



Complete Coverage and Care: Locally Grown.

PARTNERS IN CARE



## Introduction

When considering health care options for you and your family, you want affordable medical care with access to our area's leading primary and specialty care physicians. That care extends to local, top-notch hospitals and clinics that are close to home, work or school.

Western Health Advantage—the local plan founded by doctors—enjoys a close relationship with Providence, a leading health care provider in Sonoma, Napa and Humboldt counties. Together, Western Health Advantage and Providence offer comprehensive coverage and quality health care choices, including access to award-winning\* doctors from Providence Medical Network.

As a patient at Providence and Providence Medical Network, you have access to health care's brightest minds and biggest hearts across Northern California. Along with your primary care provider, you are connected to six Hospitals, multiple urgent cares conveniently located throughout the region, and a wide network of care including over 800 primary care, specialty, and hospital-based providers.

Providence and Western Health Advantage share a common goal: providing the most advanced treatments and technologies, along with compassionate care. We partner with you, knowing that good health is a most precious gift. Should you need to access medical care beyond your primary care physician's office, know that Providence and Western Health Advantage work together to assure coordinated care with one goal in mind — keeping you healthy. Visit [westernhealth.com/Providence](https://westernhealth.com/Providence) to learn more.

\*Top 10% Performance in Total Cost of Care Domain (Napa); 2021 Target BP & Type 2 Diabetes Participant Recognition (Sonoma, Humboldt and Napa).







## Western Health Advantage | Quality without Compromise

A leading health plan in Northern California, Western Health Advantage (WHA) has provided comprehensive health benefits and services for over two decades. Today, we support over 100,000 members and more than 5,000 employers. WHA helps members stay healthy and facilitates the quality care they need.

### **Comprehensive health coverage with personalized care**

Western Health Advantage HMO plans connect you to medical care from exceptional primary care and specialty physicians who make up a broad network. When you enroll in a WHA HMO, you choose a primary care physician (PCP) who coordinates all of your care. In fact, you can even choose a different type of PCP for each member of your family. Your PCP is your single point of contact, getting to know you personally, along with your health history. This personalized care enables your PCP to diagnose health issues early on, and helps you manage any health concerns.

WHA's portfolio of health plans—for individuals and families, small and large employers, and retirees—connect you to quality care from exceptional Providence doctors and hospitals that our communities have come to know and trust.

### **Respecting the Doctor—Patient Relationship**

Health plans must allow for medical decisions to be made by medical professionals. Western Health Advantage does not get in the way of the decisions you and your doctor make for your care. That confidence comes from the strong relationships we have with the doctors and hospitals in our network, giving members greater choice when making medical decisions.

When facing a medical issue or crisis, it is easy to get overwhelmed. WHA works closely with our clinical provider partners to help you better understand a diagnosis as well as get the resources, programs, and access to health systems available to you and your family.

You trust your doctor to give you the best care possible and your doctor trusts WHA. In fact, nearly 94% of our providers would recommend WHA to other physicians.

### **Regional and Reliable**

Western Health Advantage members are simply a click or phone call away from the local support. The close relationship between health plan, provider, and patient keeps your care at the center of all we do. We're confident that you will not only receive great care, but a great member experience.

Because Western Health Advantage is regional, our ties to the communities we serve are strong. We know the area and our network of doctors and hospitals very well, so there are no delays in the decision-making needed when it comes to your care.

You can be confident in the coverage and exceptional care available to you and your family, because we go beyond simply being here for when you are sick.



## Programs and Services for Living Well

Western Health Advantage's programs and services give members choices that support a healthy lifestyle. WHA's easy-to-use online tools let members access plan information and facilitates care so you can live your best life. Your WHA plan includes benefits to support you in mind, body and spirit with quality wellness programs (at no added cost) that support optimum health.

**Preventive Care**—Your WHA plan coverage includes preventive services such as routine exams, screenings and vaccinations, available at little or no cost to members. Ongoing email communications, health newsletters, and a quarterly Advantage Magazine, remind members how to get the most out of your WHA health plan.

**Mental Health**—WHA partners with Magellan Healthcare to provide members access to mental health and substance abuse services. No referrals needed, and most importantly, you can also see a doctor or therapist virtually—from work or home.

