last day of the month prior to the coverage month. If payment is not received by this date, your group will be terminated. WHA will allow a reinstatement if, within 15 days of termination, your account is paid in full and your group has submitted the required \$100 reinstatement fee. Contact WHA Premium Billing for additional details about reinstatement.

WHA ELIGIBILITY

- Enroll subscribers or dependents
- Verify eligibility
- Update enrollee information, such as name, address or PCP selection
- Terminate benefits for subscribers or dependents
- Get assistance with other eligibility issues

916.563.2206 phone
916.568.0334 fax
whafinance@westernhealth.com

Applicable Forms:

- Enrollment/Change Form
- Termination Form

Please note: The majority of these services are also available 24 hours a day, 7 days a week through our convenient online eBill service, which can be accessed via our website at westernhealth.com. Please refer to the Guide to eBill Resource.

For your members:

WHA MEMBER SERVICES

- Obtain medical and prescription benefit plan information
- Get assistance choosing a PCP or seeing a specialist
- Find out what to do if traveling or in an emergency situation
- Check deductible balances (for members on a high-deductible plan)
- Find out what to do if you receive a bill or have a claim question
- File a complaint or compliment

916.563.2250 phone
916.568.0126 fax
memberservices@westernhealth.com