

Dedicated to Your Safety

Western
Health
Advantage



What you need to know about COVID-19



Concerned about COVID-19 symptoms?

If you think you've been exposed to COVID-19, and have developed symptoms, such as a fever and cough, please stay at home and call your doctor.

- It's always best to start with your primary care physician (PCP) for your care, so if you are concerned about your symptoms, call your PCP's office (use your MyWHA app for quick access).
- If you cannot reach your PCP, call our Nurse24 advice line at 877.793.3655 or chat securely online at mywha.org/nurse24. A registered nurse is available 24/7 to discuss your symptoms. They can help determine if your symptoms are a cold, flu, COVID-19 or something else and help direct you to an appropriate care location.
- If you are traveling outside WHA's service area and need to go to an urgent care location or nearest emergency room, WHA covers those services. For details, visit mywha.org/ER.
- Also, if you have an emergency while traveling more than 100 miles away from home (including worldwide), you can access services from Assist America; visit mywha.org/travel.

COVID-19 Testing

If you have symptoms or have been exposed to someone who tested positive for COVID-19, call your doctor. They will determine whether you need to be tested.

- WHA will cover the test to determine if you currently have COVID-19, when ordered by a doctor.
- If you are asymptomatic (showing no symptoms) and have not been exposed to anyone with COVID-19, then testing is only covered if you have first reached out to your doctor. And then, you may be charged a copayment or deductible. *Note: WHA doesn't cover testing requested in order to travel or as an employment prerequisite.*

COVID-19 Treatment

WHA is waiving all treatment costs associated with COVID-19 care in an effort to alleviate any unnecessary stress or out-of-pocket costs to impacted members. This financial assistance will apply to treatment between February 1, 2020 and March 31, 2021. This includes copayments and deductibles, if applicable, for office visits and hospitalization, and for services related to the treatment of COVID-19.

COVID-19 Vaccine Availability

Approved COVID-19 vaccines are here in California. WHA will follow governmental requirements for determining priority of patients to receive the vaccine. WHA will cover the vaccine and its administration without a copayment or deductible once it is FDA-approved for public use.

[See reverse for Frequently Asked Questions >](#)

LEARN MORE ABOUT CORONAVIRUS | Contact your PCP or visit westernhealth.com/coronavirus

COVID-19 Vaccine Frequently Asked Questions (FAQs)

Vaccine distribution plans are progressing through phases (as determined by the state of California in cooperation with the CDC and federal government). The initial phase of the vaccine distribution is now underway.

We join with our network physicians in encouraging our members to take the vaccine at the earliest time when you become eligible. COVID-19 vaccines are meant to prevent you from getting the disease and spreading it to others. COVID-19 vaccines authorized by the FDA have been shown to be safe and effective in clinical trials.

WHA is working closely with our medical group partners, physicians, and hospitals to share information to members. At this time, here are a some initial vaccine FAQs:

Q. When will I know when the vaccine is available to me/my family?

A. WHA is following the guidelines of the state and federal governments, as well as the FDA and CDC on COVID-19 vaccines. WHA's clinical providers are following governmental requirements for determining priority of patients to receive the vaccine. At this time, WHA is not proactively notifying members when they might be getting a vaccine, but we are sharing resources links to government sites that have the most updated information on the phased vaccine rollout.

Q. If you think you are eligible in this first or second phase of vaccinations, please check with your doctor. There is not a statewide registration for the vaccine.

A. For up-to-date information on the roll-out and vaccine availability to the general public in California, visit [COVID19.ca.gov](https://www.covid19.ca.gov). This website tells who is in each phase of the vaccine roll-out. The vaccine availability is determined by risk factors, age, underlying health conditions, and other considerations.

Q. How will I get the vaccine?

A. At this time, we believe the vaccine will be administered by your doctor (or at a location specified by your medical group), as well as retail in-network pharmacies, such as CVS and Walgreens. In the Sacramento region this week, both CVS and Walgreens pharmacies have begun vaccinations to Phase 1a populations.

Q. When I'm eligible, will I be able to choose which vaccine I can get?

A. Talk with your doctor about availability and which COVID-19 vaccine is most appropriate for you, as your doctor may consider factors such as your health condition, age and if you have had previous reaction to other vaccines.

Q. Are these vaccines all safe and effective?

A. The FDA-approved COVID-19 vaccines have been shown to be safe and effective (data from testing and certification show up to 94% effectiveness in blocking COVID-19 infection for those who received two doses). Ensuring a safe and effective COVID-19 vaccine is a critical component of the U.S. strategy to reduce COVID-19-related illnesses, hospitalizations, and deaths. Discuss any concerns with your doctor. A vaccine may cause symptoms, such as fever, which are generally normal and a sign that the body is building immunity.

Q. Will it cost to get the vaccine?

A. Both federal and state government have mandated that there will be no cost to the general public for the vaccine itself. Any costs for administering the vaccine are covered by WHA at \$0 cost to our members.

Q. What can I do while waiting for my vaccine?

A. We recommend you get the flu vaccine now. It is immediately available for most children and adults. And, getting the flu may put you at higher risk of contracting COVID-19, so it is important to get the flu vaccine right away. Currently, you can get your flu shot at your PCP's office (call to see if your medical group has drive-thru options) or at an in-network pharmacy. In addition, keep yourself and your family safe by staying at home when possible, and by wearing a mask, social distancing, and washing hands.

Disclaimer: Please understand that COVID-19 vaccine distribution is a dynamic and fluid situation, which can change often with new guidelines from federal/ state/local governments. Continue to monitor publicly available information, as well as that from your PCP, medical group and WHA's COVID-19 web page.