**Virtual Care**—Offering a variety of telehealth options—by secure video chat or phone—WHA delivers more convenience in getting care, even when members can't leave work or home. Care available 24/7 from Nurse24 (by phone) and Teladoc (for urgent care for when you can't reach your PCP).

**Support for Chronic Conditions (Disease Management)**—Through Optum and other partners, members gain support and resources for managing a complex condition. It could be education, or more hands-on support from a case manager, you have personalized support when you need it.

**Diabetes Reversal**—For members with type 2 diabetes, we've partnered with Virta Health to reverse diabetes through an innovative, telehealth program that helps you lower your A1c, reduce or eliminate diabetes medications, and lose weight.

**Wellness Programs**—Helping you feel healthy every day is important to us. Members may take part in CommunityFIT classes, get recipe ideas from our MyWHA Wellness videos, and enjoy health and wellness tips. Access health and wellness deals through the ChooseHealthy® program and enroll in fitness center memberships through the Active&Fit Direct™ program. All of these programs keep your health and fitness top-of-mind.



## Providence—Health for a Better World

Providence Northern California is a not-for-profit network of hospitals, physicians, clinics, home and affiliated health services that provides patient care across three counties: Humboldt, Napa and Sonoma. With six hospitals and over 100 affiliated outpatient facilities, Providence Northern California has delivered a high level of care with compassion, dignity, and integrity for more than 100 years.

With the Providence Medical Network, you gain access to over 800 clinical providers as well as a vast range of award-winning health care services, including primary care, cancer treatment, advanced heart and vascular care, orthopedics, neurology, women's health, telehealth, and more.

Our extensive network of facilities, providers, community health programs, advocacy efforts, and health initiatives, continually strives to meet the health needs of our communities and invests in programs that make our counties better places to live, work, learn, and prosper.

We are pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible, and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone. We help people and communities benefit from the best health care for the future—today.

### Timely and Convenient Access to Care

Providence offers timely and convenient access to care with same day walk-in visits, telehealth appointments and 24/7 access to our Nurse Advice Line.

# 24/7

## Specialty Services Spotlight

### Providence Santa Rosa Memorial Hospital—Level II Trauma Center

As the designated Trauma Center on the north coast between the Golden Gate Bridge and the Oregon border, Santa Rosa Memorial Hospital cares for the most severe emergency cases and injuries.

### Heart & Vascular Institute

Providence treats over 80% of the region's emergency heart attack patients. With a focus on advanced interventional and minimally invasive procedures, patients with heart conditions can expect a high likelihood of success with reduced recovery times and fewer medical complications.

### Neurosurgery & Spine Center

Recognized as a Blue Distinction Center for Spine Surgery by Blue Shield of California, our expert team of highly skilled and extensively trained neurosurgeons and orthopedic surgeons successfully treats a wide spectrum of neurological and cranial disorders.

### Cancer Care & Research

Our Regional Cancer Care offers medical, neurological and radiation oncology at four outpatient cancer centers in Sonoma, Mendocino, and Lake counties. As a Women's Choice-certified Breast Center and the area's only dedicated inpatient oncology unit, we have earned accreditation from the American College of Surgeons Commission on Cancer for providing the highest level of quality cancer care.



## Designated Community Neonatal Intensive Care Unit (NICU)

Designated by California Children's Services (CCS), the Level III Intensive Care Nursery at Santa Rosa Memorial Hospital, and Queen of the Valley Medical Center's Woman's Choice award-winning intensive care nursery provide exceptional care to fragile, critically ill newborns.

## Certified Primary Stroke Centers

Four of our regional hospitals are Joint Commission Certified Primary Stroke Centers. Each facility's Emergency Department is prepared to quickly identify and treat stroke patients with the guidance of a board-certified neurologists. Our Acute Rehabilitation Unit and rehabilitation programs provide post-stroke recovery care for optimal recovery.

## Language and Interpreter services

Our facilities provide interpreter services for our non-English speaking and hearing-impaired patients and their families. In addition, qualified bilingual staff can be available to aid with oral interpretation and clinical areas are equipped with video telecommunication (iPads), dual handset/cordless telephones for the delivery of remote interpreting.

