

WESTERN HEALTH ADVANTAGE  
PROVIDER  
DIRECTORY  
INTRODUCTION

Western  
Health  
Advantage



[choosewha.com/directory](http://choosewha.com/directory)

advantage > you

## WHA Member Services

For assistance, please call our member services department Monday – Friday, 8:00 a.m. to 6:00 p.m. at 916.536.2250, 888.563.2250 toll-free, or 888.877.5378 TTY.

### The following notice is required by state law:

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments or abortion. You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association or clinic, or Member Services to make sure that you can obtain the health care services that you need.

## Your PCP

In most cases, if you need non-Emergency health care, you must get this care through your PCP. Your PCP will see you for routine medical services and will arrange for the care you need from specialists and other medical providers.

**Please note:** that if you receive routine medical services that are not provided or coordinated by your PCP, WHA will not reimburse you for those services, except as described below.

### The following services do not require a referral from your PCP:

- **On-Call Physician Services:** The on-call physician for your PCP can provide care in place of your PCP.
- **Urgent Care:** If you are in an Urgent Care situation in WHA's service area, call your PCP for instructions, even after hours and on weekends.
- **Emergency Care:** If you are in an Emergency situation, please call "911" or go to the nearest hospital Emergency Room. Tell your PCP the next business day or as soon as possible.
- **Gynecology Examination:** You do not need a referral for routine gynecological services from a network provider.
- **Obstetrical Services:** You do not need a referral for obstetrical care from a network provider.
- **Annual Eye Exam:** You do not need a referral for an annual eye exam from a network provider.

## CHOOSING A PCP

To help you choose a PCP this directory provides you with the following provider information:

- Name
- Gender
- Office location(s)
- Office email address (if available)
- Phone numbers
- Type of license/California license number
- National Provider Identifier Number
- Specialty(ies)
- Hospital admitting privileges (HAP)
- Medical group affiliation (MGA)
- Board Certifications
- Acceptance of new patients (PCPs only)
- Non-English language(s) spoken

Here are more tips to help you choose your PCP:

- You may choose a different PCP for each family member.
- Select a PCP close enough to your home or work to allow for reasonable access to care. To find out how far away a PCP is, or for a list of providers near your address, visit [choosewha.com/directory](http://choosewha.com/directory).
- Choose the type of PCP that is best for you or your family. The types of PCPs you can choose at WHA include:
  - Pediatricians
  - Family Practice Physicians
  - Internal Medicine Physicians
  - General Practice Physicians
  - Obstetrician/Gynecologists (in some cases)

If you need assistance finding a PCP, call Member Services.

## CHOOSING A FACILITY

This directory provides the following information about facilities:

- Facility name or Clinic Name
- Facility type
- Facility address
- Phone number
- Accreditation, including status (hospitals only)
- Hospital quality data (hospitals only)

## Obtaining Specialty Services

In most cases, you may see a specialist only if your PCP refers you to a specialist within the WHA provider network. If there's a particular specialist you

want to see, you should let your PCP know immediately. If your PCP refers you to a specialist, a written referral notice will be sent to you approving the visit(s) for a certain period of time. You should take this notice with you to your specialty appointment. If you receive a same-day appointment, your PCP will call, electronically transmit, or fax the referral to the specialist.

**Remember, if you receive health care services from a specialist without a referral, your care will not be covered by WHA (except for OB/GYN services and annual eye exams).**

## STANDING REFERRALS

If you need continuing care from a specialist, you may receive a standing referral.

## COORDINATION OF CARE

Remember, that in most cases your PCP will coordinate your health care with other providers. However, if you have a life-threatening, degenerative or disabling condition or disease, including HIV or AIDS and need specialized medical care over a longer period of time, you may receive a referral to a specialist or “specialty care center” that has expertise in the medical condition or disease, so the specialist can coordinate your health care. Specialists who have expertise in treating HIV or AIDS are marked with a ‡ in this Provider Directory.

## ADVANTAGE REFERRAL

To give you more choices, WHA allows you to see specialists throughout our network, not only those that have a direct relationship with your PCP, medical group or IPA. If your PCP decides that you need specialty care, he/she may refer you to any of the WHA network specialists that participate in Advantage Referral. The Advantage Referral Program also includes obstetrical and gynecological services for women and annual eye exams that you receive without a referral, but as explained on page ii, these services do not require a PCP referral or prior authorization. Some specialists do not participate in Advantage Referral. These are marked with a † next to their names.

