

Western  
Health  
Advantage



## Choosing your health coverage **with Western Health Advantage**



**HEALTH BENEFITS OVERVIEW** 2022

**Washington Unified School District**

[choosewha.com/OE](https://choosewha.com/OE)







advantage



## choose a healthy balance

Open enrollment is the time for selecting your health coverage. As you consider the best health plan for you (and your family), choose one that provides access to quality and affordable care that is designed to keep both your family and budget healthy and happy. Western Health Advantage plans deliver the benefits and coverage you and your family need, with the care and attention you deserve. Consider the health plan that helps you stay healthy, and that's Western Health Advantage.



Check out WHA's plan options for Washington Unified School District by reviewing this booklet and visiting our open enrollment webpage at [choosewha.com/OE](https://choosewha.com/OE).

# quality care is at the top of our list

We trust the doctors to decide the best health care path for patients. It's what happens when a health plan is founded by doctors. We work closely with multiple medical groups, giving our members more choice when selecting from among our network of exceptional doctors and hospitals throughout Northern California.

## our service area .....

### Coverage Eligibility

WHA is licensed in the counties and zip codes represented in the list below. Refer to the facilities list to determine hospitals/medical centers in your area.

**Colusa County** partial coverage  
95912

**El Dorado County** partial coverage  
95613, 95614, 95619, 95623, 95633,  
95634, 95635, 95636, 95651, 95656,  
95664, 95667, 95672, 95682, 95684,  
95709, 95726, 95762

**AVAILABLE 10.01.21**

**Humboldt County** all zip codes

**Marin County** all zip codes

**Napa County** all zip codes

**Placer County** partial coverage  
95602, 95603, 95604, 95626, 95631,  
95648, 95650, 95658, 95661, 95663,  
95668, 95677, 95678, 95681, 95703,  
95713, 95722, 95736, 95746, 95747,  
95765

**Sacramento County** all zip codes

**Solano County** all zip codes

**Sonoma County** all zip codes

**Yolo County** all zip codes

## our medical groups .....

### Choosing a Doctor

Search for doctors and facilities by using our online provider search at [mywha.org/directory](http://mywha.org/directory). 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. Visit [mywha.org/referral](http://mywha.org/referral) to learn more about referrals.



Hill Physicians  
800.445.5747  
[hillphysicians.com](http://hillphysicians.com)



Meritage Medical Network  
415.884.1840  
[meritagemed.com](http://meritagemed.com)



Mercy Medical Group  
916.733.3333  
[mymercymedicalgroup.org](http://mymercymedicalgroup.org)



NorthBay Healthcare  
707.646.5500  
[northbay.org](http://northbay.org)



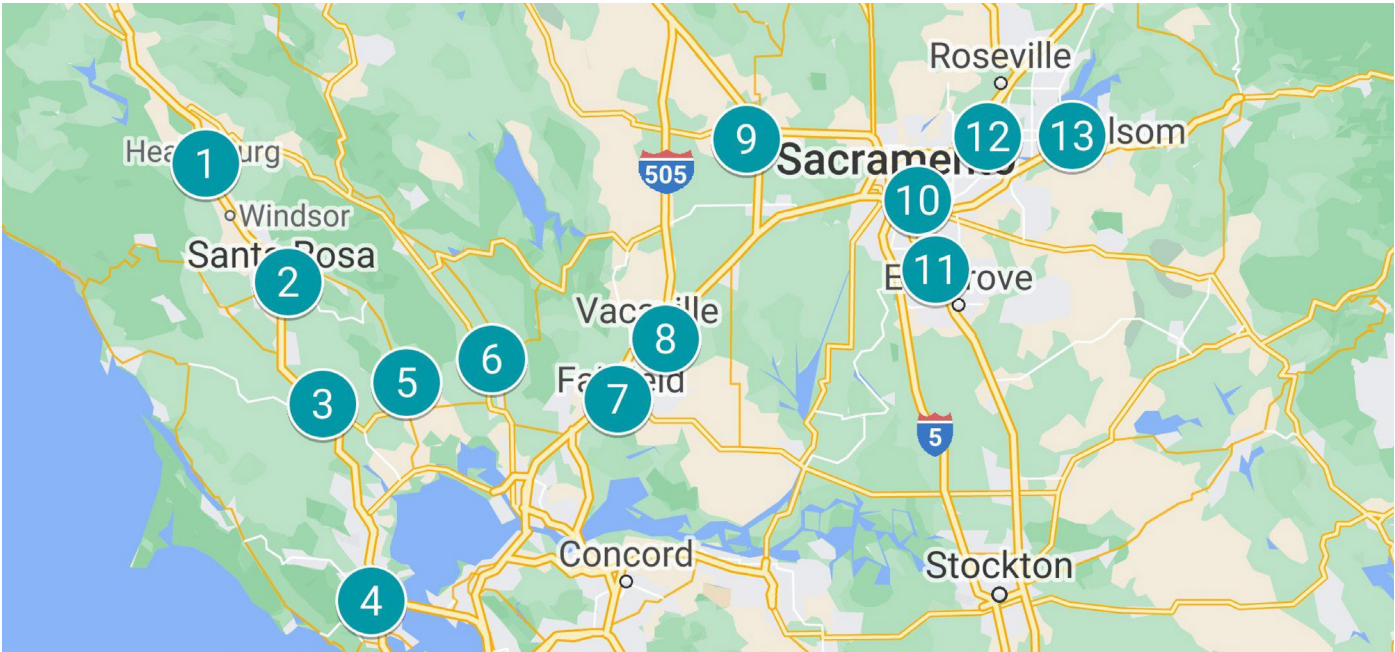
Woodland Clinic  
530.668.2600  
[dhmf.org/woodland](http://dhmf.org/woodland)



