



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 that doctors trust—is a partner of NorthBay Healthcare, a leading health care provider in Solano County. Together, Western Health Advantage and NorthBay Healthcare offer comprehensive coverage and plenty of health care options, including access to award-winning\* doctors from NorthBay Healthcare Group.

Founded more than 60 years ago, NorthBay Healthcare is honored to bring you high-quality, comprehensive health care services across two Magnet® Recognized hospitals and a family of convenient primary and specialty care practices. For every patient and every diagnosis, we have a team of experts ready to assist. As members of the Mayo Clinic Care Network, our physicians have special access to Mayo Clinic knowledge and expertise.

NorthBay and Western Health Advantage share a common goal: providing the best health care possible with convenient services and an exceptional patient experience. That integrated, quality care supports you and your family to live happier, healthier lives. NorthBay is known as Solano County's own health care provider—where compassion meets advanced medicine. Visit [westernhealth.com/NorthBay](https://westernhealth.com/NorthBay) to learn more.

\*2021 Excellence in Healthcare Award from Integrated Healthcare Association





## Western Health Advantage | Quality without Compromise

A leading health plan in Northern California, Western Health Advantage (WHA) has provided comprehensive health benefits and services for over two decades. Today, we support over 100,000 members and more than 5,000 employers. WHA helps members stay healthy and facilitates the quality care they need.

### **Comprehensive health coverage with personalized care**

Western Health Advantage 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 plan, 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 NorthBay 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. Western Health Advantage 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 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 now in getting care, even when members can't leave work or home. Care available 24/7 from Nurse24 (by phone) and Teladoc (for urgent care for when you can't reach your PCP).

**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.



## NorthBay Healthcare

We're proud to provide world-class care right here in Solano County—as we've done the last 60 years—with complex specialties, expert providers and advanced technologies close to home.

We have formed strong partnerships, including membership in the Mayo Clinic Care Network, which grants our physicians special access to Mayo Clinic knowledge and expertise. But close to home is really where it's at. Here is where compassion meets advanced medicine.

### Timely and Convenient Access to Care

90% of NorthBay's PCPs are accepting new patients, and for your convenience, same-day and virtual appointments available.

90%

### Cancer Care

Recognized by the American College of Surgeons' Commission on Cancer, the NorthBay Cancer Center supports patients every step of the way in their cancer journey, from diagnosis and surgery to ongoing treatment and recovery. In the most complex cases, our physicians can reach out to Mayo Clinic colleagues for a second opinion on treatment plans.

### Cardiovascular Care

The NorthBay Heart and Vascular Center is the only comprehensive center for advanced cardiovascular services in Solano County. NorthBay Medical Center operates Solano's first accredited Chest Pain Center, as well as provides PCI (balloon angioplasty) and open-heart surgery. The latest techniques offered in a state-of-the-art operating suite include coronary artery bypass, valve repair, valve replacement and TAVR. Our team of cardiovascular experts are trained in minimally invasive techniques used to treat a variety of vascular diseases—without open surgery. This means less pain and a faster, easier recovery for patients.

### Emergency Care

No one plans for an emergency, but if one happens, NorthBay's Emergency Department experts are ready to help with 24/7/365 service at NorthBay Medical Center in Fairfield and NorthBay VacaValley Hospital in Vacaville. NorthBay Medical Center is certified as a Level II Trauma Center by the American College of Surgeons.

### Urgent Care

NorthBay's urgent care centers in Vacaville and Fairfield offer a convenient alternative to the ER for nonlife threatening medical conditions fast, seven days a week. Patients can walk-in or schedule online.

## **We're Baby-Friendly**

Delivery at NorthBay Medical Center comes with care and compassion for every new mom, dad and infant. Not only has the organization earned the preferred "Baby-Friendly," designation, but it is also home to the only Level III Neonatal Intensive Care Unit in Solano county. In 2020 NorthBay Medical Center earned Newsweek Magazine's honors for being one of the best maternity hospitals in the country.

## **Neurological Care**

We offer the expertise to diagnose and treat the most complex diseases affecting the nervous system. Both emergency rooms have rapid response stroke teams to evaluate and treat patients using latest in leading edge diagnostic treatment and interventional techniques. Our multidisciplinary team of doctors offers specialized expertise in epilepsy, multiple sclerosis, brain tumors, headache, spine disorders, brain trauma and other brain disorders.

