



Get ready to enroll with WHA. **WE'RE THE FLEXIBLE HMO.**

When it comes to choosing a health plan, you will likely consider three things.



...Local care choices.

Get access to local providers, and multiple medical groups to choose from, along with award-winning hospitals in Northern California. And, if you need faster access to care, we've got virtual urgent care available 24/7.



...Goes beyond the basics.

Access to quality care that goes beyond your doctors. It also includes chiropractic and acupuncture, mental health care, maternity support, and programs if you need help managing a chronic condition.



...We're here for you, literally.

Because we're regional, you get personalized support and help when you need it.

BASIC PLAN BENEFITS OVERVIEW 2024

learn more • westernhealth.com/calpers

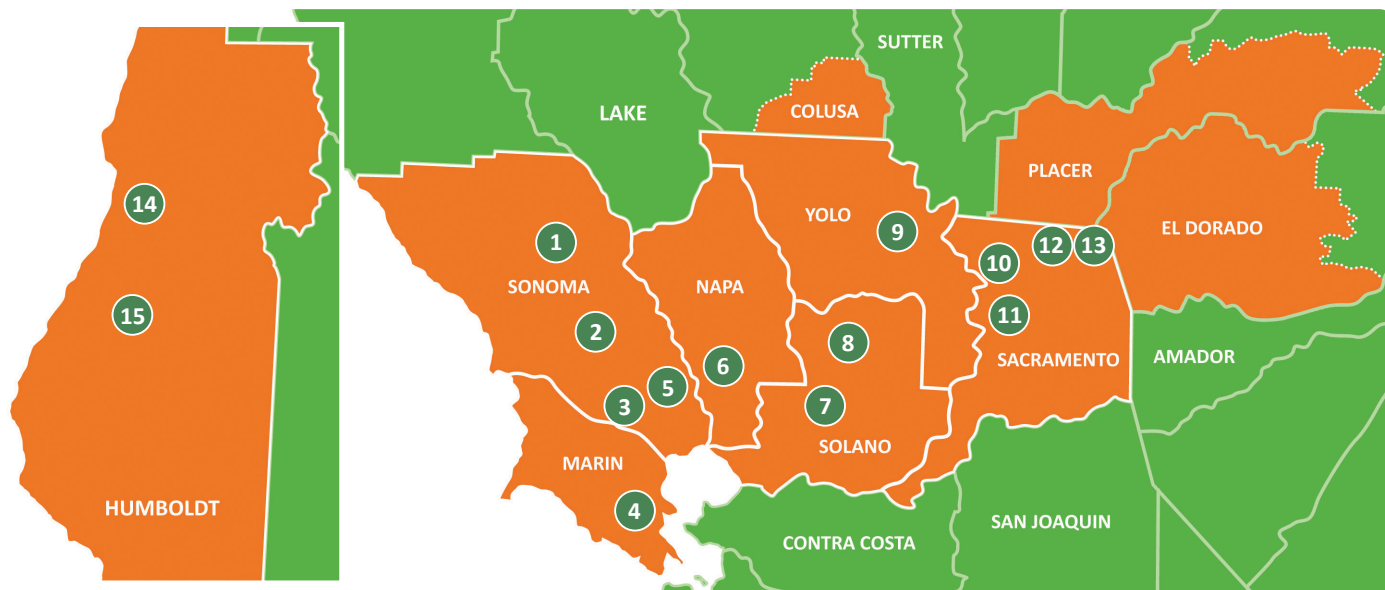


OUR NETWORK IN YOUR NEIGHBORHOOD



As a WHA member, you have choice and flexibility to find the right medical team for you.

We offer multiple medical groups to choose from, wherever you live, work and play. Together, these leading health systems offer over 3,200 primary care providers and specialists for your medical needs. Simply, use our **Find a Doctor** tool on our website to see if your doctor is in our network or search for doctors accepting new patients. For help finding providers that are right for you and your family, call our Member Services team.



Above is a general representation of the WHA service area (varies by plan). WHA network details subject to change.

