

Every step of the way, your local support team is reachable to help you understand your plan, get the care you need, and find resources when you need them. Contact WHA's Member Services at **916.563.2250** or **888.563.2250**.

Quick Q&As for Your New Health Plan

Choosing a Western Health Advantage health plan means you get great health coverage and benefits, along with programs and services that let you live your healthiest life! Have questions on selecting the best plan for you and your family? We've got answers. Whenever you need help, just call our local Member Services at **916.563.2250** or **888.563.2250**.

Q: What is WHA's Network in the Sacramento region?

A: WHA has about 2,200 clinical providers with Dignity Health and Hill Physicians, including five Dignity Health hospitals: Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital, Methodist Hospital of Sacramento and Woodland Memorial Hospital. For urgent care needs, there are 13 urgent care centers throughout Greater Sacramento area, several within Folsom and El Dorado Hills: Carbon Health off East Bidwell, Folsom Urgent Care off Creekside Drive and MDStat in EDH.

Q: How do I choose a Primary Care Physician (PCP)?

A: Each family member may choose a PCP from a wide choice of clinical providers (i.e. pediatrician, internal medicine). Your PCP treats most of your health care needs and helps you by managing referrals for other services. It's easy to choose – just go online, on WHA's mobile app, or call WHA Member Services. View PCP choices at: choosewha.com/directory. Then, schedule an appointment with your new PCP. Unless the appointment is urgent, they usually schedule out a few months. However, if urgent, let the office staff/PCP know and they can put you on a priority appointment list. And don't forget, you have telehealth options too!

Q: What about Specialist visits?

A: There are 1,000+ specialists nearby when you need them. Using WHA's Advantage Referral, members can request their PCP to refer them to specialists in any six of WHA's medical groups, including NorthBay Health (which partners with Mayo Clinic), Providence, Hill Physicians, Mercy Medical Group, and Dignity.

Q: How do I transfer my medical records to a new PCP?

A: Members can request their medical records at anytime. Simply request them from your current PCP and records can be provided in a variety of ways (email, download, etc.).



Q: What about X-rays and labs?

A: Your PCP refers you to a network facility for x-rays and labs (e.g. Quest Labs). Most facilities are within close proximity of your PCP's office. Dignity Health's medical offices on Prairie City Road in Folsom are right next to Quest Labs.

Q: Where do I get my prescriptions?

A: WHA contracts with a large network of retail pharmacies such as Safeway, CVS, Walgreens, RiteAid as well as smaller, independent pharmacies – many with drive-thru available. Also, save money through OptumRx mail order, where you can get up to a 90-day supply of maintenance medications. Your new PCP will refill at your pharmacy of choice. Learn more at mywha.org/rx.

Q: I'm in the midst of treatment, or have a planned surgery – can I stay with my current doctor?

A: Continuity of Care is available. Those currently receiving treatment may request to temporarily remain with their existing physician under certain circumstances. Members can request Continuity of Care (COC) by submitting the COC form to WHA. See details when you use this form: mywha.org/cocform.

Q: What about mental health needs and services?

A: WHA partners with Optum Behavioral Health for mental health and substance use disorder services. No referral is needed – just call Optum at 800.765.6820 for help finding a mental health professional. Visit mywha.org/bh or learn more on their webpage at liveandworkwell.com.

Q: Do you have chiropractic and acupuncture services?

A: WHA includes chiropractic and acupuncture services in all the benefit options. WHA works with Landmark Healthplan for these services. There is no referral needed, visit mywha.org/cam for a list of participating providers.

Q: What if a family member gets sick outside of WHA's service area?

A: Members have emergency service coverage outside of the service area. Virtual care is available while away from home – **Teledoc** provides access to a consultation with a physician for **urgent care**, and **NurseLine** is available 24/7.

Q: Dependent children/students away at college?

A: Students while away in college can access urgent or emergency care. Preventive or non-emergent care will need to be accessed within network. Students can use NurseLine or Teledoc for virtual urgent care. Visit mywha.org/Teladoc and mywha.org/nurseadvice to learn more. Optum Behavioral Health is available nationwide – visit mywha.org/bh.