

Access to Protected Health Information (PHI)



The member or the member’s personal representative has the right to inspect and receive copies of the members’ Protected Health Information (PHI). PHI is individually identifiable health information including demographic data, that relates to the individual’s:

- past, present or future physical or mental health or condition;
- provision of health care;
- the past, present, or future payment for the provision of health care.

The right of access excludes psychotherapy notes, information WHA has compiled in anticipation of or for use in civil, criminal or administrative actions or proceedings or other legal exemptions.

WHA will verify the identity of the person requesting access before the request is processed. Keep a copy of this form for your records.

Please note that WHA does not maintain medical records. Please contact the healthcare provider or facility.

Return Completed Form Using One of the Following Methods

Mail To	Western Health Advantage Mail Service Attn: Membership Accounting P.O. Box 14952 Salem, OR 97309
Fax To	916.678.5440
Deliver To	Western Health Advantage 2349 Gateway Oaks Drive, Suite 100 Sacramento, CA 95833
Questions	916.563.2250 888.942.4777 Toll-free 711 TTY <ul style="list-style-type: none"> ○ <i>Customer Service is available to answer questions 8AM to 8PM</i> <ul style="list-style-type: none"> – October – March: Seven (7) days a week – April – September: Monday through Friday ○ For Your Information: <i>Emails can be intercepted during transmission allowing the message and attachments to be accessed, potentially compromising the information that is sent.</i>

Member Information

Member Name (First & Last)	
WHA ID#	
Date of Birth	
Address	
Phone Number	
Email	

Personal Representative Information *(See additional requirements below)*

Name (First & Last)	
Address	
Phone Number	

Access to Protected Health Information (PHI)



Information Requested– Check all that apply

Information from _____ to _____
 (Month/Year) (Month/Year)

All Enrollment Records or

Application and related information Coverage and dates of eligibility

Change and termination of coverage information

All Case or Medical Management Records or

Medical Management Case Management

Appeals and Grievances Disease Management

All Premium Payment Records (*Individual and Covered CA Plans Only*)

All Claims or Billing Records or

Accumulator Information Claims History, including Pharmacy

Other information used or maintained by WHA, specifically:

I prefer to receive a written summary of the requested information.

Is this request to inspect or to receive a copy of records? Inspect Receive

- If request is to inspect, WHA will coordinate a mutually convenient time.

In what format would you like to receive your copies? Paper Electronic

- If electronic is requested, in what format would you prefer? _____
(Examples: Email, CD, Thumb Drive)

* *WHA protects your email, in transit, by using encryption. If others have access to your email they will be able to read the email and open any attachments.*

Where would you like to receive your copies?

The above address

Email To: _____

* *WHA protects your email, in transit, by using encryption. If others have access to your email they will be able to read the email and open any attachments.*

I or my personal representative will pick up the copy at the WHA office listed above.

Access to Protected Health Information (PHI)



Signatures

I understand and agree to the following:

- This request will be processed within thirty (30) calendar days. An extension of not more than thirty (30) calendar days may be needed and communicated to the member in writing.
- If WHA cannot produce the records in the format requested, an agreed upon alternative will be identified.
- If a summary or paper format is requested, a reasonable cost-based fee for supplies, postage and copying will be charged.
- This request for access to information may be denied or reduced. A right to request a review of this decision by a licensed health care professional that WHA designates, can be submitted in writing to Western Health Advantage Mail Service, Attn: Member Services, PO Box 14952, Salem, OR 97309.
- A complaint concerning the request for access may be filed with the Privacy Officer at Western Health Advantage, 2349 Gateway Oaks Dr., Suite 100, Sacramento, CA 95833; or to the US Department of Health & Human Services at 200 Independence Avenue, S.W. Room 509F HHH Bldg., Washington, D.C. 20201.

Member

Name (Print) _____

Signature _____ Date _____

Personal Representative

Name (Print) _____

Signature _____ Date _____

Please check the box that describes your relationship to the member:

Parent of Minor Legal guardian Power of Attorney Executor Other _____

Documentary proof (**including but not limited to: court documents, birth certificate, etc.**) of your **relationship/authorization must be attached to this request.** If you are requesting access to a minor's (12 years of age or older) records, federal and state laws may prohibit WHA from acting on your request if the information is related to sensitive services without written authorization from the minor.

Notice of Language Assistance westernhealth ADVANTAGE

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1.888.563.2250 (TTY 711). Someone who speaks English/Language can help you. This is a free service.

Spanish

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1.888.563.2250 (TTY 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin

我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1.888.563.2250 (TTY 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese

您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1.888.563.2250 (TTY 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog

Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1.888.563.2250 (TTY 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1.888.563.2250 (TTY 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese

Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1.888.563.2250 (TTY 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German

Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1.888.563.2250 (TTY 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Western Health Advantage is an HMO plan with a Medicare contract. Enrollment in the health plan depends on contract renewal.

Korean

당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1.888.563.2250 (TTY 711)번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian

Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1.888.563.2250 (TTY 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى بمساعدتك. هذه خدمة مجانية الاتصال بنا على 1.888.563.2250 (TTY 711). سيقوم شخص ما يتحدث العربية

Hindi

हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1.888.563.2250 (TTY 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1.888.563.2250 (TTY 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Português

Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1.888.563.2250 (TTY 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole

Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1.888.563.2250 (TTY 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1.888.563.2250 (TTY 711). Ta usługa jest bezpłatna.

Japanese

当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1.888.563.2250 (TTY 711)にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

Notice of Non-Discrimination



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 888.563.2250, TTY 711.

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 mail, phone or email. If you need help filing a grievance, the Member Services Manager is available to help you.

Mail: Western Health Advantage, Attn: Appeals and Grievances
2349 Gateway Oaks Drive, Suite 100, Sacramento, California 95833

Call: 888.563.2250, TTY 711

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or by phone.

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201

Call: 800.368.1019, 800.537.7697 TDD

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Western Health Advantage is an HMO plan with a Medicare contract. Enrollment in the health plan depends on contract renewal.