Hospitals in the North Bay Area

1. **Healdsburg Hospital**
1375 University Avenue, Healdsburg, 95448
2. **Providence Santa Rosa Memorial Hospital**
1165 Montgomery Drive, Santa Rosa, 95405
3. **Petaluma Valley Hospital**
400 North McDowell Boulevard, Petaluma, 94954
4. **MarinHealth Medical Center**
250 Bon Air Road, Greenbrae, 94904
5. **Sonoma Valley Hospital**
347 Andrieux Street, Sonoma, 95476
6. **Providence Queen of the Valley Medical Center**
1000 Trancas Street, Napa, 94558

Hospitals in Solano County

7. **NorthBay Medical Center**
1200 B. Gale Wilson Boulevard, Fairfield, 94533
8. **NorthBay VacaValley Hospital**
1000 Nut Tree Road, Vacaville, 95687

Hospitals in the Greater Sacramento Area

9. **Woodland Memorial Hospital**
1325 Cottonwood Street, Woodland, 95695
10. **Mercy Hospital of Folsom**
1650 Creekside Drive, Folsom, 95630
11. **Methodist Hospital of Sacramento**
7500 Hospital Drive, Sacramento, 95823
12. **Mercy San Juan Medical Center**
6501 Coyle Avenue, Carmichael, 95608
13. **Mercy General Hospital**
4001 J Street, Sacramento, 95819

Hospitals in Humboldt County

14. **Providence St. Joseph Hospital Eureka**
2700 Dolbeer Street, Eureka, 95501
15. **Providence Redwood Memorial Hospital**
3300 Renner Drive, Fortuna, 95540

Visit westernhealth.com/calpers or call
888.942.7377 for or up-to-date information on
WHA's participating providers and facilities.



800.445.5747
hillphysicians.com



A Service of Dignity Health Medical Foundation

916.733.3333
mymercymedicalgroup.org



A Service of Dignity Health Medical Foundation

530.668.2600
dhmf.org/woodland



415.884.1840
meritagemed.com



707.646.5500
northbay.org



888.432.5464
providence.org

Find a Doctor and Access to Care

Upon enrollment, members must select a **primary care provider (PCP)** close to home or work to allow reasonable access to care. A member's PCP is responsible for coordinating medical care. PCPs can treat most health care needs, but should your provider determine that specialty care is needed, you will be referred to an appropriate clinical provider. WHA also gives you flexibility for access to specialists outside of your PCP's medical group with WHA's **Advantage Referral** program.



Search a full listing of primary care physicians, specialists, hospitals, pharmacies, and urgent care centers in your area. Narrow down and specify what's important to you through WHA's directory at westernhealth.com/calpers.

- Choose the type of clinical provider such as primary care or specialist, as well as hospitals so you can find care that's nearby to home, work or school.
- Use search filters when you have specific needs and preferences such as gender, language spoken, race/ethnicity.
- Some PCPs are in private, independent offices, while others are in a facility with various departments and specialties, labs and other services, all under one roof.
- Referrals are often a good way to find the right doctor for you and your family. Consider asking friends/colleagues for recommendations.
- Finally, capture your search results, download, and print out your selections.

For help finding a doctor, call WHA's **Member Services team at 888.942.7377**.



Continuity of Care

Receiving treatment from a non-network physician?

Out-of-network services are not covered unless prior authorized, except in an urgent or emergency situation. However, if you are a new member currently undergoing acute treatment with a non-participating provider, you may qualify for Continuity of Care (CoC). Contact WHA Member Services or access the CoC Form online at mywha.org/cocform to learn more.

Virtual Care Made Simple



There's a simplicity in accessing care with telehealth alternatives to traditional in-person office visits. When a network provider offers telehealth services, you have the same copayment that you would for an office visit. **WHA also provides additional virtual care options for enhanced convenience:**

- **Nurse advice line**, a 24/7 confidential advice line staffed with registered nurses available to answer your health questions and help with treatment options.
- **Teladoc®** for 24/7 urgent care virtual visits lets you connect with a health care professional by secure video chat or phone to get a diagnosis on minor injuries and illnesses such as colds or flu, minor cuts or burns, muscle strains or sprains, upset stomach or skin rashes, often within 15-30 minutes, without having to go to an urgent care facility.



