



# QUALITY, BY THE NUMBERS.

**Headquartered in Sacramento**, Western Health Advantage is a local health plan created to offer clear value in quality care for the people who live and work in this region. This commitment is fulfilled through a business model that eliminates wasteful bureaucracy, emphasizes personal service and delivers access to care — not obstacles to treatment. And this care starts with the exceptional range and reputation of our health care providers.

**Hundreds of primary care physicians, thousands of specialists.**

Western Health Advantage wants you to receive the care you need, when you need it.



This clinical leadership is provided by the Sacramento-based organization ranked four stars and California's #1 health plan for member satisfaction. Quite simply, Western Health Advantage changes everything you know and think about health coverage. Find out what membership can do for you by speaking with your health benefits coordinator or broker.

- That's why our provider network includes more than **800** of the region's best primary care physicians.
- Through our unique Advantage Referral program, WHA members can easily be referred to nearly any of more than **1,400** specialists or **8** hospitals in the network, without cumbersome medical group restrictions.
- That kind of choice and flexibility is why more than **82,000** members in more than **4,000** employer groups trust Western Health Advantage for their health coverage.



\*Source: California Office of the Patient Advocate, 2010

**Sales Department**  
**916.563.3198**  
**westernhealth.com**



*within reach,  
beyond expectation*

# STATE-OF-THE-ART CARE THAT'S SECOND TO NONE.

**Health care is a benefit, but it should also be beneficial. It should help you stay well, and care for you with skill and compassion when you aren't. You can count on Western Health Advantage to bring you the convenient services you need to help get or stay healthy — same-day appointments, extended office hours, health education and wellness resources. But it goes so much further, with provider credentials like...**

- In 2006 Mercy General Hospital was ranked one of just two California hospitals named to Solucient's (now Thomson's) "100 Top Hospitals."
- UC Davis Medical Center and Mercy San Juan Medical Center were both rated among the top hospitals in the nation by *U.S. News and World Report* in 2009.
- UC Davis Medical Center received the "Consumer Choice Award" for ten straight years for best overall quality and reputation among all hospitals in the Sacramento region, based on National Research Corporation consumer surveys.
- Designated a "Top Performing Medical Group" by the Integrated Healthcare Association for high performance in important healthcare quality measures, Woodland Healthcare is ranked among the top 20 percent of medical groups in California.
- According to Avatar International, Woodland Memorial Hospital is among the top 20 percent of hospitals across the nation for patient satisfaction.
- The response of the state's only Level I Trauma Center at UC Davis Medical Center is instrumental in keeping Sacramento County's preventable death rate at less than half the national average; WHA members also benefit from a nationally recognized Level II Trauma Center at Mercy San Juan Medical Center.
- NorthBay Medical Center's Neonatal Intensive Care Unit is the only one of its kind in Solano County, offering the most advanced care for newborns. The only fully accredited hospitals and emergency departments between Davis and Vallejo are NorthBay's VacaValley Hospital and NorthBay Medical Center.
- The Mercy Stroke Center has been designated a Primary Stroke Center by the Joint Commission every year since the award was established. Mercy is home of two of the first hospitals in California to earn the Joint Commission's "Gold Seal of Approval" for stroke care.
- As a recipient of the Joint Commission "Gold Seal of Approval" and the American Heart Association Silver Award, Woodland Healthcare is on the cutting edge of rapid stroke diagnosis and treatment and is among the best hospitals for stroke treatment, according to *U.S. News and World Report*.
- UC Davis Medical Center is the region's only full-service children's hospital.
- The UC Davis Medical Center is home to Northern California's only National Cancer Institute-designated cancer center and one of the nation's largest clinical trials programs.
- The Joint Commission's "Gold Seal of Approval" for the Mercy Heart & Vascular Institute's CHAMP® and Heart Smart™ programs ranks Mercy General Hospital and Mercy San Juan Medical Center among the top cardiovascular hospitals nationally.
- Performing open-heart surgery and interventional vascular procedures, NorthBay Heart & Vascular Center is the only provider of advanced cardiac care in Solano County. The NorthBay Cancer Center received six recommendations for outstanding performance and full, three-year approval from the Commission on Cancer.
- The National Committee on Quality Assurance (NCQA) and the American Diabetes Association designated Woodland Healthcare's Diabetes Physician Recognition Program for high-quality diabetes care.

**For specific answers about the providers that make up WHA's extensive network, we invite you to contact their member service departments directly:**

**Mercy Medical Group**  
Member Services Department  
mymercymedgroup.org  
916.379.2888

**Golden State Physicians Medical Group**  
gspmg.com  
916.614.9011

**UC Davis Health System**  
Customer Resource Center  
ucdmc.ucdavis.edu/medicalcenter  
800.2UCDAVIS

**Hill Physicians Medical Group**  
Customer Service  
hillphysicians.com  
800.445.5747

**NorthBay Healthcare**  
Business Development & Marketing  
northbay.org  
707.646.3280

**Woodland Healthcare**  
Physician Finder Line  
woodlandhealthcare.org  
530.668.2691