



**westernhealth**  
**ADVANTAGE**

Get ready to enroll with WHA  
**WE CHECK ALL OF THE BOXES**

When it comes to choosing a health plan, you will likely consider three things.



**...First, your network of doctors and hospitals.**

That's where you will access care when you need it. We have more than 3,200 doctors and specialists to choose from and 15 hospitals you know and trust.



**...Second, know your essential plan benefits.**

This is your preventive care plus a wide range of benefits included in WHA plans, such as hospitalization, mental health services, and prescription drug coverage.



**...And finally, value-added benefits you will appreciate.**

Our plans include services to help you manage long-term health conditions, and innovative wellness programs that address nutrition, physical fitness and more, to help you (and your family) reduce health risks and maintain a healthy lifestyle.

**2024 ENROLLMENT BOOKLET**

**learn more > [choosewha.com/learnmore](https://choosewha.com/learnmore)**

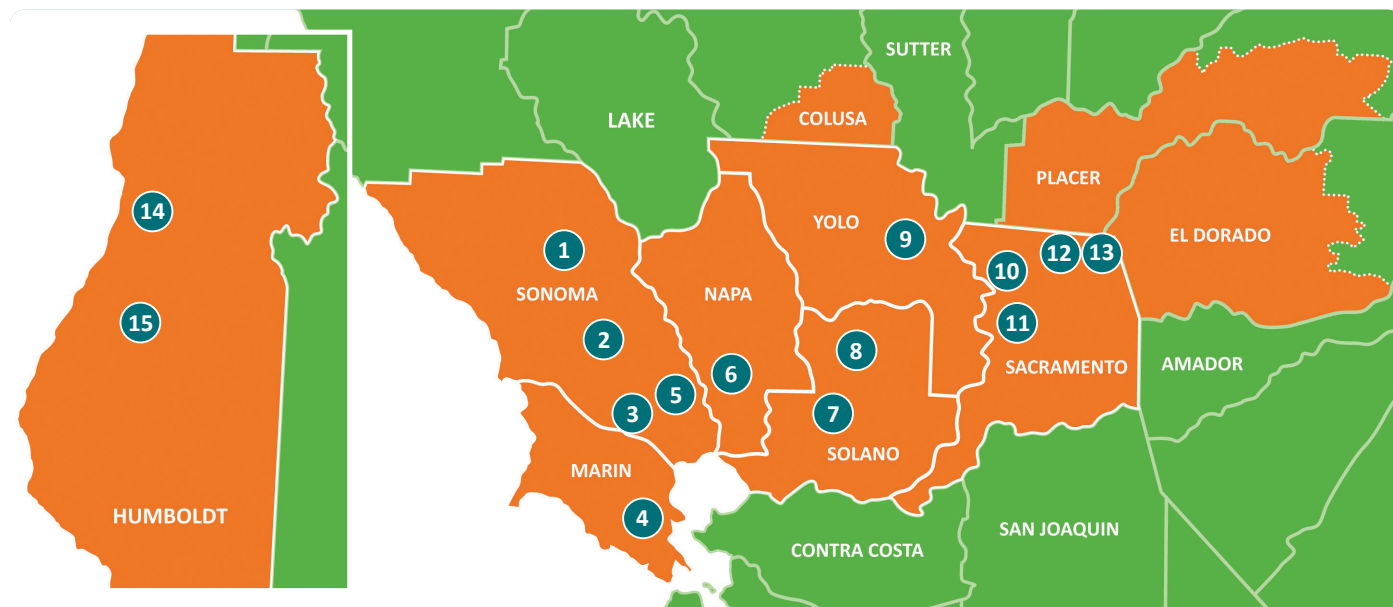


# OUR NETWORK IN YOUR NEIGHBORHOOD .....



**As a WHA member, you have choice and flexibility to find the right medical team for you.**

We offer multiple medical groups to choose from, wherever you live, work and play. Together, these leading health systems offer over 3,200 primary care providers and specialists for your medical needs. Use our online **Find a Doctor** tool on our website to see who's available, usually about 75% of PCPs and 95% of specialists accepting new patients. For help finding providers that are right for you and your family, call our Member Services team.