If an urgent care situation arises while you are in WHA's service area, start by calling your PCP—any time of the day, including evenings and weekends. Your doctor or an on-call doctor may provide you with home care remedies, offer a virtual visit or direct you to seek care at the emergency room or your medical group's contracted urgent care center, if necessary.

Global Emergency Assistance

Anytime you travel 100 miles or more away from home, even in a foreign country, you benefit from support services from Assist America. Their experienced crisis management professionals work from a state-of-the-art operations center, 24 hours a day, 7 days a week, offering worldwide response capabilities to provide a range of services, from pre-trip health information and prescription assistance to lost luggage or care of minor children, in the event you have an emergency while traveling.

NOTE: WHA covers you for urgent care and emergency care services wherever you are in the world. Emergency room visits are not covered for non-emergency situations. When receiving urgent care telehealth services through Teladoc, all services shall be provided consistent with existing appointment standards and access requirements. If your plan has out-of-area benefits, members can access services either via telehealth or on an in-person basis. Certain conditions apply. Review your plan documents available at mywha.org/myplan for details on cost-sharing and balance billing protections.

HEALTH PLAN BENEFIT COST MATRIX



THIS MATRIX IS INTENDED TO BE USED TO HELP YOU COMPARE COVERAGE BENEFITS AND IS A SUMMARY ONLY. THE EVIDENCE OF COVERAGE AND DISCLOSURE FORM SHOULD BE CONSULTED FOR A DETAILED DESCRIPTION OF COVERAGE BENEFITS AND LIMITATIONS.

COST TO MEMBER	DESCRIPTION
Annual Deductible	
\$0	There are no deductibles for the medical benefits under this plan.
Annual Out-of-Pocket Maximum	
	The out-of-pocket maximum is the most a member will pay in a calendar year for covered services. Once copayment costs reach the annual out-of-pocket maximum, WHA will cover 100% of the covered services for the remainder of the calendar year. Amounts for non-covered services, and for certain covered services as noted below, do not count toward a member's out-of-pocket maximum.
\$1,500	Self-only coverage
\$1,500	Individual with Family coverage
\$3,000	Family coverage
Lifetime Maximum	
unlimited	There are no lifetime maximums for this plan
Preventive Care Services	
\$0	<p>Preventive care services, including related laboratory tests and radiology, as outlined under the Preventive Services Covered without Cost-Sharing section of the Evidence of Coverage and Disclosure Form (EOC/DF). See additional benefit information at mywha.org/preventive.</p> <ul style="list-style-type: none"> • Annual physical examinations and well baby care • Immunizations, adult and pediatric • Women's preventive services • Routine prenatal care and lab tests, first post-natal visit and breastfeeding support, supplies and counseling • Breast, cervical, prostate, colorectal and other generally accepted cancer screenings <p>Note: Procedures resulting from screenings are not considered preventive care. In order for a service to be considered "preventive," the service must have been provided or ordered by your PCP or OB/GYN, and the primary purpose of the visits must have been to obtain the preventive service. Otherwise, you will be responsible for the cost of the office visit as described in this benefit cost matrix.</p>
Professional Services	
\$15 per visit	Office or virtual visits, Primary Care Physician (PCP)
\$15 per visit	Office or virtual visits, specialist
\$0	Vision, hearing and audiological exams
\$0	Family planning services, including injectable contraceptives
Outpatient Services	
\$15 per visit	Outpatient surgery
\$0	<ul style="list-style-type: none"> • Performed in office setting • Performed in facility
	Dialysis, infusion therapy and radiation therapy
\$0	<ul style="list-style-type: none"> • Performed in office setting • Performed in facility
\$0	Laboratory tests, X-ray and diagnostic imaging
\$0	Allergy testing and allergy shots
Hospitalization	
\$0	<p>Facility fees – semi-private room and board and hospital services for acute care or intensive care, including:</p> <ul style="list-style-type: none"> • Newborn delivery (private room when determined medically necessary by a participating provider) • Use of operating and recovery room, anesthesia, inpatient drugs, X-ray, laboratory, radiation therapy, blood transfusion services, rehabilitative services, and nursery care for newborns
\$0	Professional inpatient services, including physician, surgeon, anesthesiologist and consultant services

