



Western  
Health  
Advantage



## A Health Plan for Life Western Health Advantage



**YOUR HEALTH BENEFITS** | 2020

[westernhealth.com/calpers](https://westernhealth.com/calpers)

advantage > you



Western  
Health  
Advantage



the WHA advantage



## we're passionate about health care

We're all about helping people obtain quality health care. We are here to help you stay healthy and facilitate the care you need when you need it.

## we've got you covered

As a health plan created by doctors and hospitals, we support the doctor-patient relationship and offer flexible access to quality providers close to your home and work.

## we're always here for you

We provide our members with access to a variety of preventive health information and resources from 24/7 nurse advice to travel assistance services.

## we're community-focused

We strengthen our neighborhoods and enrich the lives of community members by supporting local organizations.



### WHA CalPERS Member Services Team

7 days a week, 7 a.m. to 8 p.m.

888.WHA.PERS (888.942.7377)

whapers@westernhealth.com

[westernhealth.com/calpers](http://westernhealth.com/calpers)

# our medical groups .....

We are proud of our provider network – and you will be too.



**Hill Physicians – Sacramento**

Call 800.445.5747  
Visit [hillphysicians.com](http://hillphysicians.com)

**Mercy Medical Group**

Call 916.733.3333  
Visit [mymercymedicalgroup.org](http://mymercymedicalgroup.org)

**Meritage Medical Network**

Call 415.884.1840  
Visit [meritagemed.com](http://meritagemed.com)

**NorthBay Healthcare**

Call 707.646.5500  
Visit [northbay.org](http://northbay.org)

**St. Joseph Health Medical Network**

Call 844.234.0951  
Visit [psjhmedgroups.org/Northern-California](http://psjhmedgroups.org/Northern-California)

**Woodland Clinic**

Call 530.668.2600  
Visit [woodlandhealthcare.org](http://woodlandhealthcare.org)

# our referral program .....

While your PCP will treat most of your health care needs, if he or she determines that you require specialty care, you will be referred to an appropriate provider. You have choices for specialists beyond the medical group of your selected PCP.

**Western Health Advantage’s Advantage Referral**

WHA’s Advantage Referral program provides members with access to specialists from these medical groups, expanding access to specialty care outside of their PCP’s medical group:

- Hill Physicians Medical Group – Sacramento
- Mercy Medical Group [Dignity Health]
- Meritage Medical Network
- NorthBay Healthcare Group
- St. Joseph Health Medical Network
- Woodland Clinic Medical Group [Dignity Health]



# DIRECTORY SEARCH



**Search a full listing of primary care physicians, specialists, hospitals, pharmacies and urgent care centers in your area.**

Visit [westernhealth.com/calpers](https://westernhealth.com/calpers); select Find a Doctor, Provider Directory and then follow this step-by-step resource to help deliver the results that you are looking for.

## 1. Choose the type of provider you are looking for:

- Primary Care Physician (PCP) — choose from: Family Medicine; General Practice; Internal Medicine; and Pediatrics.
- Specialist — examples include: Allergy; Cardiology; Dermatology; Obstetrics/ Gynecology; Oncology; and Podiatry.
- Facility — examples include: Hospitals/ Emergency Rooms; Pharmacies; Laboratories; and Urgent Care Centers.

## 2. Use optional search filters:

- If you would like to narrow your search to a specific type of PCP, specialist or facility, select the type from the drop-down menu.
- If you are looking for a specific provider or facility, enter the provider's last name or facility name and click submit.

## 3. Navigate search results:

- To get additional details about a provider, click on their address.
- From the map view, click the red marker to get additional details about the provider.
- To continue filtering your search results, choose the filter results option located at the top of your search results.

## 4. Select advanced filters to define your search:

From the filter results menu, narrow down your search results by:

- Provider type
- Specialty
- Panel status
- Languages spoken
- Gender
- Medical group affiliation
- Effective date
- Referral program

## 5. Capture your search results:

Once you've completed your search, simply click print results to generate a downloadable and printable PDF.