## **Orthopedics**

Our talented specialists can help patients suffering from muscle strain, sports injury, or bone or joint pain due to illness or injury regain their active lifestyle. Among the finest in their field across the Bay Area, our doctors treat the full range of orthopedic conditions using a variety of surgical and non-surgical therapies from complex fracture repair, foot and hand surgery and joint replacement.

## **General Surgery**

NorthBay's general surgeons offer procedures such as hernia repairs, gallbladder removal, colon cancer surgery and hemorrhoid removal. Surgeries are performed at both hospitals as well as the outpatient surgery center in Vacaville. The da Vinci Robotic Surgical System at NorthBay Medical Center, the only one in Solano County, offers patients with certain procedures a quicker recovery and fewer side effects.

## **Women's Health**

We are committed to comprehensive care for women at all stages of life—not just gynecology and maternity care, but also aspects of cardiology and oncology unique to women. We have a team of obstetricians and gynecologists at our NorthBay Center for Women's Health in Fairfield who also visit our primary care facilities to make appointments more convenient for patients.



## NorthBay Healthcare Group

NorthBay is focused on bringing Solano County the very best care, from birth to the end of life, employing the latest technology and putting it into the hands of expert physicians who provide world-class care. With more than 150 nationally-recognized physicians, NorthBay Healthcare Group has most medical specialties covered. We count among colleagues some world-renowned health care organizations, including the Mayo Clinic. NorthBay physicians collaborate with Mayo Clinic counterparts on behalf of patients with the most complex cases.

We offer primary care in Vacaville, Fairfield and Green Valley staffed by internal medicine, pediatrics and primary care physicians. For your convenience, many of our specialists also offer appointments in our Centers for Primary care too.

With NorthBay Healthcare Group physicians, you'll enjoy great benefits such as:

**My NorthBay Doc**—With our online patient portal, patients can communicate with their doctor, review test results, schedule primary care appointments and manage their health records.

**Expanded Choices for Appointments**—Provided by a care team partnering with each physician, options include same-day, phone and online visits.

**Advice Nurse Service**—Have a question for an expert? Available Monday through Friday during clinic hours, our Nurse Advice line is here for any health concern.

**Physician Consultation with Mayo Clinic**—access to a network of world-class specialists for complex medical problems.

## WHA and NorthBay Healthcare | Partners in Care

The long-standing relationship between Western Health Advantage and NorthBay Healthcare means your care decisions are made quickly, without delay. There is a kind of shorthand that exists, so innovative treatment and leading-edge care happen seamlessly. Together with the exceptional physicians, specialists and hospitals in the NorthBay system, Western Health Advantage members enjoy the benefits of this 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 NorthBay to take care of you, with exceptional service from our team of member services and medical professionals.