Providence Medical Network  
(formerly St. Joseph Health)  
888.432.5464  
[providence.org](http://providence.org)



# our facilities



^ **North Bay Area Facilities**

- 1. Healdsburg District Hospital  
Healdsburg, CA 95448
- 2. Providence Santa Rosa Memorial Hospital  
Santa Rosa, CA 95405
- 3. Petaluma Valley Hospital  
Petaluma, CA 94954
- 4. MarinHealth Medical Center  
Greenbrae, CA 94904
- 5. Sonoma Valley Hospital  
Sonoma, CA 95476
- 6. Providence Queen of the Valley Medical Center  
Napa, CA 94558

^ **Solano County Facilities**

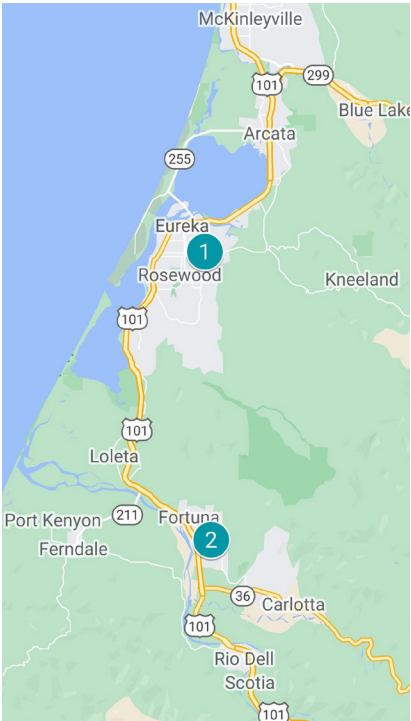
- 7. NorthBay Medical Center  
Fairfield, CA 94533
- 8. NorthBay VacaValley Hospital  
Vacaville, CA 95687

^ **Sacramento Area Facilities**

- 9. Woodland Memorial Hospital  
Woodland, CA 95695
- 10. Mercy General Hospital  
Sacramento, CA 95819
- 11. Methodist Hospital of Sacramento  
Sacramento, CA 95823
- 12. Mercy San Juan Medical Center  
Carmichael, CA 95608
- 13. Mercy Hospital of Folsom  
Folsom, CA 95630

**Humboldt County Facilities >**

- 1. Providence St. Joseph Hospital Eureka  
Eureka, CA 95501
- 2. Providence Redwood Memorial Hospital  
Fortuna, CA 95540



Note: This is a general representation of our service area



# DIRECTORY SEARCH



Go online to [mywha.org/directory](https://mywha.org/directory) to search a full listing of primary care physicians, specialists, hospitals, pharmacies, and urgent care centers in your area.

Use this step-by-step guide to help deliver the results you are looking for.