## Your Plan: Western Health Advantage (HMO)

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 (EOC/DF) AND PLAN CONTRACT SHOULD BE CONSULTED FOR A DETAILED DESCRIPTION OF COVERAGE BENEFITS AND LIMITATIONS.

### member

#### responsibility 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

### cost to member Preventive Care Services

\$0 Preventive care services, including related laboratory tests and radiology, as outlined under the Preventive Services Covered without Cost-Sharing section of this Evidence of Coverage and Disclosure Form (EOC/DF):

- 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

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 copayment summary.

#### Professional Services

\$15 per visit Office visits, Primary Care Physician (PCP)

\$15 per visit Office visits, specialist

\$0 Vision, hearing and audiological exams

\$0 Family planning services, including injectable contraceptives

#### Outpatient Services

Outpatient surgery

\$15 per visit • Performed in office setting

\$0 • Performed in facility

Dialysis, infusion therapy and radiation therapy

\$0 • Performed in office setting

\$0 • Performed in facility

\$0 Laboratory tests, X-ray and diagnostic imaging

\$0 Allergy testing and allergy shots

#### Hospitalization

\$0 Facility fees – semi-private room and board and hospital services for acute care or intensive care, including:

- 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 **Urgent and Emergency Services**

Outpatient care to treat an injury or sudden onset of an acute illness within or outside the WHA Service Area:

- \$15 per visit • Physician's office
- \$15 per visit • Urgent care center
- \$50 per visit • Emergency room (waived if admitted)
- \$0 • Ambulance service as medically necessary or in a life-threatening emergency (including 911)

### **Durable Medical Equipment (DME)**

- \$0 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:
  - Diabetic supplies
  - Orthotics and prosthetics
  - Eyeglasses or contact lenses following cataract surgery

### **Behavioral Health Services: Mental Health Disorders and Substance Abuse**

- \$15 per visit • Office visits and group therapy
- \$0 • Other outpatient items and services, including intensive outpatient, partial hospitalization, day treatment programs and home-based applied behavioral analysis for treatment of autism
- \$0 • Inpatient hospital services, including detoxification—provided at a participating acute care facility or residential treatment center
- \$0 • Inpatient professional services, including physician services

Mental health disorders means disturbances or disorders of mental, emotional or behavioral functioning, including Severe Mental Illness and Serious Emotional Disturbance of Children (SED).

### **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 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).
  - Acupuncture
  - Chiropractic care\*\*

Amounts in excess of maximum benefit Hearing aids or ear molds; \$1,000 maximum benefit per 36 months\*\*

## **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 [www.optumrx.com/calpers](http://www.optumrx.com/calpers).

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

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

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

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

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

\* Charges are based upon WHA's contracted rates.

\*\* Copayments do not contribute to the medical out-of-pocket maximum.



# MENTAL HEALTH



**Behavioral health and substance abuse services without a referral from your primary care provider.**

**Find the care you need close to home or work. Search WHA's customized Magellan provider directory at [westernhealth.com/calpers](https://westernhealth.com/calpers). Using the Provider Directory, choose the Behavioral Health Provider button.**

Follow the link to the Magellan website, create an account and discover the online resource available to WHA members. Use interactive tools like self assessments and calculators or browse the on-demand learning topics, which include:

- Coping with stress and anxiety
- Creating work-life balance
- Parenting and relationship help
- Wellness and healthy living

**This information is a summary of the highlights of behavioral health coverage included in WHA plans.** For complete benefit information, members can refer to the Combined Evidence of Coverage and Disclosure Form (EOC/DF) on [westernhealth.com/calpers](https://westernhealth.com/calpers); also available upon request.

## **As a WHA member, your behavioral health benefits are managed through our partner, Magellan Health.**

Benefits may include inpatient care, outpatient care, psychiatrist evaluation and office visits, and substance abuse treatment, as defined in your plan. Magellan care managers are skilled mental health and substance abuse experts. They work as an advocate for you. Their purpose is to assess your situation and ensure that you or your eligible dependents receive the type of assistance or care required to help relieve your concern or resolve your problem in a timely way.

