

Advantage Referral Program

WHA's **Advantage Referral** program expands access to specialty care. Members who are assigned to a primary care physician (PCP) from one of the following medical groups are eligible for this program.



How do I use Advantage Referral?

WHA members are not restricted to their enrolled Medical Group (i.e. where your PCP practices, such as Dignity Health). You can see a Specialist that participates in our Advantage Referral program from among our six Medical Groups. While your PCP will treat most of your health care needs, if your PCP determines that you require specialty care, you may request to be referred to a specialist who participates in the Advantage Referral program. You can use our online provider search or call Member Services for a list of participating specialists. OB/GYN services for women and annual eye exams (when covered on your plan) do not require a PCP referral or prior authorization as long as the specialist participates in Advantage Referral.

How does the referral work?

Your doctor will send a written referral to your medical group's Utilization Management department. A referral takes five days to complete for routine requests and 72 hours for an expedited request. Once the referral is processed you will receive notification with details of your referral.

Is prior authorization required?

No, Advantage Referrals do not require prior authorizations (pre-approval) since your PCP has established medical necessity by requesting the services of a specialist.

Questions?

Call Member Services at 916.563.2250 or 888.563.2250. The team is available Monday through Friday 8 a.m. to 6 p.m. (excluding holidays). You may also log into your MyWHA account to submit a secure message.

Note: If you receive care from a WHA network specialist prior to receiving a referral, you may be liable for the cost of those services.

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