

# MYWHA BASICS



GUIDE TO MANAGING YOUR HEALTH PLAN ONLINE



advantage  you

## You will enjoy how easy we have made managing your personal health plan.

Western Health Advantage encourages you to sign up and take advantage of the online tools available at **MyWHA.org**. **NEED HELP? WE LOVE TO HELP!** Our specialized departments are ready to assist you. See reverse on how to contact WHA.

### New Members

Visit the new member section at [mywha.org/new](http://mywha.org/new) for helpful information designed to get you acquainted with Western Health Advantage —so you can get the most value from your health care benefits.

### 24/7 Access to Your MyWHA Account

WHA offers you personalized online resources to make it easier to manage your health plan with the convenience of any-time access.

To access your MyWHA account:

1. Go to [mywha.org/signup](http://mywha.org/signup)
2. Follow the prompts — All you will need is a valid email address and some basic information from you

### eBill: Pay Your Bill

For individual members (not a group plan) eBill provides you options to pay your monthly premium online. Your premium payments are due on the last day of the month prior to the coverage month.

#### To pay invoices using eBill:

1. Click on **eBill: Pay Your Bill** from the MyTOOLS tool bar.
2. Choose your desired payment method:
  - **E-Check:** Make a one-time payment from your checking or savings account.
  - **Automatic Payments:** Have your payment automatically withdrawn from your checking or savings account each month. If you've signed up for EFT, your premium will be debited from your account on approximately the 28th of each month. If the 28th falls on a holiday or weekend, the account will be debited on the next business day.
  - **Credit Card:** Make a one-time payment with your Visa, MasterCard or Discover card.

#### To view invoices:

1. Click on **Invoice & Payment History** from the MyTOOLS tool bar:
  - View your invoice and payment history
  - View/download a copy of a specific invoice

### Eligibility Information

MyWHA gives you the ability to review your current eligibility information as well as your history. Click on **Eligibility Information** from the MyTOOLS tool bar to view your:

- **Account Information:** Includes your subscriber ID, group ID and group name.
- **Product Information:** View the benefit plan(s) you are currently enrolled in.
- **Member Eligibility:** View enrollment information for you and your dependents.
- **Spoken Language Preference:** The preferred spoken language for you and your dependents.
- **Mental Health Benefits Provider:** Determine which service provider administers your mental health benefits.

### Change Your Doctor

Your primary care provider (PCP) coordinates all your covered care, and it is important that you are completely satisfied with your relationship with him or her. If you want to choose a different PCP for yourself or your dependents:

1. Click on **My Doctor** from the MyTOOLS tool bar to expand the menu. Click **Change Your Doctor**.
2. Select the name of the primary care provider that you would like to change.
3. Locate the new provider in WHA's online provider directory, and click the "Select this provider as my PCP" link.

We will issue you a new ID card confirming your new PCP's name. The effective date is the first day of the month following notification. You must wait until the effective date before seeking care from your new PCP or the services may not be covered.

## Get Started With MyWHA

- > eBill: Pay Your Bill
- > Eligibility Information
- > Change Your Doctor
- > ID Cards, Plan Documents and More

## Replace Your ID Cards

You can quickly and easily order or print replacement ID cards for you or your dependents. **Note:** Changing PCPs will automatically generate a request to have a new ID card mailed to you.

## Plan Documents

All of your important plan documents are accessible from the MyDOCUMENTS tool bar:

- **Medical Copayment Summary**
- **Prescription Copayment Summary** (if applicable)
- **Alternative Medicine Copayment Summary** (if applicable)
- **Infertility Benefit Summary** (if applicable)
- **Vision Benefit Summary** (if applicable)
- **Dental Benefit Summary** (if applicable)
- **Pediatric Dental Benefit Summary** (if applicable)
- **Evidence of Coverage & Disclosure Form(s)**
- **Summary of Benefits and Coverage**

## Additional Benefits and Services

Information regarding additional benefits and services are accessible from the MyRESOURCES tool bar.

**Mental Health:** How to use your behavioral health benefits.

**Urgent Care:** What to do when you need urgent or emergency care.

**Pharmacy:** For members with prescription coverage, access Express Scripts 24/7 online pharmacy, learn your share of costs for prescription medication and search our preferred drug list.

**Advantage Referral:** You can be referred to almost any specialist within our network, not just within your particular medical group. This gives you access to more than 2,500 specialists.

**Travel Assistance:** When traveling over 100 miles from home, Assist America gives you instant access to travel assistance services, such as medical consultations and referrals, care of a minor child, document assistance and other vital services.