*Above is a general representation of the WHA service area (varies by plan). WHA network details subject to change.*

## Hospitals in the North Bay Area

- 1. Healdsburg Hospital**  
1375 University Avenue, Healdsburg, 95448
- 2. Providence Santa Rosa Memorial Hospital**  
1165 Montgomery Drive, Santa Rosa, 95405
- 3. Petaluma Valley Hospital**  
400 North McDowell Boulevard, Petaluma, 94954
- 4. MarinHealth Medical Center**  
250 Bon Air Road, Greenbrae, 94904
- 5. Sonoma Valley Hospital**  
347 Andrieux Street, Sonoma, 95476
- 6. Providence Queen of the Valley Medical Center**  
1000 Trancas Street, Napa, 94558

## Hospitals in Solano County

- 7. NorthBay Medical Center**  
1200 B. Gale Wilson Boulevard, Fairfield, 94533
- 8. NorthBay VacaValley Hospital**  
1000 Nut Tree Road, Vacaville, 95687

## Hospitals in the Greater Sacramento Area

- 9. Woodland Memorial Hospital**  
1325 Cottonwood Street, Woodland, CA 95695
- 10. Mercy Hospital of Folsom**  
1650 Creekside Drive, Folsom, CA 95630
- 11. Methodist Hospital of Sacramento**  
7500 Hospital Drive, Sacramento, CA 95823
- 12. Mercy San Juan Medical Center**  
6501 Coyle Avenue, Carmichael, CA 95608
- 13. Mercy General Hospital**  
4001 J Street, Sacramento, CA 95819

## Hospitals in Humboldt County

- 14. Providence St. Joseph Hospital Eureka**  
2700 Dolbeer Street, Eureka, 95501
- 15. Providence Redwood Memorial Hospital**  
3300 Renner Drive, Fortuna, 95540

Visit [choosewha.com/directory](https://choosewha.com/directory) to search for urgent care centers, labs, pharmacies and other facilities.



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



A Service of Dignity Health Medical Foundation

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



A Service of Dignity Health Medical Foundation

530.668.2600  
[dhmf.org/woodland](http://dhmf.org/woodland)



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



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



888.432.5464  
[providence.org](http://providence.org)

## Find a Doctor and Access Care

Upon enrollment, members must select a **primary care provider (PCP)** close to home or work to allow reasonable access to care. A member's PCP is responsible for coordinating medical care. PCPs can treat most health care needs, but should your provider determine that specialty care is needed, you will be referred to an appropriate clinical provider. WHA also gives you flexibility for access to specialists outside of your PCP's medical group with WHA's **Advantage Referral** program.

Search a full listing of primary care physicians, specialists, hospitals, pharmacies, and urgent care centers in your area. WHA's directory at [mywha.org/directory](http://mywha.org/directory) lets you narrow down and specify what's important to you.

- Choose the type of clinical provider such as primary care or specialist, as well as hospitals so you can find care that's nearby to home, work or school.
- Use search filters when you have specific needs and preferences such as gender, language spoken, race/ethnicity.
- Some PCPs are in private, independent offices, while others are in a facility with various departments and specialties, labs and other services, all under one roof.
- Referrals are often a good way to find the right doctor for you and your family. Consider asking friends/colleagues for recommendations.
- Finally, capture your search results, download, and print out your selections.

If you want help finding a doctor, call WHA's **Member Services team** at **916.563.2250** or **888.563.2250 toll-free**.



## Continuity of Care

### Receiving treatment from a non-network physician?

Out-of-network services are not covered unless prior authorized, except in an urgent or emergency situation. However, if you are a new member currently undergoing acute treatment with a non-participating provider, you may qualify for Continuity of Care (CoC). Contact WHA Member Services or access the CoC Form online at [mywha.org/cocform](https://mywha.org/cocform) to learn more.

## Virtual Care Made Simple

There's a simplicity in accessing care with telehealth alternatives to traditional in-person office visits. When a network provider offers telehealth services, you will have the same copayment that you would have for an office visit. **WHA also provides additional virtual care options for enhanced convenience:**

- **Nurse Advice** is WHA's confidential phone line staffed by registered nurses offering immediate, expert guidance and assistance whenever a health concern arises, day or night.
- **Teladoc®** lets you connect with a health care professional 24/7 by secure video chat or phone to get a diagnosis on minor injuries and illnesses such as colds or flu, minor cuts or burns, muscle strains or sprains, upset stomach or skin rashes, often within 15-30 minutes, without having to go to an urgent care facility.



**If an urgent care situation arises while you are in WHA's service area**, you can always call your PCP, including evenings and weekends. Your doctor or an on-call doctor may provide you with home care remedies, offer a virtual visit or direct you to seek care at the emergency room or your medical group's contracted urgent care center, if necessary.

## Global Emergency Assistance

**Anytime you travel 100 miles or more away from home for less than 90 days, you benefit from support services from Assist America.** Their experienced crisis management professionals work from a state-of-the-art operations center, 24 hours a day, 7 days a week, offering worldwide response capabilities to provide you with a range of services, from pre-trip health information and prescription assistance to lost luggage or care of minor children, in the event you have an emergency while traveling.

