



Get ready to enroll with WHA.

WE CHECK ALL OF THE BOXES.

When it comes to choosing a health plan, you will likely consider three things.



...First, your network of doctors and hospitals.

That's where you will access care when you need it. We have more than 3,200 doctors and specialists to choose from and 15 hospitals you know and trust.



...Second, know your essential plan benefits.

This is your preventive care plus a wide range of benefits included in WHA plans, such as hospitalization, mental health services, and prescription drug coverage.



...And finally, value-added benefits you will appreciate.

Our plans include services to help you manage long-term health conditions, and innovative wellness programs that address nutrition, physical fitness and more, to help you (and your family) reduce health risks and maintain a healthy lifestyle.



welcome to WHA > choosewha.com/sonoma-county

County of Sonoma: Active Employees & Early Retirees

OUR NETWORK IN YOUR NEIGHBORHOOD



As a WHA member, 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 physicians and specialists for your medical needs. Simply, use our **Find a Doctor** tool on our website to see who's available, with about 75% of PCPs and 95% of specialists accepting new patients. If you need help, our Member Services team can help you find someone that's right for you and your family.

WHA Provider Network in Your Area

In the North Bay area, WHA members have access to: two medical groups, 300 PCPs and more than 650 specialists, six hospitals, 12 labs/imaging facilities, five urgent care locations, plus more than 100 in-network pharmacies, including many drive-thru locations.

**Providence**
888.432.5464 • providence.org

**MERITAGE**
MEDICAL NETWORK
A Babylon Company
415.884.1840 • meritagemed.com

Outside of the North Bay, you have access to doctors and facilities from all of the medical groups in our Northern California network, including those affiliated with NorthBay Health, Dignity Health's Mercy Medical Group and Woodland Clinic, and Hill Physicians.

Note: WHA provider details and numbers subject to change.

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 to learn more.



Note: A localized representation of the WHA service area. WHA network includes 15 hospitals in Northern California.

Hospitals in and Around Sonoma County

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

Find a Doctor and Accessing Care

Upon enrollment, members must select a **primary care physician (PCP)** close to home or work to allow reasonable access to care. A member's PCP is responsible for coordinating medical care. PCPs can treat most health care needs, but should a PCP determine that specialty care is needed, the member will be referred to an appropriate clinical provider. With WHA, you have access to specialists outside of your PCP's medical group with WHA's **Advantage Referral** program.

Search a full listing of primary care physicians, specialists, hospitals, pharmacies, and urgent care centers in your area by using our online directory at **mywha.org/directory**. WHA's directory gives you ways to narrow down and specify what's important to you.

- Choose the type of provider such as primary care, specialists and facilities so you can find a doctor that's nearby to home, work or school.
- Use search filters when you have specific needs and preferences such as gender, language spoken, race/ethnicity.
- Some PCPs are in private, independent offices while others are found in a facility with various departments and specialties, labs and other services.
- Referrals are often a good way to find the right doctor for you and your family. Consider asking friends/colleagues for recommendations.
- Finally, you may capture your search results, download, and print out your selections.

If you want help finding a doctor, WHA's Member Services team can help. Call them at 916.563.2250 or 888.563.2250 toll-free.

Virtual Care Options

Our clinical provider network offers telehealth alternatives to the traditional in-person office visit. When a network provider offers telehealth services, you will have the same copayment that you would have for an office visit. Telehealth services may vary based on your medical group and PCP, so it's best to call to learn what options are available to you.

WHA also provides additional virtual care:

- **NurseLine**, a 24/7 confidential advice line staffed with registered nurses available to answer your health questions and help with treatment options.
- **Teladoc®** for 24/7 urgent care virtual visits. Teladoc lets you connect with a health care professional by secure video chat or phone to get a diagnosis on minor injuries and illnesses such as colds or flu, minor cuts or burns, muscle strains or sprains, upset stomach or skin rashes, often within 15-30 minutes, without having to go to an urgent care facility.