## **Video conferences with counselors now available!**

- Faster access to mental health services
- Flexible appointment times
- Completely confidential
- Save time and money by not commuting to a counselor's office





# ALTERNATIVE MEDICINE

**Complementary and alternative medicine benefits are provided by our partner, Landmark Healthplan of California, Inc.**

Your medical plan includes up to 20 visits annually [acupuncture and chiropractic care combined].

Copayment: \$15 per visit (chiropractic services do not contribute to annual out-of-pocket maximum).

PCP referral is not required to receive covered services.



**Acupuncture.** 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
- Cupping



**Chiropractic services.** 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
- Manipulation

This information is a summary of the highlights of behavioral health coverage included in WHA plans. For complete benefit information, members can refer to the Combined Evidence of Coverage and Disclosure Form (EOC/DF) on the available at [westernhealth.com/calpers](http://westernhealth.com/calpers); also available upon request.



# HEALTH & WELLNESS



**WHA believes you deserve every opportunity possible to reach your health and wellness goals. As a WHA member you have access to a complete suite of programs and resources.**

- Online, personal wellness portal
- Preventive care resources
- Diabetes prevention program
- Disease management programs
- 24/7 nurse advice via chat or phone
- Gym and fitness center discounts
- Instructor-led classes and support groups

Visit [westernhealth.com/calpers](https://westernhealth.com/calpers) and discover more under Health & Wellness.

## Online, personal wellness portal

WHA's online wellness program keeps your health status right at your fingertips. MyWHA Wellness helps you set realistic wellness goals while providing the tools you need to achieve those goals.

Your health and wellness portal is the central hub for all wellness program components. Once you create your new online account, you can get started by taking the wellness assessment. It will give you a wellness score along with a personalized report about your medical and behavioral health risks.

Within the portal you can set individual health goals, get personalized action plans, track your progress, access helpful health content and be part of a vibrant online community. With healthy recipes, videos, podcasts and informative articles, you'll find endless inspiration to help you reach your health improvement goals.

## Preventive care resources

Preventive guidelines are designed to help you make more informed decisions about your health. WHA wants you to know that by following these guidelines and working with your doctor you are taking important steps to safeguard your health. Guidelines include health screenings, tests and other services that are available to you at no additional cost\*, starting at birth through adulthood. WHA also includes easy-to-read, up-to-date immunization schedules as recommended by the Centers for Disease Control and Prevention. \*Coverage for WHA services depends on eligibility at the time of service.

## Diabetes prevention program

Omada: A whole new way to get healthy. Omada is a digital lifestyle change program that inspires healthy habits that last. We combine the latest technology with ongoing support so you can make the changes that matter most—whether that's around eating, activity, sleep, or stress. It's an approach shown to help you lose weight and reduce the risks of type 2 diabetes.

## Disease management programs

Through our partnership with Optum®, WHA offers no-cost disease management programs to eligible members living with the following conditions: Asthma; Congestive Heart Failure; Coronary Artery Disease; Chronic Obstructive Pulmonary Disease; Diabetes; and High-Risk Maternity. Programs are voluntary, where participants can "opt out" at any time by contacting Optum or WHA's Member Services.

## 24/7 nurse advice via chat or phone

You have 24/7 access to a nurse advice line staffed with California licensed registered nurses. With Nurse24, you can speak directly with a nurse by calling our dedicated phone number or even chat online. Nurse24 also has interpreters available upon request. Registered nurses are available to answer any of your health questions, including direct referrals to disease management nurses.

## Gym and fitness center discounts

WHA makes the decision to be active a little easier through gym and fitness center discounts. Discover our newest partnership, Active&Fit Direct®, which allows you access to a wide range of fitness centers for a minimal monthly fee. Visit our website to get an up-to-date list of additional gym partners with details on how to contact or visit their facilities. Be sure to let them know you are a Western Health Advantage member, showing them your member ID card when applicable.