WHA covers you for urgent care and emergency care services wherever you are in the world. Emergency room visits are not covered for non-emergency situations. When receiving urgent care telehealth services through Teladoc, all services shall be provided consistent with existing appointment standards and access requirements. If your plan has out-of-area benefits, members can access services either via telehealth or on an in-person basis. Certain conditions apply. Review your plan documents available at [mywha.org/myplan](https://mywha.org/myplan) for details on cost-sharing and balance billing protections.

# HEALTH COVERAGE THAT YOU CAN COUNT ON .....



**Your employer has selected a quality health plan(s) with comprehensive benefits.**

This section provides an overview of essential benefits and services included in our health plans, such as prescription drugs, behavioral health, and alternative medicine. Review your group's plan documents for details on covered services and applicable costs, including any deductibles and your plan's annual out-of-pocket maximum.

**There's much more to a WHA health plan than being there for you when you are sick or injured.**

WHA helps you stay healthy, even providing the opportunity to get a reward, just by completing a preventive screening or recommended immunizations. Preventive care at no added cost is part of every WHA health plan. You'll get preventive health coverage, along with ongoing reminders and tips to help you maintain optimal health.

See additional benefit information at [mywha.org/preventive](https://mywha.org/preventive).

- Annual physical examinations and well baby care
- Immunizations, adult and pediatric
- Women's preventive services
- Routine prenatal care and lab tests, and first post-natal visit
- Breast, cervical, prostate, colorectal and other generally accepted cancer screenings

## **Preventive health starts with your PCP**

New patient appointments are generally scheduled for a longer time frame than routine appointments. This gives you and your primary care provider the opportunity to discuss your health history, current medical concerns (if any), and other things like transferring prescriptions or referrals for specialty care. Establishing a relationship with your PCP is vital to your ongoing health care needs. Your PCP will coordinate your medical care by direct treatment or obtaining a referral to a participating specialist.



## Pharmacy Benefit Management



### Options for Getting Prescriptions

**You can fill a 30-day supply of most prescription medications at a retail pharmacy.** You have a choice one of thousands of network retail pharmacies, including national chains and many local pharmacies. Some locations may have drive-thru options.

**Save time and money on prescriptions by using the mail-order option or through Select90 retailers, including CVS and Walgreens.** If you take long-term (i.e. maintenance) medication, you can get prescriptions with up to a 90-day supply at a lower copay than if ordered a month at a time. Contact OptumRx anytime at 888.658.0539. Members may also opt to get prescriptions sent directly to their home.

To get started on your specialty medications in a timely manner, you are able to pick up two initial fills at local retail pharmacies. There are some exceptions (drug may be limited by the FDA and/or manufacturer to a specific specialty pharmacy, for example).

If you have a prescription for a specialty medication with **Optum Specialty Pharmacy**, you will be automatically enrolled into OptumRx's clinical management program. All specialty medications are shipped at no cost to your doctor's office or your home, depending on who administers the medication.

For assistance with specialty medications, call 855.427.4682 or visit [specialty.optumrx.com](https://specialty.optumrx.com). Optum's

### TRANSFER EXISTING MEDICATIONS

- **If you were using a retail pharmacy** to pick up your prescriptions, you can use WHA's online provider search to determine if your existing pharmacy is in our network.
- **If you are not currently using OptumRx for your mail order**, you can ask your pharmacy to transfer your prescription directly to OptumRx. If refills remain, OptumRx will proceed with refilling your prescription.
- **If you have refills remaining** and your existing pharmacy is not in our network, simply inform your pharmacy of your new coverage and show them your WHA member ID card.

Note: Most specialty medications require prior authorization. If your prescriptions require it, your doctor will need to submit a prior authorization form to WHA.

patient care coordinators and pharmacists are highly trained to understand your special therapy needs. Access registered pharmacists who review lab results and check for side effects or drug interactions.

### Use OptumRx.com and OptumRx App for these convenient digital services:

- Find a network pharmacy, check medication coverage, track home delivery orders, renew or refill your prescriptions and more. Search OptumRx app in the App store or Google Play
- You can enroll any qualifying medications in the automatic refill program. OptumRx will automatically fill and send your medications right to your home. They'll notify you when your medications are ready to ship.
- Never miss a dose with the My Medication Reminders tool. You can set your own customized notification schedules to receive text message reminders from OptumRx.