**Partners in Care:** See a listing of WHA's premier service providers.

## Healthy Living

**Health & Wellness Resources:** You have access to preventive health information and resources by visiting [mywha.org/healthyliving](http://mywha.org/healthyliving). Specific benefits to take advantage of include:

- **MyWHA Wellness** online health and wellness tools, including a wellness assessment.
- **24/7 Nurse Advice** over the telephone or by using online chat services.
- **Gym Discounts** from various area locations.
- **Health Classes and Support Groups** offered by our network's medical groups.
- **Healthy Eating** options found online in our library of delicious yet healthy recipes.

## Digital Resources

**Mobile Apps For Smartphones:** Download these mobile apps for on-the-go access:

- **MyWHA Mobile** provides instant access to your WHA member ID card and plan details.
- **Express Rx** if you have prescription coverage from WHA, you can manage your prescriptions from anywhere.
- **Assist America Mobile** gives you 24/7 access to their medically-certified operations center.

## Connect with Your Doctor

**Online Access to Your Doctor:** You have options for staying connected with your doctor 24 hours a day, 7 days a week.

- **Email your doctor**
- **Schedule an appointment**
- **View lab test results**
- **Access your medical record**
- **Request prescription refills**

Visit [mywha.org/connect](http://mywha.org/connect) for more information.



**888.563.2250 toll-free**  
**888.877.5378 tty**

**MAIN OFFICE**

2349 Gateway Oaks Drive, Suite 100  
Sacramento, California 95833

**NORTH BAY SALES OFFICE**

4 Hamilton Landing, Suite 100  
Novato, California 94949

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

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**Secure Message Center**

Use our secure message center to send a secured email to our specialized departments by visiting [mywha.org/securemessage](http://mywha.org/securemessage) or by visiting the Contact Us page on [westernhealth.com](http://westernhealth.com).

You can trust that any Protected Health Information (PHI) included in your email will be sent securely.

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**Need help? We love to help!**

Our dedicated, local representatives are happy to provide answers and explain how WHA can meet your personal needs. Look to these departments to help manage your account as well as your health benefits.

**MEMBER SERVICES**

- Obtain medical and prescription benefit plan information
- Get assistance choosing a PCP or seeing a specialist
- Find out what to do if traveling or in an emergency situation
- Check deductible balances (for members on a deductible plan)
- Find out what to do if you receive a bill or have a claim question on services you have received
- File a complaint or compliment

**CALL** 916.563.2250  
888.563.2250 toll-free

**FAX** 916.568.0126  
**EMAIL** [memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)

**PREMIUM BILLING**

- Verify premium payments and check account balances
- Make a credit card or E-Check payment by phone
- Obtain a billing history or help viewing and/or printing a bill
- Get assistance with other billing questions

**CALL** 916.563.2206  
888.442.2206 toll-free

**FAX** 916.568.0334  
**EMAIL** [premiumbilling@westernhealth.com](mailto:premiumbilling@westernhealth.com)

**ELIGIBILITY**

- Enroll/terminate dependents
- Verify eligibility for you or your dependents
- Get assistance with other eligibility questions

**CALL** 916.563.2206  
888.442.2206 toll-free

**FAX** 916.568.0334  
**EMAIL** [eligibility@westernhealth.com](mailto:eligibility@westernhealth.com)

**INDIVIDUAL SALES**

- Assistance with benefit plan changes
- Get help with other needs or questions

**CALL** 916.563.2250  
888.563.2250 toll-free

**FAX** 916.568.0126  
**EMAIL** [individualsales@westernhealth.com](mailto:individualsales@westernhealth.com)

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Western Health Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Western Health Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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.

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, age, disability, or sex, you can file a grievance with: Member Services Manager, 2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833, 888.563.2250 or 916.563.2250, 888.877.5378 (TTY), 916.568.0126 (fax), [memberservices@westernhealth.com](mailto:memberservices@westernhealth.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Member Services Manager is available to help you.

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 888.563.2250 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 888.563.2250, 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888.563.2250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 888.563.2250, 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 888.563.2250 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 888.563.2250이나 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 888.563.2250 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 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره 888.877.5378 پیام تایپی 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 888.563.2250 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、888.563.2250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 888.563.2250، 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। ਦੁਆਬੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.563.2250 '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, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសារបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 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 888.563.2250 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। दुआशिए के साथ बात करने के लिए, 888.563.2250 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 888.563.2250 หรือใช้TTY สำหรับคนหูหนวกโดยโทร 888.877.5378