



Complete Coverage and Care: **Locally Grown.**

PARTNERS IN CARE



Introduction

When considering health care options for you and your family, you want affordable medical care with access to our area's leading primary and specialty care physicians. That care extends to local, top-notch hospitals and clinics that are close to home, work or school.

Western Health Advantage—the local plan founded by doctors—partners with Meritage Medical Network to provide access to care for HMO patients in Marin, Sonoma, Napa, and Solano counties. Meritage's exceptional doctors are recognized for clinical quality, patient satisfaction, employee health, and health technology. Together, Western Health Advantage and Meritage offer comprehensive coverage and quality health care with access to award-winning doctors from Meritage Medical Network.

Meritage and Western Health Advantage share a common goal: providing the most advanced treatments and technologies, along with compassionate care. We partner with you, knowing that good health is a most precious gift. Should you need to access medical care beyond your primary care physician's office, know that Meritage and Western Health Advantage work together to assure coordinated care with one goal in mind—keeping you healthy. Visit westernhealth.com/Meritage to learn more.





Western Health Advantage | Quality without Compromise

As a leading health plan in Northern California, Western Health Advantage has provided comprehensive health benefits and services for over two decades. Today, over 100,000 members and more than 5,000 employers rely on us to facilitate high quality care.

Comprehensive health coverage with personalized care

Western Health Advantage (WHA) HMO plans connect you to medical care from exceptional primary care and specialty physicians who make up a broad network. When you enroll in a WHA HMO, you choose a primary care physician (PCP) who coordinates all of your care. In fact, you can even choose a different type of PCP for each member of your family. Your PCP is your single point of contact, getting to know you personally, along with your health history. This personalized care enables your PCP to diagnose health issues early on, and helps you manage any health concerns.

WHA's portfolio of health plans—for individuals and families, small and large employers, and retirees—connect you to quality care from exceptional Meritage doctors and hospitals that our communities have come to know and trust.

Respecting the Doctor—Patient Relationship

Health plans must allow for medical decisions to be made by medical professionals. WHA does not get in the way of the decisions you and your doctor make for your care. That confidence comes from the strong relationships we have with the doctors and hospitals in our network, giving members greater choice when making medical decisions.

When facing a medical issue or crisis, it is easy to get overwhelmed. WHA works closely with our clinical provider partners to help you better understand a diagnosis as well as get the resources, programs, and access to health systems available to you and your family.

You trust your doctor to give you the best care possible and your doctor trusts WHA. In fact, nearly 94% of our providers would recommend WHA to other physicians.

Regional and Reliable

Western Health Advantage members are simply a click or phone call away from the local support. The close relationship between health plan, provider, and patient keeps your care at the center of all we do. We're confident that you will not only receive great care, but a great member experience.

Because Western Health Advantage is regional, our ties to the communities we serve are strong. We know the area and our network of doctors and hospitals very well, so there are no delays in the decision-making needed when it comes to your care.

You can be confident in the coverage and exceptional care available to you and your family, because we go beyond simply being here for when you are sick.



Programs and Services for Living Well

Western Health Advantage's programs and services give members choices that support a healthy lifestyle. WHA's easy-to-use online tools let members access plan information and facilitates care so you can live your best life. Your WHA plan includes benefits to support you in mind, body and spirit with quality wellness programs (at no added cost) that support optimum health.

Preventive Care—Your WHA plan coverage includes preventive services such as routine exams, screenings and vaccinations, available at little or no cost to members. Ongoing email communications, health postcards and newsletters, and a quarterly Advantage Magazine, remind members how to get the most out of your WHA health plan.

Mental Health—WHA partners with Magellan Healthcare to provide members access to mental health and substance abuse services. No referrals needed, and most importantly, you can also see a doctor or therapist virtually—from work or home.

Virtual Care—Offering a variety of telehealth options—by secure video chat or phone—WHA delivers more convenience in getting care, even when members can't leave work or home. Care is available 24/7 from Nurse24 (by phone) and Teladoc is available for urgent care.

Support for Chronic Conditions (Disease Management)—Through Optum and other partners, members gain support and resources for managing a complex condition. It could be education, or more hands-on support from a case manager, you have personalized support when you need it.

Diabetes Reversal—For members with type 2 diabetes, we've partnered with Virta Health to reverse diabetes through an innovative, telehealth program that helps you lower your A1c, reduce or eliminate diabetes medications, and lose weight.

Wellness Programs—Helping you feel healthy every day is important to us. Members may take part in CommunityFIT classes, get recipe ideas from our MyWHA Wellness videos, and enjoy health and wellness tips. Access health and wellness deals through the ChooseHealthy® program and enroll in fitness center memberships through the Active&Fit Direct™ program. All of these programs keep your health and fitness top-of-mind.