## Mental Health & Substance Use Disorders



### Behavioral Health

Optum is WHA's mental/behavioral health partner. Optum's approach to whole-person health care offers both virtual and in-person visits with access to thousands of mental health professionals available. There's a wealth of information, self-care tools, and services to support members in getting the care they need.

Optum offers a full spectrum of mental health and substance use disorder services (and facilities), along with tools and resources to support you and your family. Members can access a broad group of qualified mental health professionals and robust technology that supports Optum's network of over 5,500 in-person providers and over 3,000 virtual providers. There is no referral needed. Start by going to [mywha.org/bh](https://mywha.org/bh) to learn more about accessing care and search an online provider directory.

Optum's **Live and Work Well** portal provides a resource to patients to screen their symptoms, get triaged to the most suitable care, and search for mental health professionals. By consolidating our mental health services from Optum with retail pharmacy services through OptumRx, and existing Optum Disease Management programs, WHA members can benefit from integrated services.

## Acupuncture & Chiropractic Care



### Alternative Medicine

Your health plan includes acupuncture services and chiropractic care, provided by our partner, Landmark Healthplan of California, Inc. PCP referral is not required to receive covered services.

- **Acupuncture** benefit 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, and cupping.
- **Chiropractic** benefit 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, and manipulation.

Go online to [mywha.org/directory](https://mywha.org/directory) to search Landmark Healthcare's provider directory or call **800.298.4875** to locate a participating nearby practitioner. For further details, visit [mywha.org/cam](https://mywha.org/cam) to review the combined Summary of Benefits/Evidence of Coverage based on your plan type.

# BUILT-IN HEALTH AND WELLNESS SUPPORT



You deserve every opportunity to reach your health and wellness goals. Take advantage of many WHA programs and resources to support you in living a healthy lifestyle.

- **REVERSE TYPE 2 DIABETES** with this telehealth program that helps members lower blood sugar and A1C, reduce or eliminate diabetes medications, and lose weight. We have hundreds of members in the program and already seeing great results. The coaching, services, and supplies, which is a value estimated at \$3,000, are included at no added cost for eligible plan members.
- **HYPERTENSION MANAGEMENT PROGRAM** provides advanced tools to help manage high blood pressure, such as a connected blood pressure monitor sent directly to your home, real-time advice on your readings, and one-on-one coaching and support. Members ages 18+ who have been diagnosed with hypertension (high blood pressure) may enroll in this program at no added cost with a WHA health plan.
- **NUTRITIONAL COUNSELING** is now offered by WHA, one of the first health plans in our area to offer support for weight management issues. Whether dealing with issues of obesity, eating disorders, or needed weight gain, talk to your doctor to see if you meet specified medical criteria and get a referral to a nutritionist for visits. You'll have the same cost-sharing that you would have for a primary care office visit.
- **DIGITAL PHYSICAL THERAPY** is an innovative program and app to help with back, neck, and knee pain. This is ideal for those who can't always travel to appointments, which can get in the way of getting the care you need. In partnership with Kaia Health™, their computer vision technology features real-time automated exercise feedback, function assessment, and warm-ups for virtual therapy that is accessible anytime or anywhere.
- **CHOOSEHEALTHY®** provides savings on wellness products and services to help you discover new ways to live better every day. The program includes product discounts of up to 50% on popular health and fitness brands, such as FitBit, Garmin, SunBasket, Skechers, and more. You also save money on therapeutic massage services through a network of practitioners. There's also no-cost online health classes and other services to support your healthy lifestyle.



Coverage depends on eligibility at the time of service. Refer to plan documents for cost-sharing details.

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- **PREVENTIVE CARE RESOURCES**

Preventive health guidelines are designed to help you make more informed decisions about your health. These include health screenings, wellness exams, and other services that are available to you at no additional cost, starting at birth through adulthood. Members also get easy-to-read, up-to-date immunization schedules as recommended by the Centers for Disease Control and Prevention.

- **CHRONIC CONDITION MANAGEMENT**

WHA provides access to disease management programs at no additional cost. The programs offer individuals living with a chronic illness access to helpful resources and a care manager to help them manage and control their condition, such as asthma, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease (COPD), and diabetes.

- **FAMILY & DIVERSITY SUPPORT BENEFIT**

This benefit provides plan members with pregnancy support services (with no exclusion of gender or relationship status), and without a diagnosis of infertility. It also covers pre-implantation genetic testing, supporting members with rare and life-threatening genetic conditions.

- **PERSONAL HEALTH ASSESSMENT**

Healthyroads™ is an online health and well-being management tool where members can complete an annual personal health assessment (PHA) and get a health scorecard that connects them with resources and information to help them create an action plan and improve their health/score. It's a terrific proactive tool to further your health journey.

