



# 2026 ENROLLMENT GUIDE



LARGE GROUP • [choosewha.com/learnmore](https://choosewha.com/learnmore)

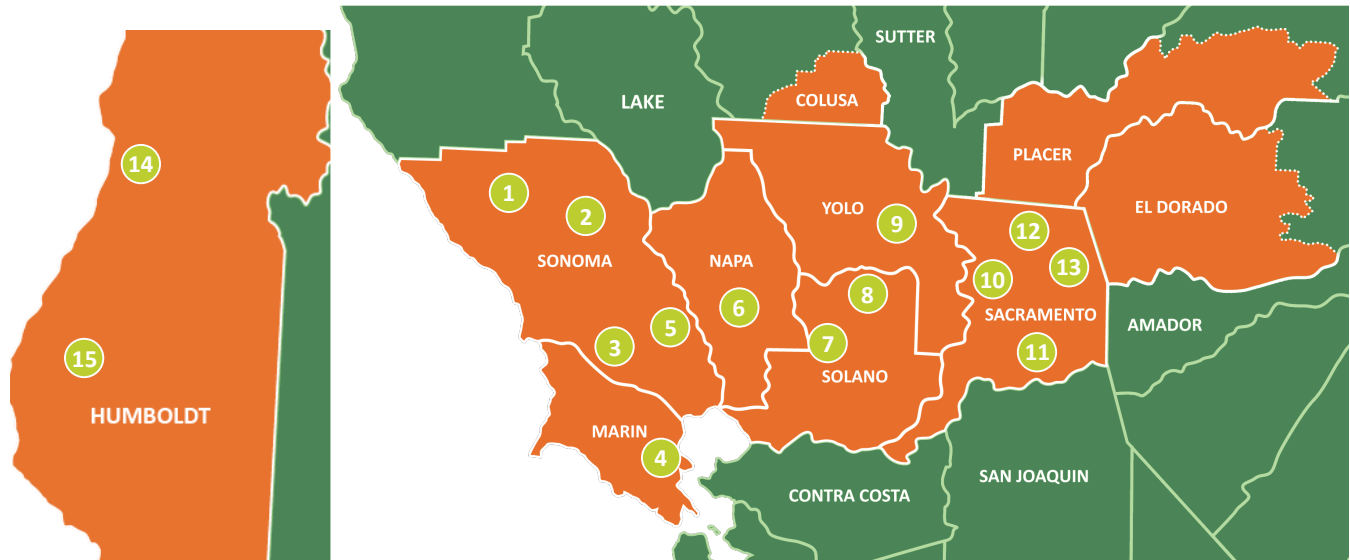




## OUR NETWORK IN YOUR NEIGHBORHOOD

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 to see who's available.



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

### North Bay Area Hospitals

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

### Solano County Hospitals

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

### Greater Sacramento Area Hospitals

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

### Humboldt County Hospitals

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

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



## Find a Doctor and Access Care

Upon enrollment, members will select a primary care physician (PCP), or we can assign one to you, close to home or work to allow reasonable access to care. A member's PCP can treat most health care needs, but should you need specialty care, your PCP will refer you to an appropriate clinical provider. WHA 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 clinical providers, hospitals, pharmacies, and urgent care centers in your area using WHA's directory at [choosewha.com/directory](https://www.choosewha.com/directory) to narrow down what's important to you.

- Choose the type of clinical provider such as primary care or specialist, as well as hospitals close to your home or work.
- Use search filters when you have specific needs and preferences such as gender, language spoken, race/ethnicity.
- Some PCPs are in private, independent offices; others in large facilities with labs and specialty services all under one roof.
- Referrals can help in choosing a doctor, so ask friends/coworkers for recommendations.
- You can even choose a different type of PCP for each members of your family. Rest assured, you can always change your PCP by calling Member Services. A change of PCP is effective on the 1st of the month following the request.
- 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. They can also guide you on how to transfer your medical records and any prescriptions, so you have what you need to schedule your visit with your new PCP.



## 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. > [mywha.org/virtualvisits](https://mywha.org/virtualvisits)
- **Teladoc**® lets you connect with a health care professional 24/7 by secure video chat or phone call to get a diagnosis on minor injuries and illnesses such as colds or flu, minor cuts or burns, muscle strains and sprains, upset stomach or skin rashes, often within 15-30 minutes, without having to go to an urgent care facility.\* > [mywha.org/Teladoc](https://mywha.org/Teladoc)



## IN-PERSON URGENT CARE

WHA offers a broad urgent care network with over 55 locations throughout our entire service area, offering same-day treatment for medical issues that can't wait but aren't life threatening. While you are in the WHA service area, be sure to go to a facility affiliated with your PCP's medical group.

## GLOBAL EMERGENCY ASSISTANCE

**Anytime you travel 100 miles or more away from home, 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 when traveling. > [mywha.org/travel](https://mywha.org/travel)

\*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 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

**Western Health Advantage members can refill prescriptions at thousands of retail pharmacies, including CVS and Walgreens, many of which offer delivery and drive-thru options.**

Save time and money on your maintenance medication by obtaining a 100-day supply through Optum Rx's home delivery pharmacy program or a 90-day supply at *any* participating network retail pharmacy.

Refill your maintenance medication online or by phone and get it delivered straight to your home. There is no charge for standard shipping. To get started, ask your doctor to send an electronic prescription to Optum Rx, register at [optumrx.com](https://optumrx.com), download the Optum Rx app, or call 844.568.4150.