## Behavioral Health Services

Behavioral health services, such as mental health and alcohol and drug abuse benefits, are administered through Human Affairs International of California (HAI-CA), an affiliate of Magellan Behavioral Health. If you need behavioral health

treatment or have questions about your behavioral health benefits, please call HAI-CA at 800.424.1778.

**Note to University of California hospital and campus members:** Your behavioral health services, including chemical dependency services, are not covered by WHA. They are covered through Optum, the supplemental coverage provided by your employer. Call Optum at 888.440.8225.

## Pharmacies

WHA has a large pharmacy network through Express Scripts. If you need help finding the pharmacy closest to you, visit [Express-Scripts.com](https://www.express-scripts.com) or call Member Services.

## Explanation of Information in this Provider Directory

**Acceptance of New Patients:** Some network providers are currently not accepting new patients. These are marked with an asterisk (\*). The medical group/IPA notifies WHA when it learns a practitioner's practice is "closed" to new patients. Quarterly WHA requires medical groups/IPAs to validate this information. Please note that there are times that a medical group/IPA may not immediately know that a practitioner has limited his/her practice.

**Hospital Accreditation:** Each hospital listing includes the abbreviation “TJC,” which is an abbreviation of the entity that accredits the hospitals. To be accredited, a hospital voluntarily submits to an ongoing evaluation process to determine if it meets the standards established by an accrediting body. A hospital that is fully accredited by The Joint Commission (TJC) is in full compliance with rigorous national healthcare quality and safety standards. Obtaining Joint Commission accreditation is validation of an organization's ongoing performance improvement efforts. On a quarterly basis, WHA's contracted medical groups/IPAs are required to provide documents to support the accreditation of hospitals where they refer WHA members. Quarterly WHA verifies hospital accreditation status online. You may also verify a hospital's accreditation status by visiting [qualitycheck.org](https://www.qualitycheck.org). To view quality information on a hospital, visit [leapfroggroup.org](https://www.leapfroggroup.org).

**Board Certifications:** A specialist who has successfully completed a residency program approved by the Accreditation Council for Graduate Medical Education (ACGME) in a specialty that is recognized by the American Board of Medical Specialties (ABMS) or by the American Osteopathic

Association (AOA), and has been certified by an ABMS or AOA member board, is considered board certified. Board certifications are verified by the contracted medical groups/IPAs during credentialing and recertification processes, and are reported to WHA. Quarterly, the contracted medical groups/IPAs must verify this information for WHA, and they must notify WHA whenever a physician's board certification status changes. Quarterly the medical groups/IPAs must review and confirm the accuracy of information specific to their practitioners, including board certification. You may verify a practitioner's board certification status by visiting [certificationmatters.org](http://certificationmatters.org). Patients who would like to check the certification status of a D.O. can contact the AOA Member Service Center at 800.621.1773, option 1 in the menu. All board certifications listed are those issued by an ABMS Board except as follows: If "AOB" appears before the board certification, it is issued by an AOA recognized board.

**Hospital Affiliations:** Each listing includes the hospitals where a WHA practitioner may admit or care for patients. Practitioners self-report this information to their medical group/IPA at the time they are credentialed or recertified. The medical groups/IPAs report this information to WHA at that time and when a practitioner's network hospital affiliations change. Quarterly the medical groups/IPAs must review and confirm the accuracy of information specific to their practitioners, including their hospital affiliations.

**Non-English Language:** If a practitioner, a health care provider, other medical professional, or qualified medical interpreter speaks a language other than English, the other language is listed beneath the provider's gender. Languages spoken by a practitioner are self-reported and provided to WHA by the contracted medical groups/IPAs.

If new information becomes known regarding a practitioner's ability to communicate in another language, the medical groups/IPAs. Neither the medical groups/IPAs nor WHA verify or certify the foreign language skills of the physician.

If new information becomes known regarding a practitioner's ability to communicate in another language, the medical groups/IPAs will update this information when they return their quarterly report to WHA. If you have a specific language need, contact the physician's office directly to confirm whether they can meet your needs.