## Instructor-led classes and support groups

You have access to most of the health education programs and classes sponsored by our network's medical groups, even those not connected to your primary care physician's medical group. You will find many classes, programs and/or support groups in these areas: diabetes, fitness, heart and vascular, lung health, nutrition, orthopedics, parenting, pregnancy and childbirth as well as smoking cessation. Unless otherwise noted, most health programs or classes are free.





# ASSIST AMERICA



## Providing you worldwide travel assistance services.

Anytime you travel 100 miles or more away from home—even in a foreign country—WHA members benefit from assistance services from Assist America.

24 hours a day, 7 days a week, Assist America's experienced crisis management professionals work out of a state-of-the-art operations center with worldwide response capabilities to provide you with the following benefits and much more! Visit [westernhealth.com/calpers](https://westernhealth.com/calpers); under Plans & Benefits, choose Travel Assistance for details.

Please note: Urgent care and emergency care services are covered under your WHA health plan wherever you are in the world.

- A global network of expert medical providers
- Medical consultation, evaluation and referral
- Prescription assistance
- Foreign hospital admission assistance
- Critical care monitoring and case management
- Emergency medical evacuation
- Emergency message transmission
- Care of minor children
- Compassionate visit
- Legal and interpreter referrals
- Lost luggage or document assistance
- Pre-trip information



# DIGITAL ACCESS



**WHA offers you access to your personal account via our secure, member-only website and mobile apps.**

## **Sign up for access to your MyWHA account**

Your personalized online account helps in managing your health plan with the convenience of any-time access. Visit [westernhealth.com/calpers](http://westernhealth.com/calpers) and click on "Create MyWHA Account" and follow the prompts. All it takes is an email address and some basic personal information from you.

## **Download our MyWHA mobile app**

The MyWHA mobile app provides access to your WHA member ID card, a map to your doctor's office and details about your plan benefits right on your smartphone or tablet. Download the free app from the iTunes App Store and Google Play.

## **Access your doctor online or via email**

Depending on your medical group's online capabilities, you have options for staying connected with your doctor. You may be able to email your doctor, schedule an appointment, view lab results and more. From [westernhealth.com/calpers](http://westernhealth.com/calpers), under Find a Doctor, select Doctor Connection.

**Go online to find a variety of resources to help you make the most of your health plan, 24 hours a day, 7 days a week!**

- Review your Summary of Benefits and Coverage (SBC) and Combined Evidence of Coverage and Disclosure Form (EOC/DF)
- View your preferred drug list
- Search our provider directory
- Change your doctor
- Order/print ID cards and materials



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, 888.877.5378 (TTY), 916.568.0126 (fax), [whapers@westernhealth.com](mailto: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>.

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#### **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 888.877.5378.

#### **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 888.877.5378 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) 888.877.5378。

#### **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 888.877.5378.

#### **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 888.877.5378.

## 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 888.877.5378로 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 888.877.5378՝ 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 آدونتیج) 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 888.877.5378 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 TTY для лиц с нарушениями слуха по номеру 888.877.5378.

## 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、888.877.5378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 888.877.5378.

## 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। ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.942.7377 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 888.877.5378 'ਤੇ ਕਾਲ ਕਰੋ।

## CAMBODIAN-MON-KHMER

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលកំពុងជួយអ្នក មានសំណួរអំពី Western Health Advantage ទេ, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសាបស្ចឹម ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.942.7377 ឬ TTY សម្រាប់អ្នកត្រចៀកធ្ងន់ តាមលេខ 888.877.5378។

## 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 888.877.5378.

## 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। दुभाशिए के साथ बात करने के लिए, 888.942.7377 पर या पूरी तरह श्रवण में असमर्थ टीटीवाई के लिए 888.877.5378 पर कॉल करो।

## THAI

หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.942.7377 หรือใช้TTY สำหรับคนหูหนวกโดยโทร 888.877.5378

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**WHA CalPERS Member Services Team**

7 days a week, 7 a.m. to 8 p.m.

888.WHA.PERS (888.942.7377)

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