For assistance with specialty medications, call 855.427.4682 or visit [specialty.optumrx.com](https://specialty.optumrx.com). Optum's patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

- **Lower Mail-Order Copays.** Get a 100-day supply of maintenance medication for the cost of just 2 retail copays.
- **100-Day Supply by Mail.** More meds, fewer interruptions—delivered straight to your door.
- **90-Day Fills at All Network Pharmacies.** Pick up your maintenance medications anywhere in-network with access to local and retail network pharmacies such as CVS, Walgreens, and Safeway. *NOTE: When you fill a 90-day supply at retail, you pay 3x your copay. With mail order, you only pay 2x your copay for a 100-day supply.*

### Download the Optum Rx app



App Store



Google Play

- Check medication coverage
- Track home delivery orders
- Sign up to receive text messages that remind you when it's time to refill or take your medication.

➤ [mywha.org/apps](https://mywha.org/apps)

### Transfer Existing Medications

- If you were using a local pharmacy to pick up your prescriptions, you can use WHA's online provider search to determine if your existing pharmacy is in our network.
- To transfer your existing maintenance medication to Optum Rx Home Delivery, you can ask your pharmacy to transfer your prescription directly to Optum Rx. If refills remain, Optum Rx will proceed with refilling your prescription.
- If you have refills remaining and your existing pharmacy is not in our network, you can search WHA's provider directory for a nationwide in-network pharmacy. Transferring your prescription is easy. Call WHA's Member Services for support.

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



## BEHAVIORAL HEALTH

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

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. Access Optum's network of over 5,500 in-person providers and over 3,000 virtual providers. Start by going to [mywha.org/bh](https://mywha.org/bh) or call 800.765.6820 to learn more and search an online provider directory.

Optum's **Live and Work Well** behavioral health member portal provides a resource for members to screen their symptoms, get triaged to the most suitable care, and search mental health professionals seamlessly. By consolidating mental health services from Optum with retail pharmacy services through Optum Rx, and existing Optum Disease Management programs, WHA members can benefit from integrated services. ➤ [liveandworkwell.com](https://liveandworkwell.com)

## STRESS MANAGEMENT



Access tools that support your mental and emotional well-being with Calm Health & AbleTo. Calm Health offers guided programs and daily practices to help manage stress, anxiety, and sleep—so you can feel more balanced every day. In addition, WHA members can use AbleTo's virtual therapy and virtual behavioral health coaching services, connecting you with licensed therapists or trained coaches for personalized support, all from the comfort of home.

## 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 [choosewha.com/directory](https://choosewha.com/directory) to search Landmark Healthcare's provider directory or call 800.298.4875 to locate a participating nearby practitioner. Review the combined Summary of Benefits/Evidence of Coverage based on your plan type by visiting [mywha.org/cam](https://mywha.org/cam).





## WELLNESS PERKS & PROGRAMS

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. > [mywha.org/wellness](https://mywha.org/wellness)



- \* **REVERSE TYPE 2 DIABETES** with a telehealth coaching program that helps members lower blood sugar and A1C, reduce or eliminate diabetes medications, and lose weight. The coaching, services, and supplies are included at **no added cost** for eligible plan members.  
> [mywha.org/reverseddiabetes](https://mywha.org/reverseddiabetes)
- \* **HYPERTENSION MANAGEMENT** is easy with advanced technology, along with coaching and other tools to better manage your blood pressure. Members 18+ diagnosed with hypertension (high blood pressure) may enroll at **no added cost**.  
> [mywha.org/manageHBP](https://mywha.org/manageHBP)
- \* **NUTRITIONAL COUNSELING** is now offered by WHA, one of the first health plans in our area to offer weight management support. Whether dealing with issues of obesity, eating disorders, or needed weight gain, talk to your doctor to see if you meet specified medical criteria for referral to a nutritionist. You'll have the same cost-sharing that you would have for a primary care office visit.  
> [mywha.org/nutrition](https://mywha.org/nutrition)
- \* **DIGITAL PAIN MANAGEMENT** is offered through an innovative program and app to help with back, neck, and knee pain. Ideal for those who can't always travel to appointments, you can still get care and support through real-time automated exercise feedback, function assessment, and warm-ups for virtual therapy that is accessible anytime at **no added cost**.  
> [mywha.org/digitalcare](https://mywha.org/digitalcare)
- \* **CHOOSEHEALTHY**<sup>®</sup> offers savings on wellness products and services to help you discover new ways to live better every day. The program features discounts of up to 50% on popular health and fitness brand like FitBit, Garmin, Skechers, Vitamix, and more. You also enjoy savings on therapeutic massage services through a network of practitioners. Explore hundreds of products and services to support your healthy lifestyle.  
> [mywha.org/discounts](https://mywha.org/discounts)





\* **CHRONIC CONDITION MANAGEMENT.** Our disease management services are available to members living with a chronic illness such as asthma, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease (COPD), and diabetes. For **no added cost**, you have access to a care manager and helpful resources.

➤ [mywha.org/dm](https://mywha.org/dm)

\* **FITNESS CENTER PARTNERSHIPS.** Get active through our gym and fitness center partnerships. Active&Fit Direct® offers access to a variety of fitness centers for a minimal monthly fee. Visit our website for a list of locations.

➤ [mywha.org/fitness](https://mywha.org/fitness)

\* **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.

➤ [mywha.org/communityfit](https://mywha.org/communityfit)

\* **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, and smoking cessation. Unless otherwise noted, most classes are free.

➤ [mywha.org/classes](https://mywha.org/classes)

\* **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 longevity.

➤ [mywha.org/recipes](https://mywha.org/recipes)



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 finutulungan, 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 tagasalín, 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 통역사도 애기하기 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 آونتیج) 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、情報を入力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 អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មាន នៅក្នុងភាសាបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកគ្រូចៀកឆ្លង់ 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। दुभाशिए 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



## 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 for you. 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

A vital step 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 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

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.

**[choosewha.com/learnmore](http://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.