**Medical Group/IPA Affiliations:** Directly under the provider's gender is the name of the medical group(s) or IPA(s) with which the physician is associated. When a physician joins or leaves one of WHA's contracted medical groups/IPAs, the contracted medical group/IPA must notify WHA. Quarterly the medical groups/IPAs must review and confirm the accuracy of information specific to their practitioners including their medical group/IPA affiliations.

**Provider ID Number:** Each of the PCPs listed in this directory has been assigned a Provider Number. You will find this number directly following the provider's contact information. Use the Provider Number if you are required to enroll electronically. This computer-generated ID number is internally assigned by WHA for business purposes and other health plan related activities.

**Specialty:** A provider's specialty is listed directly beneath their provider type. A specialty is a particular branch of medicine in which a practitioner focuses. A specialty may be based on a specific body system, such as the heart; a specific age group, such as pediatrics; or on a complex scientific technique used to diagnose or treat certain types of disorders. A specialist may or may not be board certified. WHA's contracted medical groups/IPAs validate specialty information during the credentialing and recertification processes. They report this information to WHA at that time and as changes in specialty status occur. Quarterly the medical groups/IPAs must review and confirm the accuracy of information specific to their practitioners' specialties.

## Nurse Advice Line (Nurse24)

WHA offers all members around-the-clock access to registered nurses who help answer questions about a medical problem they may have including:

- Caring for minor injuries and illnesses at home.
- Seeking the most appropriate help based on the medical concern.
- Identifying and addressing emergency medical concerns.

They can also help you get the appropriate care you need with the right WHA healthcare providers. Nurse24 services are available 24 hours a day, seven days a week by calling 877.793.3655. Interpretation services are available.

## Full and Equal Access

WHA members are entitled to full and equal access to covered services. This includes access for members with disabilities, as required under the federal Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

## Language Assistance

WHA provides assistance to Members whose primary language is not English. Qualified interpreters are available at no cost to help you talk with WHA or your doctor's office. To get help in your language, please call Member Services.

## Definitions of Terms Used in this Provider Directory

"Emergency" medical condition means a medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, such that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Serious danger to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child;
- Serious damage to bodily functions; or
- Serious dysfunction of any bodily organ or part.

### Emergency Services and Care also pertain to:

Psychiatric screening, examination, evaluation, and treatment by a physician or other personnel to the extent permitted by applicable law and within the scope of their Licensure and privileges.

Care and treatment necessary to relieve or eliminate the psychiatric emergency medical condition within the capability of a facility.

"**IPA**" is an association made up of physicians who maintain their individual practices while agreeing as a group to accept the terms and conditions of a health plan's contracts and share risk for providing care to the health plan's members.

"**Licensure**" is the process by which a state admits physicians and other healthcare providers to the practice of medicine or their particular healthcare field. Licensure ensures that the person has the appropriate education and training and that they abide by recognized standards of professional conduct. WHA's contracted medical groups/IPAs have responsibility for ensuring their physicians and

other healthcare providers are appropriately licensed. You may check the status of a physician license at [mbc.ca.gov](http://mbc.ca.gov).

"**Primary Care Physicians**" or "**PCPs**" are physicians licensed in medicine or osteopathy that specialize in pediatrics, internal medicine, general practice, family practice or other practitioners responsible for primary health care and preventive services. OB/GYN practitioners may be utilized as PCPs if they are designated as such by their medical group/IPA. Members must select a PCP to coordinate and oversee their health care services. The PCP status of each provider is verified at the time a provider is credentialed or recredentialed. PCP status is one of the factors the medical groups/IPAs report to WHA.

"**Urgent Care**" means services that are medically required within a short time frame, usually within 24 hours, in order to prevent a serious deterioration of a Member's health due to an unforeseen illness or injury. Members must contact their PCP, whenever possible, before obtaining Urgent Care services.

## Accuracy

Although every effort has been made to ensure the accuracy of this Provider Directory, the information may have changed since printing.

All members, including Covered California enrollment, have access to Western Health Advantage's full provider network. Western Health does not use quality, member experience or cost-related measures when selecting practitioners or hospitals to participate in our provider network or in our Marketplace Silver Plan.