**To find a doctor or learn more about our services, call 877.241.0512 and speak to one of our Providence Care Liaisons, or visit [Providence.org](https://www.providence.org).**



## Providence Medical Group

Since 2008, Providence Medical Group has grown steadily and represents high-quality primary care and specialty services across Sonoma, Napa and Humboldt counties. Our health care professionals are local members of the community and take pride in offering compassionate primary and specialty care from infants to seniors, and every stage in-between.

With the introduction of our own managed care network, known as Providence Medical Network, we provide a satisfying and comprehensive care experience for our patients and their families. Providence Medical Network includes more than 800 providers comprised of Providence Medical Group and our Affiliated Physicians. With Providence Medical Group you'll enjoy great benefits such as:

**MyChart**—Use our MyChart account and app to access your online health record wherever you are. With MyChart you can message your care team, schedule appointments, check-in for your appointment, view test results the same time as your physician, renew prescriptions and pay your bills.

**In-Person and Telehealth Visits**—Reserve your first appointment and follow-up visits with your provider through online scheduling. Book for an in-person or telehealth visit to schedule routine office visit, annual wellness exam, physical or well woman exam, and well child check (ages 3 and up). With telehealth visit, meet with your provider face-to-face using a smart phone, tablet, or computer and receive the same great care from the convenience of your home.

**24/7 Nurse Advice Line**—Did your baby develop a fever in the middle of the night? Think you sprained your ankle running your Saturday afternoon errands? One call to the Nurse Advice Line can help you determine your next step in after-hours care. Whether it's taking a pain reliever or heading to one of our urgent care locations, our trained registered nurses help you decide. We take calls for both adult and pediatric concerns.

**Urgent Care**—We know that getting sick doesn't happen on a 9 to 5 schedule. We make it our priority to get help whenever you need it most. Our urgent care locations are designed around you. Providence Medical Group physicians are dedicated to your care and to treatment that is defined by kindness and compassion.

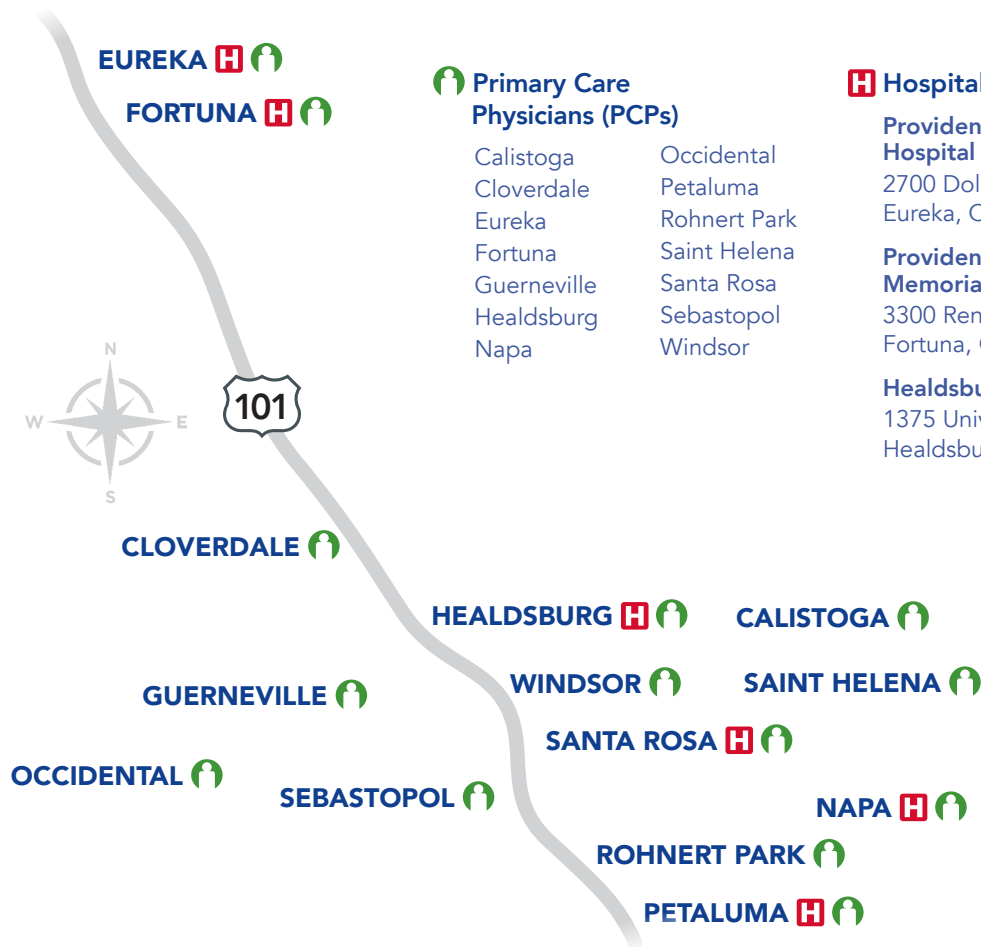
## WHA and Providence | Partners in Care