## 1. Choose the type of provider you are looking for:

- Primary Care Physician (PCP) — choose from: Family Medicine; General Practice; Internal Medicine; and Pediatrics
- Specialist — examples include: Allergy; Cardiology; Dermatology; Obstetrics/Gynecology; Oncology; and Podiatry
- Facility — examples include: Hospitals/Emergency Rooms; Pharmacies; Laboratories; and Urgent Care Centers

## 2. Use optional search filters:

- To narrow your search by a specific type of PCP, specialist or facility, select the type from the drop-down menu.
- If you are looking for a specific provider or facility, enter the provider's last name or facility name and click submit.

## 3. Navigate search results:

- To get additional details about a provider, click on their address.
- From the map view, click the red marker to get details about the provider.
- To continue filtering your search results, choose the filter results option located at the top of your search results.

## 4. Select advanced filters to define your search:

From the filter results menu, narrow down your search results by:

- Provider type
- Specialty
- Medical group affiliation
- Gender
- Accepting New Patient Status
- Effective date
- Languages spoken

## 5. Capture your search results:

Once you've completed your search, simply select print results to generate a downloadable and printable PDF.



# DIGITAL ACCESS & VIRTUAL VISITS

**WHA gives you access to your plan via our secure, member-only website and mobile app.**

## Sign up to access your MyWHA account

Your personalized account helps in managing your health plan with the convenience of anytime access. Create an account at **mywha.org/signup**. All it takes is an email address and some basic personal information. Resources include:

- Print a temporary member ID card
- Change your primary care physician (PCP)
- Review your plan documents
- Find a mental health provider
- Connect to your pharmacy benefits
- Search for a doctor or facility
- Access 24/7 nurse advice
- Review your out-of-pocket expenses
- Discover wellness resources and discounts
- Send secure messages to Member Services

## Additional access on devices

To download WHA's mobile app, visit **mywha.org/apps**, scan this QR code or search App Store or Google Play.



MyWHA by Western Health Advantage offers you access to your digital WHA Member ID card; one-touch call to your PCP; directions to your PCP's office; and benefit details about your plan.

## Options for connecting with your doctor

Depending on your medical group's online capabilities, you have options for reaching your doctor. See **mywha.org/connect** for details: you may be able to email your doctor, view lab results, or appointments (in-person and virtual).



## Alternatives to the traditional in-person office visit from WHA's provider network

Contact your doctor's office to learn more about ways to receive care from your doctor, as there may be expanded telehealth options, as well as after-hours and even weekend appointments. When a WHA network provider offers virtual visits, you will have the same cost-sharing\* that you would have for an office visit.

**For 24/7 urgent care needs,** WHA provides Teladoc® so you can connect with a doctor using your smartphone to get a diagnosis on minor injuries, strains, sprains, rashes, or cold and flu symptoms. Visit **mywha.org/Teladoc** to download the app to set up an account, so you have quick access anytime, anywhere.

Note: Refer to your plan's copayment summary for cost-sharing amounts for all virtual visits.

# Washington USD

## PLAN COMPARISON Effective 01.01.22

		ADVANTAGE 0/20/250 HMO PRIME	WESTERN 1800/0/0 HDHP HMO PRIME <sup>9</sup>
<b>MEDICAL DEDUCTIBLE<sup>1</sup></b>	SELF-ONLY COVERAGE	none	\$1,800
	INDIVIDUAL WITH FAMILY		\$2,800
	FAMILY COVERAGE		\$3,600
<b>PRESCRIPTION DEDUCTIBLE<sup>1</sup></b>	SELF-ONLY COVERAGE	n/a	combined with medical
	INDIVIDUAL WITH FAMILY		
	FAMILY COVERAGE		
<b>ANNUAL OUT-OF-POCKET MAXIMUM<sup>2</sup></b>	SELF-ONLY COVERAGE	\$1,500	\$3,600
	INDIVIDUAL WITH FAMILY	\$1,500	\$3,600
	FAMILY COVERAGE	\$2,500	\$7,200
<b>PREVENTIVE CARE SERVICES<sup>3, 4</sup></b>			