COST TO MEMBER	DESCRIPTION
Urgent and Emergency Services	
\$15 per visit	Outpatient care to treat an injury or sudden onset of an acute illness within or outside the WHA Service Area:
\$15 per visit	<ul style="list-style-type: none"> Physician's office
\$15 per visit	<ul style="list-style-type: none"> Urgent care virtual visit
\$15 per visit	<ul style="list-style-type: none"> Urgent care center
\$50 per visit	<ul style="list-style-type: none"> Emergency room (waived if admitted)
\$0	<ul style="list-style-type: none"> Ambulance service as medically necessary or in a life-threatening emergency (including 911)
Durable Medical Equipment (DME)	
\$0	<p>Durable medical equipment, when determined by a participating physician to be medically necessary and when authorized in advance by WHA, including diabetic supplies, orthotics and prosthetics:</p> <ul style="list-style-type: none"> Diabetic supplies Orthotics and prosthetics Eyeglasses or contact lenses following cataract surgery
Behavioral Health Services: Mental Health Disorders and Substance Use Disorders	
\$15 per visit	<ul style="list-style-type: none"> Office or virtual visits and group therapy
\$0	<ul style="list-style-type: none"> Other outpatient items and services, including intensive outpatient, partial hospitalization, day treatment programs and home-based applied behavioral analysis for treatment of autism
\$0	<ul style="list-style-type: none"> Inpatient hospital services, including detoxification—provided at a participating acute care facility or residential treatment center
\$0	<ul style="list-style-type: none"> Inpatient professional services, including physician services <p>Mental health disorders means disturbances or disorders of mental, emotional or behavioral functioning, including Severe Mental Illness and Serious Emotional Disturbance of Children (SED).</p>
Other Health Services	
\$15 per visit	Physical, occupational and speech therapy—NOTE: The copayment listed is required for any physical, occupational or speech therapy rendered, regardless of the point of service or therapeutic intent.
\$0	Skilled nursing facility, semi-private room and board, when medically necessary and arranged by a primary care physician, including drugs and prescribed ancillary services, up to 100 days per calendar year
\$0	Home health care when prescribed by a participating physician and determined to be medically necessary
\$0	Habilitation and outpatient rehabilitative services
\$0	Inpatient rehabilitation
\$0	Hospice services
50% of charges*	Infertility testing and treatment services—artificial insemination**
\$15 per visit	<p>Acupuncture and chiropractic services, provided through Landmark Healthplan of California, Inc., no PCP referral required—NOTE: 20 visits per year maximum (acupuncture and chiropractic combined).</p> <ul style="list-style-type: none"> Acupuncture Chiropractic care**
Amounts in excess of maximum benefit	Hearing aids or ear molds; \$1,000 maximum benefit (one device per ear, every 36 months).** Hearing aids are covered at 100% in both ears every 36 months when medically necessary to prevent or treat speech and language development delay due to hearing loss.

Prescription Coverage**

Prescription drugs are not covered by WHA. They are covered through OptumRx, the supplemental coverage provided by your employer. More information about prescription drug coverage is available at optumrx.com/calpers.

Generic Formulary and prescribed over-the-counter contraceptives for women: \$0

Walk-in pharmacy (up to 30-day supply)

Generic Formulary medication: \$5
Brand Formulary medication: \$20
Non-Formulary medication: \$50

Mail Order (up to 100-day supply, up to \$1,000 annual max)

Generic Formulary medication: \$10
Brand Formulary medication: \$40
Non-Formulary medication: \$100

Mental Health & Substance Use Disorders



Acupuncture & Chiropractic Care



Behavioral Health

Optum is WHA's mental/behavioral health partner. Optum's approach to whole-person health care offers both virtual and in-person visits with thousands of mental health professionals available. There's a wealth of information, self-care tools, and services to support you or a family member in getting the care they need.

Optum offers a full spectrum of mental health and substance use disorder services (and facilities), along with tools and resources to support you and your family. Members can access a broad group of qualified mental health professionals and robust technology that supports Optum's network of over 5,500 in-person providers and over 3,000 virtual providers. Search **liveandworkwell.com** (access code: WHA) to find a behavioral health provider.