If an urgent care situation arises while you are in WHA's service area, start by calling your PCP—any time of the day, including evenings and weekends. Your doctor or an on-call doctor may provide you with home care remedies, offer a virtual visit or direct you to seek care at the emergency room or your medical group's contracted urgent care center, if necessary.

Global emergency assistance

Anytime you travel 100 miles or more away from home, even in a foreign country, you can benefit from assistance services from Assist America. Their experienced crisis management professionals work out of 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, all in the event of an emergency while traveling.

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 for details on cost-sharing and balance billing protections.

SELECT THE PLAN THAT IS RIGHT FOR YOU



Your employer has selected these plan options for you to choose from.

Whichever WHA plan you opt for, preventive care is covered, at no cost to you. We provide members with preventive health guidelines, along with ongoing reminders and tips to help you maintain optimal health. So, there's more to a health plan than being there for when you are sick or injured. WHA wants to help you stay healthy, even providing the opportunity to get a reward, just by completing a preventive screening or recommended immunizations.

Traditional Plan

PREMIER 10A HMO PRIME

+ Prescription G

No annual deductible to meet. Fixed copays for office visits, including virtual visits with your doctor, and prescription drug coverage. Labs, x-rays, imaging and hospitalization are covered in full.

Deductible Plan

HOSPITAL SERVICES DHMO PRIME

+ Prescription H2

Fixed copays for office/virtual visits and prescription drugs while services like hospitalization are subject to the deductible. Labs, x-rays, and imaging are covered in full.

HSA-Compatible High-Deductible Plan

DEDUCTIBLE FIRST HDHP HMO PRIME

includes Prescription Plan

You receive comprehensive health care while taking advantage of tax-free savings and investments. You can build funds within your health savings account (HSA)* to pay for services such as office and hospital visits as well as prescription medications on a pre-tax basis. *While there is no obligation to have an HSA, you are advised to discuss the benefits with a tax consultant.

This benefit comparison is intended to be used as a summary only.

The applicable Copayment Summaries and Combined Evidence of Coverage and Disclosure Form (EOC/DF) should be consulted for a detailed description of coverage benefits and limitations. Applicants have a right to review the EOC/DF prior to enrollment. Call WHA Group Sales at 888.499.3198 to request a copy.

plan comparison notes

- ¹ Medical or prescription services may be subject to a deductible. The member must pay for these services when services are rendered until the deductible is met in that calendar year. Charges under the deductible are based on WHA's contracted rates with the provider of service.
- ² The annual out-of-pocket maximum is the total amount that the member must pay for certain services in a calendar year.
- ³ Generally, all non-emergency care must be accessed through your Primary Care Physician (PCP) within WHA's provider network. Obstetrical and gynecological services may be obtained directly without a PCP referral.
- ⁴ There may be an office visit copay if the primary purpose of a visit is not preventive or other services are provided.
- ⁵ With the exception of pediatric vision exams, copayments for vision and hearing examinations do not contribute to the out-of-pocket maximum.
- ⁶ See Copayment Summary for applicable prosthetic/orthotic device copayment amount.
- ⁷ Refer to the Infertility Benefits Copayment Summary for limitations and exclusions.
- ⁸ Acupuncture and chiropractic services provided through Landmark Healthplan of California, Inc. Copayments for chiropractic services, if applicable, do not contribute to the medical OOP maximum.
- ⁹ Percentage copayment amounts are based on WHA's contracted rates with the provider of service.
- ¹⁰ The deductible and annual out-of-pocket maximum amounts are embedded, i.e. each member in the family must meet the Individual with family amount or the family must meet the Family amount before benefits will apply for that member.