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

<b>PROFESSIONAL/OUTPATIENT SERVICES<sup>3</sup></b>			
Office or virtual visits: primary care/specialty care		\$20 per visit	covered in full after deductible
Annual eye and hearing exams <sup>5</sup>		\$20 per visit	covered in full
Outpatient surgery (performed in office setting)		\$20 per visit	covered in full after deductible
Outpatient surgery (facility)		\$100 per visit	covered in full after deductible
Laboratory test, x-rays and diagnostic imaging		covered in full	covered in full after deductible
Imaging (CT/PET scans and MRIs)		covered in full	covered in full after deductible
<b>HOSPITALIZATION SERVICES</b>			
Hospital inpatient, facility		\$250 per visit	covered in full after deductible
Hospital inpatient, professional		covered in full	covered in full after deductible
<b>BEHAVIORAL HEALTH SERVICES</b>			
Mental health and substance abuse office or virtual visits		\$20 per visit	covered in full after deductible
Outpatient mental health and substance abuse services		covered in full	covered in full after deductible
Inpatient mental health and substance abuse services		\$250 per visit	covered in full after deductible
<b>OTHER SERVICES</b>			
Emergency room (waived if admitted)		\$125 per visit	covered in full after deductible
Urgent care virtual visit/Urgent care center		\$25/\$35 per visit	covered in full after deductible
Ambulance services		covered in full	covered in full after deductible
Durable medical equipment <sup>6</sup>		20% <sup>8</sup>	covered in full after deductible
Acupuncture care, up to 20 visits <sup>7</sup>		\$15 per visit	covered in full after deductible
Chiropractic care, up to 20 visits <sup>7</sup>		\$15 per visit	covered in full after deductible
<b>PRESCRIPTION DRUG PLANS (30-DAY SUPPLY)</b>		<b>Rx 10/30/50</b>	<b>Included in medical</b>
TIER 1 medication		\$10	covered in full after deductible
TIER 2 medication		\$30	\$30 after deductible
TIER 3 medication		\$50	\$50 after deductible
<b>OTHER PRESCRIPTION COVERAGE</b>			
Home self-injectable medication (30-day supply)		20%, up to \$100/month <sup>8</sup>	covered in full after deductible





## NOTES

- <sup>1</sup> 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.
- <sup>2</sup> The annual out-of-pocket maximum is the total amount that the member must pay for certain services in a calendar year.
- <sup>3</sup> 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.
- <sup>4</sup> There may be an office visit copay if the primary purpose of a visit is not preventive or other services are provided.
- <sup>5</sup> With the exception of pediatric vision exams, copayments for vision and hearing examinations do not contribute to the out-of-pocket maximum.
- <sup>6</sup> See Copayment Summary for applicable prosthetic/orthotic device copayment amount.
- <sup>7</sup> 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.
- <sup>8</sup> Percentage copayment amounts are based on WHA's contracted rates with the provider of service.
- <sup>9</sup> 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.



## TWO PLANS TO CHOOSE FROM

### Traditional Plan

- **Advantage 0/20/250 HMO Prime**
  - Hospitalization covered in full
  - \$20 copay for office visits, including virtual visits with your doctor
  - Labs, x-rays, imaging covered in full
  - Fixed copays for prescription drugs
  - No annual deductible to meet

### HSA-Compatible High-Deductible Plan

- **Western 1800/0/0 HDHP HMO Prime**

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.

Check out WHA's plan options for Washington Unified School District by reviewing this booklet and visiting our open enrollment webpage at [choosewha.com/OE](https://choosewha.com/OE).

**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. A copy may be requested by calling 888.499.3198 or via email at [whasales@westernhealth.com](mailto:whasales@westernhealth.com).



# MENTAL HEALTH



## Behavioral health benefits from WHA are managed through our partner, Magellan Health

Benefits may include inpatient care, outpatient care, psychiatrist evaluation and office visits, and substance abuse treatment, as defined in your plan. Magellan care managers are skilled mental health and substance abuse experts. Their purpose is to assess your situation and ensure that you or your eligible dependents receive the type of assistance or care required to help relieve your concern or resolve your problem in a timely way.

### Depression Prevention Programs

Included in your plan is access to these programs designed to assist those who may be at a risk for depression:

- **Postpartum Depression Prevention:** Screens for postpartum depression in moms who have recently delivered a newborn.
- **Depression Screening After a Medical Admission:** Screens for depression in members recently hospitalized for a medical event, such as a heart attack, cancer or stroke.
- **Poorly Controlled Diabetes with a Cardiac Event:** Screens for depression in members whose diabetes is poorly controlled and have had a cardiac event such as a heart attack, angina, irregular heartbeat, etc.

\*Refer to your plan's copayment summary

This is a summary of the highlights of behavioral health coverage included in WHA plans. For complete benefit information, members can refer to the Combined Evidence of Coverage and Disclosure Form (EOC/DF) on [mywha.org](http://mywha.org); also available upon request.