Optum's **Live and Work Well** portal provides a resource to screen symptoms, get triaged to the most suitable care, and helps facilitate an easy way to search for mental health professionals that's convenient. By consolidating our mental health services from Optum with retail pharmacy services through OptumRx, and existing Optum Disease Management programs, WHA members can benefit from integrated services.

Alternative Medicine

Your health plan includes acupuncture services and chiropractic care, provided by our partner, Landmark Healthplan of California, Inc. PCP referral is not required to receive covered services.

- **Acupuncture** benefit covers treatment of pain related to acute neuromusculoskeletal conditions such as dysfunction of the neck, back or joints, headaches, carpal tunnel, arthritis, allergies and asthma. Typically covered acupuncture services include: evaluation, manual stimulation, electroacupuncture, moxibustion, acupressure, and cupping.
- **Chiropractic** benefit covers treatment of pain related to acute neuromusculoskeletal conditions such as low back pain, sprains and strains, headaches, neck pain and muscle spasms. Typically covered chiropractic services include: history, conjunctive physiotherapy, examination, x-rays, and manipulation.

Go online to **westernhealth.com/calpers** under Alternative Medicine to search Landmark Healthcare's provider directory or call **800.298.4875** to locate a participating nearby practitioner. For further details, visit Landmark's website to review the combined Summary of Benefits/Evidence of Coverage based on your plan type.

BEYOND THE BASICS

You deserve every opportunity to reach your health and wellness goals. Take advantage of these WHA programs and resources designed to support you in living a healthy lifestyle.

- **KAIA HEALTH** is an innovative digital physical therapy program and app to help with back, neck, and knee pain. This is ideal for those who can't always get to in-person therapy or travel to appointments, which often get in the way of getting the care you need. Kaia's computer vision technology features real-time automated exercise feedback, function assessment, and gamified warm-ups for virtual therapy that is accessible anytime or anywhere.
- **LIVONGO® FOR HYPERTENSION** provides advanced tools to help manage high blood pressure, such as a connected blood pressure monitor sent directly to you, real-time advice on your readings, and one-on-one coaching and support. Those who have been diagnosed with hypertension (high blood pressure) may enroll in this program at no added cost with a WHA health plan.
- **REAL APPEAL: DIABETES PREVENTION** from Optum is for members who are at risk for type 2 diabetes. This no-cost program is designed to help participants take small, doable steps that lead to big results. Participants receive personalized coaching, tracking tools, weekly online group classes and a kickoff success kit that includes a scale, pedometer, exercise DVDs and more.
- **VIRTA HEALTH** is a telehealth program that reverses type 2 diabetes by helping participants lower blood sugar and A1C, reduce or eliminate diabetes medications, and lose weight. We have hundreds of members in the program and already seeing great results. The coaching, services, and supplies, which is a value estimated at \$3,000, are included at no added cost for eligible plan members.
- **NUTRITIONAL COUNSELING** is available to support weight management issues. Whether dealing with issues of obesity, eating disorders, or needed weight gain, talk to your doctor to see if you meet specified medical criteria, so you can get a referral to a nutritionist for visits. You'll have the same cost-sharing that you would have for a primary care office visit.



Coverage depends on eligibility at the time of service. Refer to your EOC/DF for cost-sharing details.

- **WELLNESS DISCOUNTS**

ChooseHealthy® provides savings on wellness products and services to help you discover new ways to live better every day. The program includes product discounts of up to 50% on popular health and fitness brands, such as FitBit, Garmin, SunBasket, Skechers, and more. You also save money on therapeutic massage services through a network of practitioners. There's also no-cost online health classes and other services to support your healthy lifestyle.

- **PREVENTIVE CARE RESOURCES**

Preventive health guidelines are designed to help you make more informed decisions about your health. These include health screenings, wellness exams, and other services that are available to you at no additional cost, starting at birth through adulthood. Members also get easy-to-read, up-to-date immunization schedules as recommended by the Centers for Disease Control and Prevention.

- **CHRONIC CONDITION MANAGEMENT**

WHA provides access to disease management programs at no additional cost. The programs offer individuals living with a chronic illness access to helpful resources and a care manager to help them manage and control their condition, such as asthma; congestive heart failure; coronary artery disease; chronic obstructive pulmonary disease; diabetes; and high-risk maternity.