For the most up-to-date Provider Directory, visit [choosewha.com/directory](http://choosewha.com/directory) or call Member Services.

Please report any inaccuracies listed in this provider directory to WHA's Provider Relations Department at 844.870.2178 or [directory@westernhealth.com](mailto:directory@westernhealth.com).

# NCQA Recognition: Patient-Centered Medical Home

The Patient-Centered Medical Home is a new way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." Medical homes use a care team approach to establish a partnership between the patient and their care team, provide enhanced access, proactive planning and follow-up and coordination across care settings. You may verify an NCQA recognition at [recognition.ncqa.org](http://recognition.ncqa.org).

## WHA PATIENT-CENTERED MEDICAL HOME PROVIDERS BY MEDICAL GROUP

### HILL PHYSICIANS MEDICAL GROUP

Boeye, John, MD

### MERITAGE MEDICAL NETWORK

Robinson, Curtis, MD

### UC DAVIS MEDICAL GROUP

Abad, Jose, MD  
Ahrons, Marcy, MD  
Alan, Thomas, MD  
Applebaum, Jeffrey, MD  
Arnott, Tyrone, MD  
Asare-Bediako, Sheila, MD  
Avila-Kirwan, Guadalupe, MD  
Badawi, Amr, MD  
Balsbaugh, Thomas, MD  
Baquero, Victor, MD  
Baumeister, Lisa, MD  
Beamesderfer, Timothy, MD  
Berry, Brigitte, MD  
Bertakis, Klea, MD  
Bevan, Heather, MD  
Bias, John, MD  
Blinder, Alla, DO  
Boyd, Michael, MD  
Brady, William, MD  
Brahce, Joel, MD  
Bullen, Thomas, MD  
Byrd, Robert, MD  
Camposagrado, Amanda, MD  
Cao, Huy, MD  
Chanana, Anjali, MD  
Chang, Jason, MD  
Chantry, Caroline, MD  
Chek, Kimdary, MD  
Chen, Patricia, MD  
Clothier, Jennifer, MD  
Coulter, Kevin, MD  
Davis, Molly, MD  
Draper, Jennifer, MD  
Duru, Lilian, MD  
Eidson-Ton, Wetona, MD  
Febbo-Wilson, Barbara, MD

Felix, Terri, MD  
Fenton, Joshua, MD  
Fong, Ronald, MD  
Frank, Kenneth, MD  
Franks, Peter, MD  
Gangadharan, Palliyath, MD  
Garcia, Jorge, MD  
Garcia, Olivia, MD  
Gardner, Katherine, MD  
Gogo, Albina, MD  
Guerrero, Ethelwoldo, MD  
Gutierrez, Noe, MD  
Hall, Allen, MD  
Henchell, Heidi, DO  
Hirsch, Calvin, MD  
Hirshburg, Frederick, MD  
Ho, Lisa, MD  
Holt, Zachary, MD  
Hosoume, John, MD  
Hundal, Apeet, MD  
Jaeger, Nancy, MD  
Jafri, Fatima, MD  
Jain, Anita, MD  
Jerant, Anthony, MD  
Jornlin, William, MD  
Jue, Jack, MD  
Karalakulasingam, Chrisanthie, MD  
Karayil, Diljit, MD  
Keenan, Craig, MD  
Kelly, Bernadette, MD  
Knoepfler, Anca, MD  
Lai, Tony, MD  
Leavy, Benjamin, MD  
Lee, David, MD  
Lin, Huey, MD  
Lucien, Michael, MD  
Luke, John, MD  
MacDonald, Scott, MD  
Mach, David, MD  
Mahoney, Cydney, MD  
Malaekheh, Mohammad, MD  
Maney, Thomas, MD  
Marshall, Sarah, MD  
Martins, Maria, MD  
Maw, Soe, MD