**Behavioral health and substance abuse services with no referral needed from your primary care physician.**

Look to [mywha.org/BH](http://mywha.org/BH) to search WHA's customized Magellan provider directory. Find the care you need close to home or work, or through our telehealth options.

Follow the link to the Magellan website, create an account, and discover the online resource available to WHA members. Use interactive tools such as self assessments and calculators, or browse the on-demand learning topics.

### Free Magellan 24-Hour Crisis Line

Members can call 800.327.7451 at no charge to get help in coping with feelings of fear, sadness, anger and hopelessness. Crisis line callers will speak directly to a masters-level, certified licensed mental health clinician.

### Take advantage of virtual visits from home, work or school

- Accessibility and convenience
- Flexible appointment times
- Offered at the cost of an office visit\*

**LEARN MORE ABOUT BEHAVIORAL HEALTH** | Visit [mywha.org/BH](http://mywha.org/BH) or call **888.563.2250** for assistance



# ALTERNATIVE MEDICINE

**Complementary and alternative medicine benefits are provided by our partner, Landmark Healthplan of California, Inc.**

Your health plan includes up to 20 annual visits for each acupuncture and chiropractic care. See your medical copayment summary to confirm cost. PCP referral is not required to receive covered services.

Access Landmark Health via [mywha.org/CAM](https://mywha.org/CAM) or call 800.298.4875 to locate a participating practitioner and download or request a combined Summary of Benefits/Evidence of Coverage based on your plan type.



## 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
- 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
- Manipulation

**LEARN MORE ABOUT YOUR CAM BENEFITS** | Visit [mywha.org/CAM](https://mywha.org/CAM) or call **888.563.2250** for assistance

# Rx 10/30/50

## COPAYMENT SUMMARY

Western Health Advantage shall cover Prescription medications at Participating Pharmacies, prescribed in connection with a covered service and subject to conditions, limitations and exclusions stated in the Combined Evidence of Coverage and Disclosure Form (EOC/DF) located on the MyWHA Plan toolbar at [mywha.org](https://mywha.org).

Medications on a member's **three-tier prescription plan** are categorized as follows in WHA's **Preferred Drug List (PDL)**:

- Tier 1 – Preferred generic and certain preferred brand name medication
- Tier 2 – Preferred brand name and certain non-preferred generic medication\*
- Tier 3 – Non-preferred (generic or brand) medication\*

The PDL is a listing of medications developed by WHA's Pharmacy and Therapeutics Committee as drugs of choice in their respective tiers. Drugs are evaluated regularly by the committee to ensure rational and cost-effective use of pharmaceutical agents. The committee reviews all medications for their efficacy, quality, safety, similar alternatives and cost in determining their inclusion on the PDL.

Please note that a drug's presence on the WHA PDL does not guarantee that the member's physician will prescribe the drug. There are a small number of drugs, regardless of tier, that may require prior authorization to ensure appropriate use based on criteria set by the committee.

Members may request a copy of the PDL by calling WHA Member Services or view the document online at [mywha.org/pharmacy](https://mywha.org/pharmacy).

### PRESCRIPTION COST TO MEMBER

#### Walk-In Pharmacy (up to 30-day supply)

\$10	Tier 1
\$30	Tier 2*
\$50	Tier 3*

#### Mail Order (up to 90-day supply)

\$25	Tier 1
\$75	Tier 2*
\$125	Tier 3*

#### Other Prescription Coverage

20%**	Home self-injectable medication up to \$100 maximum per 30-day supply
50%**	Erectile Dysfunction medication* up to \$250 maximum per 30-day supply
none	Aspirin, folic acid (including in prenatal vitamins), fluoride for preschool age children, tobacco cessation medication and women's contraceptives; generic required if available

### Covered Prescription Medications

- Oral medications that require a Prescription by state or federal law, written by a Participating Physician, or a pharmacist if allowed by law, and dispensed by a Participating Pharmacy.
- Covered Prescription medications dispensed by a non-Participating Pharmacy outside of WHA's service area for urgent or emergency care only (the receipt may be submitted to WHA for reimbursement).
- Compounded Prescriptions for which there is no FDA-approved alternative and which contain at least one Prescription ingredient.
- Insulin, insulin syringes with needles, glucose test strips and tablets.
- Oral contraceptives and diaphragms.

Members will pay the lesser of the applicable copayment, the actual cost, or the retail price of the prescription.