Plan Comparison EFFECTIVE 06.01.24
Active Employee and Early Retiree Plans

		PREMIER 10A HMO PRIME	HOSPITAL SERVICES DHMO PRIME	DEDUCTIBLE FIRST HDHP HMO PRIME ¹⁰
MEDICAL DEDUCTIBLE¹	SELF-ONLY COVERAGE	none	\$1,000	\$1,600
	INDIVIDUAL WITH FAMILY	none	\$1,000	\$3,200
	FAMILY COVERAGE	none	\$2,000	\$3,200
PRESCRIPTION DEDUCTIBLE¹	SELF-ONLY COVERAGE	n/a	n/a	combined with medical
	INDIVIDUAL WITH FAMILY	n/a	n/a	
	FAMILY COVERAGE	n/a	n/a	
ANNUAL OUT-OF-POCKET MAXIMUM²	SELF-ONLY COVERAGE	\$1,500	\$3,000	\$3,200
	INDIVIDUAL WITH FAMILY	\$1,500	\$3,000	\$3,200
	FAMILY COVERAGE	\$3,000	\$6,000	\$6,400
PREVENTIVE CARE SERVICES^{3, 4}				

Preventive Care is Covered in Full (CIF) — includes: annual physical examinations; immunizations, adult and pediatric; women's preventive services; maternity care, routine prenatal and lab tests and first post-natal visit; well baby care; and breast, cervical, prostate and colorectal cancer screenings

PROFESSIONAL/OUTPATIENT SERVICES³				
Office or virtual visits		\$10 per visit	\$20 per visit	\$20 per visit after deductible
Annual eye and hearing exams ⁵		covered in full	covered in full	covered in full
Outpatient surgery (performed in office setting)		\$10 per visit	\$20 per visit	\$20 per visit after deductible
Outpatient surgery (facility)		\$10 per visit	20% after deductible ⁹	\$150 per visit after deductible
Laboratory test, x-rays and diagnostic imaging		covered in full	covered in full	covered in full after deductible
Imaging (CT/PET scans and MRIs)		covered in full	covered in full	\$50 per visit after deductible
HOSPITALIZATION SERVICES				
Hospital inpatient, facility		covered in full	20% after deductible ⁹	\$250 per admit after deductible
Hospital inpatient, professional		covered in full	20% after deductible ⁹	covered in full
BEHAVIORAL HEALTH SERVICES				
Mental health and substance abuse office or virtual visits		\$10 per visit	\$20 per visit	\$20 per visit after deductible
Outpatient mental health and substance abuse services		covered in full	covered in full	covered in full after deductible
Inpatient mental health and substance abuse services		covered in full	20% after deductible ⁹	\$250 per admit after deductible
OTHER SERVICES				
Emergency room (waived if admitted)		\$50 per visit	20% after deductible ⁹	\$100 per visit after deductible
Urgent care virtual visit/Urgent care center		\$10 per visit	\$20 per visit	\$20 per visit after deductible
Ambulance services		\$50 per trip	\$150 per trip	\$100 per trip after deductible
Durable medical equipment ⁶		20% ⁹	20% ⁹	20% after deductible ⁹
Infertility services ⁷		\$10 per visit (see Infertility C)	50% ⁹ (see Infertility A)	50% ⁹ (see Infertility A)
Acupuncture care, up to 20 visits ⁸		\$15 per visit	\$15 per visit	covered in full after deductible
Chiropractic care, up to 20 visits ⁸		\$15 per visit	\$15 per visit	covered in full after deductible
PRESCRIPTION DRUG PLANS (30-DAY SUPPLY)		Prescription G	Prescription H2	included in medical
TIER 1 medication		\$5	\$10	\$10 after deductible
TIER 2 medication		\$10	\$30	\$30 after deductible
TIER 3 medication		\$20	\$50	\$50 after deductible
OTHER PRESCRIPTION COVERAGE		Prescription G	Prescription H2	included in medical
Home self-injectable medication (30-day supply)		\$10	covered in full	20%, up to \$250/month ⁹

Pharmacy Benefit Management



Options for Getting Prescriptions

You can fill a 30-day supply of most prescription medications at a retail pharmacy. You have a choice one of thousands of network retail pharmacies, including national chains and many local pharmacies. Some locations may have drive-thru options.