McCloud, Michael, MD  
Melnikow, Joy, MD  
Merck, Daniel, MD  
Mo, Karen, MD  
Montemayor, Gertrudes, MD  
Moore, James, MD  
Nelsen, Kay, MD  
Newell, Kathryn, MD  
Nguyen, Helene, MD  
Nguyen, Mark, MD  
Nguyen, Tan, MD  
Nguyen, Thuy, DO  
Nishio, Denyse, MD  
Nuovo, James, MD  
Nzerem-Johnson, Nkechi, MD  
O'Malley, Peter, MD  
Palmer, Genevieve, MD  
Panek, Karen, MD  
Pawar, Sanyukta, MD  
Perez, Pauline, MD  
Pham, Julie, DO  
Phung, Mai, MD  
Randolph, Martina, MD  
Redmond, Gregory, MD  
Riggle, Paul, MD  
Seibles, Joann, MD  
Seites, Paul, MD  
Sharma, Shivani, MD  
Siemens, Kelly, MD  
Smith, Terrell, MD  
Snodgrass, Marci, MD  
Sprinkle, Ronnie, MD  
Sutter, Charles, MD  
Tominaga, Julie, MD  
Tracy, Kevin, MD  
Tu, Jyeping, MD  
Varnosfaderani, Narges, MD  
Vierra, Heather, MD  
Williams, Kimberly, DO  
Wolpaw, Eleanore, MD  
Woo, Linda, MD  
Wooddell, Margaret, MD  
Youngblood, John, MD  
Zavahir, Zainul, MD  
Zheng, Yunli, MD

# Alternate Geographic Access Standards

The Western Health Advantage network of physicians includes participating primary care physicians (PCPs) and hospitals in Colusa, El Dorado, Marin, Napa, Placer, Sacramento, Solano, Sonoma and Yolo counties.

## HOSPITALS BY COUNTY

**Marin County**  
Marin General Hospital

**Napa County**  
Queen of the Valley Hospital

**Sacramento County**  
Mercy Hospital, Folsom  
Mercy General Hospital  
Mercy San Juan Medical Center  
Methodist Hospital, Sacramento  
UC Davis Medical Center

**Solano County**  
NorthBay Medical Center  
VacaValley Hospital

**Sonoma County**  
Santa Rosa Memorial Hospital  
Sonoma Valley Hospital  
Petaluma Valley Hospital  
Healdsburg District Hospital  
Sonoma West Medical Center

**Yolo County**  
Woodland Memorial Hospital

## ZIP CODES 15 TO 30 MILES FROM NEAREST PCP OR HOSPITAL

Many PCPs and hospitals are concentrated in the more populous areas of the counties. Members residing in the following zip codes may need to travel as indicated below to access a participating PCP or hospital.

For the zip codes listed below

Distance to nearest PCP or Hospital

County	City	Zip Code	PCP	Hospital
Colusa	Arbuckle	95912	30 miles	
El Dorado	Cool	95614		20 miles
El Dorado	Garden Valley	95633		27 miles
El Dorado	Greenwood	95635		30 miles
El Dorado	Camino	95709		30 miles
Marin	Bolinas	94924		24 miles
Marin	Dillon Beach	94929	21 miles	26 miles
Marin	Inverness	94937		25 miles
Marin	Marshall	94940		24 miles
Marin	Olema	94950		20 miles
Marin	Point Reyes Station	94956		21 miles
Marin	Stinson Beach	94970	16 miles	17 miles
Napa	Angwin	94508		25 miles
Napa	Calistoga	94515		25 miles
Napa	St. Helena	94574		23 miles
Napa	Napa (Lake Berryessa Area)	94558	21 miles	24 miles
Placer	Auburn	95603		25 miles
Placer	Auburn	95604		24 miles
Placer	Lincoln	95648		22 miles
Sacramento	Courtland	95615		23 miles
Sacramento	Herald	95638		27 miles
Sacramento	Isleton	95641		30 miles
Solano	Benicia	94510		19.4 miles

**ZIP CODES 15 TO 30 MILES FROM NEAREST PCP OR HOSPITAL continued**

**For the zip codes listed below**

**Distance to nearest PCP or Hospital**

<b>County</b>	<b>City</b>	<b>Zip Code</b>	<b>PCP</b>	<b>Hospital</b>
Solano	Vallejo	94589		16 miles
Solano	Vallejo	94590		18.8 miles
Solano	Vallejo	94591		20.4 miles
Sonoma	Bodega	94922		23 miles
Sonoma	Bodega Bay	94923	23 miles	27 miles
Sonoma	Duncan Mills	95430	25 miles	21 miles
Sonoma	Monte Rio	95462	23 miles	
Sonoma	Villa Grande	95486	23 miles	17 miles
Sonoma	Valley Ford	94972		19 miles
Yolo	Brooks	95606		27 miles

**ZIP CODES GREATER THAN 30 MILES FROM NEAREST PCP OR HOSPITAL**

Many PCPs and hospitals are concentrated in the more populous areas of the counties. Members residing in the following zip codes may need to travel as indicated below to access a participating PCP or hospital.