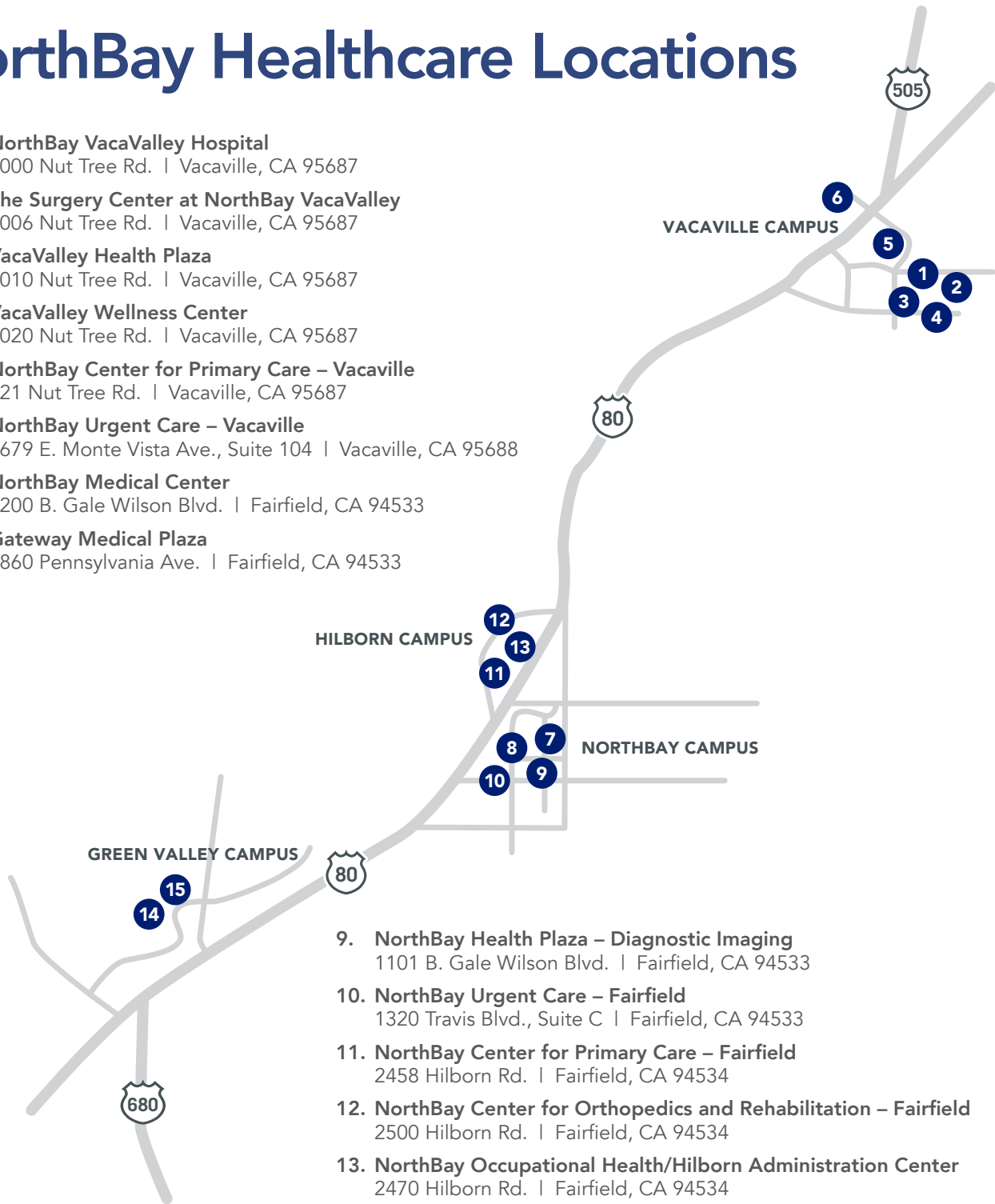
[westernhealth.com/NorthBay](http://westernhealth.com/NorthBay) or [NorthBay.org](http://NorthBay.org)  
916.563.2250 or 888.563.2250 toll-free  
[memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)





# NorthBay Healthcare Locations

1. **NorthBay VacaValley Hospital**  
1000 Nut Tree Rd. | Vacaville, CA 95687
2. **The Surgery Center at NorthBay VacaValley**  
1006 Nut Tree Rd. | Vacaville, CA 95687
3. **VacaValley Health Plaza**  
1010 Nut Tree Rd. | Vacaville, CA 95687
4. **VacaValley Wellness Center**  
1020 Nut Tree Rd. | Vacaville, CA 95687
5. **NorthBay Center for Primary Care – Vacaville**  
421 Nut Tree Rd. | Vacaville, CA 95687
6. **NorthBay Urgent Care – Vacaville**  
1679 E. Monte Vista Ave., Suite 104 | Vacaville, CA 95688
7. **NorthBay Medical Center**  
1200 B. Gale Wilson Blvd. | Fairfield, CA 94533
8. **Gateway Medical Plaza**  
1860 Pennsylvania Ave. | Fairfield, CA 94533



9. **NorthBay Health Plaza – Diagnostic Imaging**  
1101 B. Gale Wilson Blvd. | Fairfield, CA 94533
10. **NorthBay Urgent Care – Fairfield**  
1320 Travis Blvd., Suite C | Fairfield, CA 94533
11. **NorthBay Center for Primary Care – Fairfield**  
2458 Hilborn Rd. | Fairfield, CA 94534
12. **NorthBay Center for Orthopedics and Rehabilitation – Fairfield**  
2500 Hilborn Rd. | Fairfield, CA 94534
13. **NorthBay Occupational Health/Hilborn Administration Center**  
2470 Hilborn Rd. | Fairfield, CA 94534
14. **NorthBay Center for Primary Care, Green Valley/Green Valley Health Plaza**  
4520 Business Center Dr. | Fairfield, CA 94534
15. **NorthBay Healthcare Green Valley Administration Center**  
4500 Business Center Dr. | Fairfield, CA 94534



[westernhealth.com/NorthBay](http://westernhealth.com/NorthBay)  
916.563.2250 or 888.563.2250 toll-free  
[memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)