The long-standing relationship between Western Health Advantage and Providence means your care decisions are made quickly, without delay. Our partnership assures that access to innovative treatment and leading-edge care are integrated. Together with the exceptional physicians, specialists and hospitals in the Providence system, Western Health Advantage members enjoy the benefits of a solid foundation of making the health care experience better—and easier—for you.

### Need help? You can get it!

In addition to our self-service tools that are accessible on our mobile app and online, you can count on WHA and Providence to take care of you, with exceptional service from our team of member services and medical professionals.

# Providence Northern California



## Hospital Locations

**Providence St. Joseph Hospital Eureka**  
2700 Dolbeer St.  
Eureka, CA 95501

**Providence Redwood Memorial Hospital**  
3300 Renner Dr.  
Fortuna, CA 95540

**Healdsburg Hospital**  
1375 University Ave.  
Healdsburg, CA 95448

**Providence Santa Rosa Memorial Hospital**  
1165 Montgomery Dr.  
Santa Rosa, CA 95405

**Petaluma Valley Hospital**  
400 N McDowell Blvd.  
Petaluma, CA 94954

**Providence Queen of the Valley Medical Center**  
1000 Trancas St.  
Napa, CA 94558

## Primary Care Physicians (PCPs)

Calistoga  
Cloverdale  
Eureka  
Fortuna  
Guerneville  
Healdsburg  
Napa  
Occidental  
Petaluma  
Rohnert Park  
Saint Helena  
Santa Rosa  
Sebastopol  
Windsor

## New Patient Concierge Lines

Need help finding a doctor? For help selecting a new doctor or scheduling a first appointment, call our New Patient Concierge Lines:

Sonoma: **707.890.4147**

Napa: **707.257.4154**

Humboldt: **707.268.2600**

[Providence.org/PMNNorCal](https://www.providence.org/PMNNorCal)

## Our Services

Acute Care  
Behavioral Health  
Breast Surgery  
Cardiology  
Clinical Trials & Research  
Critical Care Medicine  
Developmental Pediatrics  
Emergency Medicine  
Endocrinology  
Family Medicine  
Gastroenterology  
General Surgery  
Genetic Counseling

Gynecology  
Hematology  
Infectious Disease  
Internal Medicine  
Laboratory & Diagnostic Testing  
Medical Oncology  
Nephrology  
Neurology  
Neurosurgery  
Obstetrics  
Oncology  
Ophthalmology  
Otolaryngology (Ears, Nose & Throat)

Orthopedics  
Pain Management  
Palliative Care & Hospice  
Pediatrics  
Physical Therapy  
Rehabilitation Services  
Podiatry  
Preventive Medicine  
Primary Care  
Pulmonary Medicine  
Radiation Oncology  
Rheumatology  
Senior Care/Geriatrics

Sleep Medicine  
Skilled Nursing  
Sports Medicine  
Total Joint Replacement  
Trauma Surgery  
Urology  
Vascular Surgery  
Weight Loss & Bariatric Surgery  
Wound Care & Hyperbaric Treatment



[westernhealth.com/Providence](https://www.westernhealth.com/Providence) or [Providence.org](https://www.providence.org)  
916.563.2250 or 888.563.2250 toll-free  
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