Save time and money on prescriptions by using the mail-order option or through Select90 retailers, including CVS and Walgreens. If you take long-term (i.e. maintenance) medication, you can get prescriptions with up to a 90-day supply at a lower copay than if ordered a month at a time. Contact OptumRx anytime at 888.658.0539. Members may also opt to get prescriptions sent directly to their home.

To get started on your specialty medications in a timely manner, you are able to pick up two initial fills at local retail pharmacies. There are some exceptions (drug may be limited by the FDA and/or manufacturer to a specific specialty pharmacy, for example).

If you have a prescription for a specialty medication with **Optum Specialty Pharmacy**, you will be automatically enrolled into OptumRx's clinical management program. All specialty medications are shipped at no cost to your doctor's office or your home, depending on who administers the medication.

For assistance with specialty medications, call 855.427.4682 or visit specialty.optumrx.com. Optum's

TRANSFER EXISTING MEDICATIONS

- **If you were using a retail pharmacy** to pick up your prescriptions, you can use WHA's online provider search to determine if your existing pharmacy is in our network.
- **If you are not currently using OptumRx for your mail order**, you can ask your pharmacy to transfer your prescription directly to OptumRx. If refills remain, OptumRx will proceed with refilling your prescription.
- **If you have refills remaining** and your existing pharmacy is not in our network, simply inform your pharmacy of your new coverage and show them your WHA member ID card.

Note: Most specialty medications require prior authorization. If your medication requires prior authorization, your doctor will need to submit a prior authorization form to WHA.

patient care coordinators and pharmacists are highly trained to understand your special therapy needs. Access registered pharmacists who review lab results and check for side effects or drug interactions.

Use OptumRx.com and OptumRx App for these convenient digital services:

- Find a network pharmacy, check medication coverage, track home delivery orders, renew or refill your prescriptions and more. Search OptumRx app in the App store or Google Play
- You can enroll any qualifying medications in the automatic refill program. OptumRx will automatically fill and send your medications right to your home. They'll notify you when your medications are ready to ship.
- Never miss a dose with the My Medication Reminders tool. You can set your own customized notification schedules to receive text message reminders from OptumRx.

Mental Health & Substance Use Disorders



Acupuncture & Chiropractic Care



Behavioral Health

Optum is WHA's mental/behavioral health partner. Optum's approach to whole-person health care offers both virtual and in-person visits with over thousands of mental health professionals available. They also provide a wealth of information, tools, and services to support members in getting the care they need.

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. Members can access a broad group of qualified mental health professionals and robust technology that supports Optum's network of over 5,500 in-person providers and over 3,000 virtual providers. Search **liveandworkwell.com** (access code: WHA) to find a behavioral health provider.

Optum's **Live and Work Well** portal provide a resource to patients to screen their symptoms, get triaged to the most suitable care, and search for mental health professionals that's convenient. By consolidating our mental health services from Optum with retail pharmacy services through OptumRx, and existing Optum Disease Management programs, WHA members can benefit from integrated services.

Note: Provider details and numbers subject to change.

Alternative Medicine

Your health plan includes up to 20 annual visits for each acupuncture 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 **mywha.org/directory** to search Landmark Healthcare's provider directory. Or call **800.298.4875** to locate a participating practitioner or request a combined Summary of Benefits/Evidence of Coverage based on your plan type.

BUILT-IN HEALTH AND WELLNESS SUPPORT

You deserve every opportunity to reach your health and wellness goals, with programs and resources to take advantage of that supports you in living a healthy lifestyle.