- **FITNESS CENTER PARTNERSHIPS**

WHA gives you reason to get active through our gym and fitness center partnerships. Active&Fit Direct® gives members access to a wide range of fitness centers for a minimal monthly fee. Visit our website for a list of locations.

- **COMMUNITYFIT CLASSES**

Join our popular online classes designed to boost confidence in body and mind. Led by a personal trainer, these creative exercises help you develop strength and movement, and generally, stress less and feel your best.

- **WORKSHOPS & SUPPORT GROUPS**

Access instructor-led health education programs sponsored by our network's medical groups. Find classes or support groups in diabetes, lung health, nutrition, orthopedics, parenting, pregnancy and childbirth, smoking cessation. Unless otherwise noted, most classes are free.

- **ONLINE HEALTHY RECIPE LIBRARY**

You can browse hundreds of healthy recipes from reputable non-profit health organizations such as: American Heart Association, American Diabetes Association and American Cancer Society. The benefits of a nutritionally sound lifestyle are countless and include decreased risk for and treatment of infections and disease, improved emotional well-being, healthy weight management and lengthened longevity.

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 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, 888.563.2250 or 916.563.2250, 711 (TTY), 916.568.0126 (fax), [memberservices@westernhealth.com](mailto:memberservices@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 888.563.2250 or TTY 711.

## 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 711 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) 711。

## 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 711.

## 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 711.

## 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 711로 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 711՝ 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 آوانتیج) داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. لطفا با شماره تلفن 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره 711 پیام تاییپی 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 711.

## 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、711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 711.

## 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। ਦੁਆਰੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.563.2250 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 711 'ਤੇ ਕਾਲ ਕਰੋ।

## CAMBODIAN-MON-KHMER

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលកំពុងជួយអ្នក មានសំណួរអំពី Western Health Advantage ឬ អ្នកមានសិទ្ធិទទួលបានជំនួយនឹងព័ត៌មាន នៅក្នុងភាសាបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់ អ្នកគ្រឿងកូន តាមលេខ 711។

## 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 711.

## 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 711 पर कॉल करो।

## THAI

หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้ TTY สำหรับคนหูหนวกโดยโทร 711

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## WE'RE HERE FOR YOU

Need help? We're just a phone call away. If you have a question about your health care coverage or want help finding a clinical provider who meets your personal health care needs, a local Western Health Advantage Member Services representative is here to help. We know managing your health care benefits can sometimes be overwhelming, and our goal is to help you every step of the way. Thank you for giving us the opportunity to serve your health care needs.

### CONTACT WHA'S MEMBER SERVICES

- **Call:** 916.563.2250 or 888.563.2250 toll-free; 711 TTY
- **Email:** [memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)
- **Available:** Monday – Friday, 8 a.m. to 6 p.m.
- **Secure Message:** Available by logging into your **MyWHA account** and visiting our Contact Us web page. We will respond to your inquiry within one business day.

### ACCESS YOUR ONLINE MYWHA ACCOUNT

One of the most important steps to take in managing your health plan, is setting up and accessing your **MyWHA account**. WHA gives you access to your personal account through this secure, member-only website. Log on to find a wealth of resources that will help you get the most from your health plan. After creating your MyWHA account, you will be able to: Print a temporary or request a replacement member ID card; Change your primary care physician (PCP); Review your plan documents; Connect to your pharmacy benefits; Review your accrual toward annual deductible and out-of-pocket expenses.

### VIEW YOUR ACCUMULATOR

It is important to keep track of your deductibles (if applicable) and your out-of-pocket maximum. You must pay for all of the costs from providers up to the deductible, except for preventive care which is covered 100%. After the deductibles are met, you will only pay a co-payment for care provided, when applicable, up to the annual out-of-pocket maximum. WHA has done all the work for you with our Online Accumulator in your **MyWHA account**.

### MOBILE APP FOR SMARTPHONES

Download our mobile app for on-the-go access easily available from the App Store and Google Play at no cost. **MyWHA App** gives you the opportunity to: Access your digital member ID card; Email or fax your ID cards right from your phone; Reach your PCP and get a map to the office; Look up details about your plan, such as copayments or pharmacy benefits, if applicable; and Access WHA's Member Services, Nurse Advice line, and Assist America.



**learn more > [choosewha.com/learnmore](https://choosewha.com/learnmore)**

Talk to your Benefits Department or you can call WHA at 916.563.3198 or 888.499.3198 toll-free; 711 TTY.