**For the zip codes listed below**

**Distance to nearest PCP or Hospital**

<b>County</b>	<b>City</b>	<b>Zip Code</b>	<b>PCP</b>	<b>Hospital</b>
Colusa	Arbuckle	95912		32 miles
El Dorado	Georgetown	95634		32 miles
El Dorado	Grizzly Flats	95636		41 miles
El Dorado	Mount Aukum	95656		35 miles
El Dorado	Somerset	95684	38 miles	48 miles
El Dorado	Pollock Pines	95726	40 miles	48 miles
Napa	Pope Valley	94567		32 miles
Placer	Auburn	95602		33 miles
Placer	Foresthill	95631		52 miles
Placer	Sheridan	95681		32 miles
Placer	Applegate	95703		32 miles
Placer	Meadow Vista	95722		32 miles
Placer	Weimar	95736		35 miles
Placer	Colfax	95713		39 miles
Sacramento	Rio Vista	94571		46 miles
Sacramento	Walnut Grove	95690		35 miles
Sonoma	Annapolis	95412	48 miles	48 miles
Sonoma	Cazadero	95421	46 miles	46 miles
Sonoma	Cloverdale	95425		35 miles
Sonoma	Jenner	95450	31 miles	34 miles
Sonoma	Monte Rio	95462		34 miles
Sonoma	Stewarts Point	95480	44 miles	43 miles
Sonoma	The Sea Ranch	95497	50 miles	50 miles
Yolo	Guinda	95637		35 miles
Yolo	Rumsey	95679	35 miles	40 mile



## Timely Access to Health Care Services

Health plans in California must meet timelines for providing care and services to members seeking treatment. The Timely Access Regulations set specific standards for patients to obtain a medical appointment in certain situations. The standards are shown in the chart below.

### Exceptions to the Appointment Availability Standards

**Preventive Care Services and Periodic Follow Up Care:** Preventive care services and periodic follow up care are not subject to the appointment availability standards. These services may be scheduled in advance consistent with professionally recognized standards of practice as determined by the treating licensed health care provider acting within the scope of his or her practice. Periodic follow-up care includes but is not limited to, standing referrals to specialists for chronic conditions, periodic office visits to monitor and treat pregnancy, cardiac or mental health conditions, and laboratory and radiological monitoring for recurrence of disease.

**Extending Appointment Waiting Time:** The applicable waiting time for a particular appointment may be extended if the referring or treating licensed health care provider, or the health professional providing triage or screening services, as applicable, acting within the scope of his or her practice and consistent with professionally recognized standards of practice, has determined and noted in the relevant record that a longer waiting time will not have a detrimental impact on the health of the patient.

**Advanced Access:** The primary care appointment availability standard in the chart may be met if the primary care physician (PCP) office provides "advanced access." "Advanced access" means offering an appointment to a patient with a primary care physician (or nurse practitioner or physician's assistant) within the same or next business day from the time an appointment is requested (or a later date if the patient prefers not to accept the appointment offered within the same or next business day).

### If You Need Help Obtaining Timely Care

If you need help obtaining timely care:

- First, contact your PCP or the referring provider for assistance. They may secure an appointment or find another provider that can see you sooner. Your provider may also decide that a longer waiting time will not be detrimental to your health.
- If your provider is not able to assist, contact WHA's Member Services.

### Services that Do Not Require a Referral

WHA wants to make it easier for you to receive the right care, at the right time, and in the right place—with the best services available. The following services, when obtained from a participating provider, do not require a referral from your PCP:

- On-call Physician Services: The on-call physician for your PCP can provide care in place of your physician.
- Behavioral/Mental Health Services: See the back of your WHA ID card for the telephone number for your mental health benefits provider or visit [mywha.org/bh](http://mywha.org/bh).
- Gynecology Examination/Obstetrical Services
- Vision: An annual eye exam (when covered)
- Emergency Care: If you are in an emergency situation, call 911 or go to the nearest hospital emergency room. Notify your PCP the next business day or as soon as possible.
- Urgent Care: When an urgent care situation arises while you are in WHA's Service Area, call your PCP at any time of the day, including evenings and weekends.