- **VIRTA HEALTH** is a telehealth program that reverses type 2 diabetes by helping participants lower blood sugar and A1C, reduce or eliminate diabetes medications, and lose weight. We have hundreds of members in the program and already seeing great results. The coaching, services, and supplies, which is a value estimated at \$3,000, are included at no added cost when you choose a WHA health plan.
- **LIVONGO® FOR HYPERTENSION** provides advanced tools to help manage high blood pressure, such as a connected blood pressure monitor sent directly to you, real-time advice on your readings, and one-on-one coaching and support. Those who have been diagnosed with hypertension (high blood pressure) may enroll in this program at no added cost with a WHA health plan.
- **NUTRITIONAL COUNSELING** is now offered by WHA, one of the first health plans in our area to offer support for weight management issues. Whether dealing with issues of obesity, eating disorders, or needed weight gain, you simply talk to your doctor to get a referral to a nutritionist for visits. You'll have the same cost-sharing that you would have for a primary care office visit.
- **KAIA HEALTH™** is an innovative digital physical therapy program and app to help with back, neck, and knee pain. This is ideal for those who can't always get to an in-person therapy or travel to appointments, which often get in the way of getting the care you need. Kaia's computer vision technology features real-time automated exercise feedback, function assessment, and gamified warm-ups for virtual therapy that is accessible anytime or anywhere.
- **CHOOSEHEALTHY®** provides savings on wellness products and services to help you discover new ways to live better every day. The program includes product discounts from 10% to 50% on popular health and fitness brands, such as FitBit, Garmin, SunBasket, Skechers, and more. Members also save money on therapeutic massage services through a network of practitioners. There's also no-cost online health classes and other services to support a member's healthy lifestyle.



Coverage depends on eligibility at the time of service. Refer to plan documents for cost-sharing details.

PREVENTIVE CARE RESOURCES

Preventive health guidelines are designed to help you make more informed decisions about your health. These include health screenings, wellness exams, and other services that are available to you at no additional cost*, starting at birth through adulthood. Members also get easy-to-read, up-to-date immunization schedules as recommended by the Centers for Disease Control and Prevention.

CHRONIC CONDITION MANAGEMENT

WHA provides access to disease management programs at no additional cost. The programs offer individuals living with a chronic illness access to helpful resources and a care manager to help them manage and control their condition. The programs focus on these chronic illnesses: asthma, coronary artery disease, and diabetes.

PERSONAL HEALTH ASSESSMENT

Healthroads™ is an online health and well-being management tool where members can complete an annual personal health assessment (PHA) and get a health scorecard that connects them with resources and information to help them create an action plan and improve their health/score. It's a terrific proactive tool to further your health journey.

FITNESS CENTER PARTNERSHIPS

WHA gives you reason to get active through our gym and fitness center partnerships. Active&Fit Direct® gives members access to a wide range of fitness centers for a minimal monthly fee. Other area partners include: California Family Fitness; HealthSpring Fitness (Vacaville); Spare Time Clubs; and Synergy Health Club (Petaluma and Napa). Visit our website for a list of locations.

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.

HEALTH & FITNESS DISCOUNTS

Together with our Active&Fit™ partner, we bring ChooseHealthy® with savings on wellness products and services to help you discover new ways to live better every day. You'll get product discounts from 10% to 50% on popular health and fitness brands, such as FitBit, Garmin, SunBasket, Skechers, and more. Members also save money on therapeutic massage services through a network of practitioners. You may also get no-cost online health classes and other services to support a healthy lifestyle.

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, smoking cessation. Unless otherwise noted, most classes are free.

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 lengthened longevity.



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, <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>.

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 tinutulongan, 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 tagasalin, 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 통역사와 얘기하기 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 آدونتیج) داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. لطفاً 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 ТТУ 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、情報を入手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 تساعدك 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 អ្នកមានសិទ្ធិទទួលបាននូវព័ត៌មាននៅក្នុងភាសាបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកគ្រប់ៗគ្នា 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 หรือคนที่กำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้TTY 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 Member Services representative is here to help. 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
- **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

One of the most important steps to take 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 will 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

It is important to 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, NurseLine, and Assist America.



learn more > choosewha.com/sonoma-county

Talk to your Benefits Department or you can call WHA at **916.563.3198** or **888.499.3198** toll-free; 711 TTY.

