

Frequently Asked Questions (FAQs) Large Group Plans

Finding and Accessing Care

Q: If my provider is not in the network, how do I transfer my records over to my new doctor?

A: It's easy, once you choose your new primary care provider (PCP), simply ask your former PCP to request your records to be sent to your new provider. If you need help choosing a new PCP or transferring your records, our Member Services team can help. Call **916.563.2250** or **888.563.2250**.

Q: But I'm currently being treated by a doctor for an ongoing medical issue. How do I transfer my care to the new provider and medical group?

A: Whether you are a new WHA member or an existing WHA member whose physician has terminated with WHA, you may request to temporarily remain with your existing physician. Complete the **Continuity of Care form** for each physician you want to retain. It is important to turn this form into WHA as soon as you know you will need continuing care. WHA will let you know if you qualify for continuity of care. If you do not have a qualified continuity of care issue as outlined on form, you may still request assistance in changing to WHA providers by using this form.

Q: I have a child in college outside of the WHA service area. Are they covered and if so, how should they get care?

A: WHA has care options for when you need it most—in and out of the WHA service area. If an urgent care situation arises, your dependent should call their PCP—any time of the day, including evenings and weekends. A doctor may provide home care remedies, offer a virtual visit or, if necessary, direct your dependent to seek care at the emergency room or urgent care center. To keep care coordinated, it's always best to call the PCP first, but members always have 24/7 access to our nurse advice, NurseLine. Call 877.793.3655. For more information, refer to the **College Dependent flyer** to learn more.

Q: What about when we travel and a medical issue occurs?

A: As part of your health plan, urgent care and emergency care services are covered wherever you are in the world. With WHA, there are additional ways to get care while traveling. The **WHA mobile app** gives you access to important phone numbers (your PCP, NurseLine, Optum Behavioral Health) as well as a digital version of your WHA member ID card. We offer **Virtual Urgent Care through Teladoc** to get a diagnosis and prescription (if needed) 24/7. Anytime you travel 100 miles or more away from home, even in a foreign country, you are eligible for **Assist America's** services, such as medical consultation and referrals, care of a minor child, lost luggage or document assistance, and other vital services in the event you face an emergency while traveling.

Q: I currently go to a chiropractor that isn't in the Landmark Healthplan network. Is there a way my practitioner can be added?

A: A non-participating chiropractor may contact **Landmark** to see if they can be added to their network.

Q: Do my dependents need to choose the same medical group that I belong to?

A: No, the dependents on your plan may select a doctor from among our **six medical groups**.

Q: Will I have access to my dependent child's WHA account?

A: WHA subscribers have access to dependent information via your **MyWHA Account**, our secure member-only portal. However, for dependents over the age of 18 (and certain services over age 12), the information will be limited.

Q: Where is the best place to go to research doctors when choosing one from the WHA network?

A: Visit our **Find a Doctor** tool online. This tool allows you to search and filter based on specific criteria, such as PCPs within a certain mileage from your home. If you need help, Member Services can help you find an available PCP in your area. You can reach them at 916.563.2250 or 888.563.2250 toll-free (888.877.5378 TDD/TTY); Monday through Friday, 8 a.m. to 6 p.m. (excluding holidays); or email them at **memberservices@westernhealth.com**.

Q: We have a need for mental health/EAP—what are the options? Where do we go for that?

A: WHA's mental health services are available through our best-in-class provider Optum Behavioral Health. They will assist with any mental health and substance use disorder needs. Call them at directly at 800.765.6820 or visit our **mental health web page** to search for providers and learn more about Optum's self care tools and resources.



visit • [choosewha.com/learnmore](https://www.choosewha.com/learnmore)
call • 888.499.3198



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