- **FITNESS CENTER PARTNERSHIPS**

WHA gives you reason to get active through our gym and fitness center partnerships. Active&Fit Direct® gives members access to a wide range of fitness centers for a minimal monthly fee. Visit our website for a list of current partners and locations.

- **PERSONAL HEALTH ASSESSMENT**

Healthyroads™ is an online health and well-being management tool where members can complete an annual personal health assessment (PHA) and get a health scorecard that connects them with resources and information to help them create an action plan and improve their health/score. It's a terrific proactive tool to further your health journey.

- **PREGNANCY SUPPORT**

Maven Maternity program offers WHA members and their partners access to virtual care for pregnancy and postpartum. Use Maven for 24/7 support from doctors, specialists, and coaches, along with trusted content tailored to your parenthood journey.

- **COMMUNITYFIT CLASSES**

Join our popular online classes designed to boost confidence in body and mind. Led by a personal trainer, these creative exercises help you develop strength and movement, and generally, stress less and feel your best.

- **WORKSHOPS & SUPPORT GROUPS**

Access instructor-led health education programs sponsored by our network's medical groups. Find classes or support groups in diabetes, lung health, nutrition, orthopedics, parenting, pregnancy and childbirth, smoking cessation. Unless otherwise noted, most classes are free.

- **ONLINE HEALTHY RECIPE LIBRARY**

You can browse hundreds of healthy recipes from reputable non-profit health organizations such as: American Heart Association, American Diabetes Association and American Cancer Society. The benefits of a nutritionally sound lifestyle are countless and include decreased risk for and treatment of infections and disease, improved emotional well-being, healthy weight management and lengthened longevity.

Western Health Advantage complies with applicable Federal and California civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, as applicable. Western Health Advantage does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Western Health Advantage:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Member Services Manager at 888.WHA.PERS (888.942.7377) and find more information online at <https://www.westernhealth.com/legal/non-discrimination-notice/>.

If you believe that Western Health Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance by telephone, mail, fax, email, or online with: Member Services Manager, 2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833, 888.942.7377, 711 (TTY), 916.568.0126 (fax), whapers@westernhealth.com, <https://www.westernhealth.com/legal/grievance-form/>. If you need help filing a grievance, the Member Services Manager is available to help you. For more information about the Western Health Advantage grievance process and your grievance rights with the California Department of Managed Health Care, please visit our website at <https://www.westernhealth.com/legal/grievance-form/>.

If there is a concern of discrimination based on race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Website: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>; Mail: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; Phone: 800.368.1019 or 800.537.7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH

If you, or someone you're helping, have questions about Western Health Advantage, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 888.942.7377 or TTY 711.

SPANISH

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Western Health Advantage, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 888.942.7377, o al TTY 711 si tiene dificultades auditivas.

CHINESE

如果您，或是您正在協助的對象，有關於Western Health Advantage方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話888.942.7377或聽障人士專線(TTY) 711。

VIETNAMESE

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Western Health Advantage, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số 888.942.7377, hoặc gọi đường dây TTY dành cho người khiếm thính tại số 711.

TAGALOG

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Western Health Advantage, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 888.942.7377 o TTY para sa may kapansanan sa pandinig sa 711.

KOREAN

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Western Health Advantage에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 888.942.7377이나 청각 장애인용 TTY 711로 연락하십시오.

ARMENIAN

Եթե Դուք կամ Ձեր կողմից օգնություն ստացող անձը հարցեր ունի Western Health Advantage-ի մասին, Դուք իրավունք ունեք անվճար օգնություն և տեղեկություններ ստանալու Ձեր նախընտրած լեզվով: Թարգմանչի հետ խոսելու համար զանգահարե՛ք 888.942.7377 համարով կամ TTY 711՝ լսողության հետ խնդիրներ ունեցողների համար:

PERSIAN-FARSI

اگر شما، یا کسی که شما به او کمک میکنید، سوال در مورد Western Health Advantage (وسترن هلث آدوانتیج) داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. لطفاً با شماره تلفن 888.942.7377 تماس بگیرید. افراد ناشنوا می توانند به شماره 711 پیام تاپیی ارسال کنند

RUSSIAN

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Western Health Advantage, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 888.942.7377 или воспользуйтесь линией ТТУ для лиц с нарушениями слуха по номеру 711.