WHA also offers all members access to California-licensed, registered nurses through Nurse24. Screening, triage, and health education services are available 24 hours a day, 7 days a week. Use Nurse24 to help answer questions about a medical problem you may have, including:

- Caring for minor injuries and illnesses at home
- Seeking the most appropriate help based on the medical concern, including help for behavioral health concerns
- Identifying and addressing emergency medical concerns

Interpreter services are also available upon request. Call 877.793.3655 or visit [mywha.org/healthsupport](http://mywha.org/healthsupport) to chat with a nurse or to send a secure email.

### Cultural and Linguistic Services

WHA and our providers support your right to obtain accessible health care. If you have needs with regard to your culture, language, or a disability, please contact your physician’s office first or call WHA’s Member Services.

If you need assistance in a language other than English, your doctor’s office and WHA offers interpretation services in many languages, including Spanish and American Sign Language—let your physician’s office know when you call for an appointment. View the Notice of Language Assistance for more information and assistance from Member Services. The deaf and hard of hearing may use their provider’s or WHA’s TTY line at 800.877.8793.

Additional information about access to care and how to obtain a referral or prior authorization is available at [mywha.org/planbasics](http://mywha.org/planbasics) and your EOC.

Request for Care	Routine	Urgent	Elapsed Time Standard
Visit for primary care	✓		10 business days
		✓	48 hours
Referral for visit to medical or behavioral health specialist	✓		15 business days
		✓	96 hours
Visit with non-physician behavioral health provider	✓		10 business days
Ancillary services (such as lab tests and x-rays) for diagnosis or treatment of injury, illness or other health condition.	✓		15 business days
Telephone triage and screening services with a health professional. *	✓	✓	Waiting time cannot exceed 30 minutes
Speaking with a WHA member service representative by phone during normal business hours.	✓	✓	Waiting time cannot exceed 10 minutes
*WHA members can reach the Nurse24 nurse advice line 24 hours per day, 7 days per week, 365 days per year by calling 877.793.3655 toll-free or 800.877.8793 TTY.			

---

Western Health Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Western Health Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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.

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, age, disability, or sex, you can file a grievance with: Member Services Manager, 2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833, 888.563.2250 or 916.563.2250, 888.877.5378 (TTY), 916.568.0126 (fax), [memberservices@westernhealth.com](mailto:memberservices@westernhealth.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Member Services Manager is available to help you.

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 888.877.5378.

#### **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 888.877.5378 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) 888.877.5378。

#### **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 888.877.5378.

#### **TAGALOG**

Kung ikaw, o ang iyong tinutulangan, 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 888.877.5378.

**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 888.877.5378로 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 888.877.5378՝ 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. لطفا با شماره تلفن 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره 888.877.5378 پیام تایپی 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 888.877.5378.

**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、888.877.5378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 888.877.5378.

**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। ਦੁਆਬੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.563.2250 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 888.877.5378 'ਤੇ ਕਾਲ ਕਰੋ।

**CAMBODIAN-MON-KHMER**

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលកំពុងជួយអ្នក មានសំណួរអំពី Western Health Advantage ទេ, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសារបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកត្រចៀកច្រន់ តាមលេខ 888.877.5378។

**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 888.877.5378.

**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। दुआशिए के साथ बात करने के लिए, 888.563.2250 पर या पूरी तरह श्रवण में असमर्थ टीटीवाई के लिए 888.877.5378 पर कॉल करो।

**THAI**

หากคุณ หรือคนที่คุณกำลังช่วยเหลือนั้นมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้ TTY สำหรับคนหูหนวกโดยโทร 888.877.5378



## Western Health Advantage

**[westernhealth.com](http://westernhealth.com)**

**888.227.5942 toll-free | 888.877.5378 tty**

**MAIN OFFICE**

2349 Gateway Oaks Drive, Suite 100  
Sacramento, California 95833

**NORTH BAY SALES OFFICE**

4 Hamilton Landing, Suite 100  
Novato, California 94949