Meritage—Connected & Quality Care

Meritage Medical Network has been serving North Bay residents for over 40 years. Meritage was founded by a group of independent doctors who came together to create exceptional quality health care. A physician-led network, Meritage patients experience an interconnected health care system. When you are in the Meritage Medical Network, you have access to any Meritage physician from across four counties in the North Bay region.

The Meritage Medical Network combines 700 physicians and eight hospitals, the largest being MarinHealth Medical Center in Marin and Sonoma Valley Hospital in Sonoma, as well as urgent care centers, laboratories, skilled nursing facilities, and other ancillary providers. In addition to seeing your primary care provider, you are connected to nearby hospitals and multiple urgent cares conveniently located throughout the Marin, Sonoma, Napa, and Solano counties, bringing together a broad network of care.

In 2021, Meritage Medical Network was acquired by Babylon Health, that has a mission to make high-quality health care accessible and affordable to everyone. Babylon, a London-based digital health company, uses artificial intelligence (AI) to provide patients with 24/7 access to care as it serves nearly a half-million residents across the North Bay.

Meritage-affiliated hospitals include Providence's Queen of the Valley Medical Center in Napa, Santa Rosa Memorial Hospital, Healdsburg District Hospital and Petaluma Valley Hospital, as well as NorthBay's VacaValley Hospital in Vacaville, and NorthBay Medical Center in Fairfield.

Artificial Intelligence (AI) Innovation

Meritage leverages AI-powered diagnosis for improved access to care

24/7





Meritage physicians are Board Certified in the specialty they practice, so they are up to date on the latest clinical information and are overseen by the Medical Board of California. For those patients who want individualized care, especially when transitioning from one care setting to another, Meritage is distinguished by:

Care Transitions—if you are admitted to the hospital, Meritage nurses help make sure you successfully transition home (and stay there).

Care Management—if you have multiple complex conditions, or just need extra help managing your health, Meritage nurses are here for you to coordinate your care and appointments, to ensure integration that ensures you get quality care that makes good sense and improves health outcomes.

Care Coordination—if you need help with transportation to appointments, or completing durable medical equipment forms, Meritage has care coordinator available to help.

Behavioral Health Care Management—for access to behavioral health services, Meritage has a marriage and family therapist (MFT) as their Behavioral Health Care Manager available to assist you in getting the care you need when you need it.

Meritage patients with complex conditions have a full spectrum of continuity of care through these coordination services. In addition, Meritage has a Wellness at Home program, specially designed for senior patients to have convenient access to preventive care in the comfort of their home.

Meritage Medical Network

Meritage Medical Network was formed in 1981 to organize the physicians of Marin County, California into an Individual Practice Association (IPA) to accept HMO insurance risk contracts together. Since then, Meritage has expanded into additional markets and products.

WHA and Meritage | Partners in Care

The long-standing relationship between Western Health Advantage and Meritage means your care decisions are made quickly, without delay. That partnership assures that access to innovative treatments and leading-edge care are integrated. Together with the exceptional physicians, specialists and hospitals in the Meritage system, Western Health Advantage members enjoy the benefits of a solid foundation of making the health care experience better—and easier—for you.

Need help? You can get it!

In addition to our self-service tools that are accessible on our mobile app and online, you can count on WHA and Meritage to take care of you, with exceptional service from our team of member services and medical professionals.

Where to Find Us

Meritage Medical Network's customer service may be reached through their main telephone number at **415.884.1840** or visit **meritagemed.com**.

MARIN COUNTY

MarinHealth Medical Center

250 Bon Air Rd, Greenbrae, CA 94904

415.925.7000 (open 24 hours)

SONOMA COUNTY

Petaluma Valley Hospital

400 North McDowell Blvd., Petaluma, CA 94954

707.778.1111 (Mon. - Fri. 11 a.m. - 8:30 p.m.)

Sonoma Valley Hospital

347 Andrieux St, Sonoma, CA 95476

707.935.5000 (open 24 hours)

Santa Rosa Memorial Hospital

1165 Montgomery Dr Santa Rosa, CA 95405

707.546.3210 (open 24 hours)

Healdsburg District Hospital

1375 University Avenue, Healdsburg, CA 95448

707.431.6408 (Mon. - Fri. 7:30 a.m. - 5 p.m.)

NAPA COUNTY

Queen of the Valley Medical Center

1000 Trancas Street, Napa, CA 94558

707.252.4411 (open 24 hours)

Adventist Hospital

10 Woodland Rd. St. Helena, CA 94574

707.963.3611 (open 24 hours)

SOLANO COUNTY

NorthBay VacaValley

1000 Nut Tree Rd., Vacaville, CA 95687

707.624.7000 (open 24 hours)

NorthBay Medical Center

1200 B. Gale Wilson Blvd., Fairfield, CA 94533

707.646.5500 (open 24 hours)

westernhealth.com/Meritage or meritagemed.com
916.563.2250 or 888.563.2250 toll-free
memberservices@westernhealth.com