JAPANESE

ご本人様、またはお客様の身の回りの方でも、Western Health Advantageについてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、888.942.7377までお電話ください。聴覚障がい者用TTYをご利用の場合は、711までお電話ください。

ARABIC

إن كان لديك أو لدى شخص تساعد أسئلة بخصوص Western Health Advantage، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 888.942.7377، أو برقم الهاتف النصي (TTY) لضعاف السمع 711.

PUNJABI

ਜੇਕਰ ਤੁਸੀਂ, ਜਾਂ ਜਿਸ ਕਿਸੇ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ Western Health Advantage ਬਾਰੇ ਸਵਾਲ ਹਨ ਤਾਂ, ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਦੁਆਰੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.942.7377 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 711 'ਤੇ ਕਾਲ ਕਰੋ।

CAMBODIAN-MON-KHMER

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលកំពុងជួយអ្នក មានសំណួរអំពី Western Health Advantage ទេ, អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មាន នៅក្នុងភាសាបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.942.7377 ឬ TTY សម្រាប់ អ្នកគ្រូចៀកជូន តាមលេខ 711។

HMONG

Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Western Health Advantage, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 888.942.7377 los sis TTY rau cov neeg uas tsis hnov lus zoo nyob ntawm 711.

HINDI

यदि आप, या जिस किसी की आप मदद कर रहे हो, के Western Health Advantage के बारे में प्रश्न हैं तो, आपको अपनी भाषा में मदद तथा जानकारी प्राप्त करने का अधिकार है। दुआशिए के साथ बात करने के लिए, 888.942.7377 पर या पूरी तरह श्रवण में असमर्थ टीटीवाई के लिए 711 पर कॉल करो।

THAI

หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.942.7377 หรือใช้TTY สำหรับคนหูหนวกโดยโทร 711



WE'RE HERE FOR YOU

Need help? We're just a phone call away. If you have a question about your health care coverage, or want help finding a clinical provider who meets your personal health care needs, a local Western Health Advantage Member Services representative is here to help. We know managing your health care benefits can sometimes be overwhelming, and our goal is to help you every step of the way. Thank you for giving us the opportunity to serve your health care needs.

CONTACT WHA MEMBER SERVICES

- **Call:** 888.WHA.PERS (888.942.7377) toll-free; 711 TTY
- **Email:** whapers@westernhealth.com
- **Available:** 7 days a week, 7 a.m. to 8 p.m.
- **Secure Message:** Available by logging into your **MyWHA account** and visiting our Contact Us web page. We will respond to your inquiry within one business day.

ACCESS YOUR ONLINE MYWHA ACCOUNT

One of the most important steps to take in managing your health plan, is setting up and accessing your **MyWHA account**. WHA gives you access to your personal account through this secure, member-only website. Log on to find a wealth of resources that will help you get the most from your health plan. After creating your MyWHA account, you will be able to: Print a temporary or request a replacement member ID card; Change your primary care physician (PCP); Review your plan documents; Review your accrual toward annual out-of-pocket expenses.

VIEW YOUR ACCUMULATOR

It is important to keep track of your deductibles (if applicable) and your out-of-pocket maximum. You must pay for all of the costs from providers up to the deductible, except for preventive care which is covered 100%. After the deductibles are met, you will only pay a co-payment for care provided, when applicable, up to the annual out-of-pocket maximum. WHA has done all the work for you with our Online Accumulator in your **MyWHA account**.

MOBILE APP FOR SMARTPHONES

Download our mobile app for on-the-go access easily available from the App Store and Google Play at no cost. **MyWHA App** gives you the opportunity to: Access your digital member ID card; Email or fax your ID cards right from your phone; Reach your PCP and get a map to the office; Look up details about your plan; and Access WHA's Member Services, NurseLine, and Assist America.



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Talk to a CalPERS health benefits officer or you can call WHA at **888.WHA.PERS** (888.942.7377) toll-free; 711 TTY.