Non-injectable specialty medication may be classified on Tiers 1-3. Regardless of tier, all specialty medications are limited to a 30-day supply.

Prescription copayments contribute to the medical annual out-of-pocket maximum.

\*Regardless of medical necessity or generic availability, the member will be responsible for the applicable copayment when a Tier 2 or Tier 3 medication is dispensed. If a Tier 1 medication is available and the member elects to receive a Tier 2 or Tier 3 medication without medical indication from the prescribing physician, the member will be responsible for the difference in cost between the Tier 1 and the purchased medication in addition to the Tier 1 copayment. The amount paid for the difference in cost does not contribute to the medical out-of-pocket maximum.

\*\*Percentage copayments are based upon WHA's contracted rates with the provider of service.





# PRESCRIPTION BENEFITS

**24/7 access to pharmacists, online and mobile app prescription management, and tool to find pharmacies.**

## Options for filling prescriptions with OptumRx

### Pick up at a local retail pharmacy

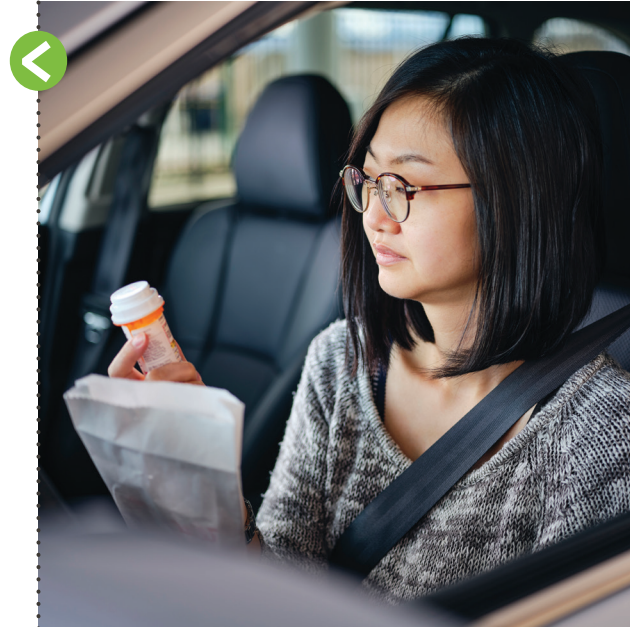
- You can fill most prescription medications at any retail pharmacy. Get the most savings by going to one of thousands of network retail pharmacies, which include large national chains and many local pharmacies. Some locations may have drive-thru options.
- For medications you take regularly, save time and money by asking your doctor about a 90-day supply using Select90 at Walgreens or CVS Pharmacy.

### Get prescriptions mailed to your home

- You may also fill regular prescriptions through OptumRx's mail-order pharmacy program. There is no charge for standard shipping. To get started, ask your doctor to send an electronic prescription to OptumRx or call 844.568.4150.

### Careful coordination of specialty medications

- To ensure you get started on your specialty medications in a timely manner, you are able to pick up two initial fills at local retail pharmacies, with some exceptions (a drug may be limited by the FDA and/or the 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. To get started 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. Access registered pharmacists who review lab results and check for side effects or drug interactions.



## OptumRx digital services

- **OptumRx App/OptumRx.com:** 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.
- **Automatic Refills:** 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.
- **Medication Reminders:** 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.





# MyWHA WELLNESS



## Online, personal wellness portal

> **[mywha.org/wellness](https://mywha.org/wellness)** WHA's MyWHA Wellness program helps you set personal wellness goals while providing easy online tools to help you achieve those goals. Your health and wellness portal is the central hub for all wellness program components. Start by taking the wellness assessment, which will give you a wellness score along with a personalized report about your medical and behavioral health risks. Within the portal you can set individual health goals, get personalized action plans, track your progress, access helpful health content, and be part of a supportive online community.

## 24/7 nurse advice via secure chat or phone

> **[mywha.org/nurse24](https://mywha.org/nurse24)** You have 24/7 access to a nurse advice line staffed with California licensed registered nurses. With Nurse24, you can speak directly with a nurse by calling our dedicated phone number or even chat online. Nurse24 also has interpreters available upon request. Registered nurses are available to answer any of your health questions, including direct referrals to disease management nurses.

## Chronic care/condition management

> **[mywha.org/DM](https://mywha.org/DM)** WHA members have access to disease management programs at no additional cost. The programs offer members living with a chronic illness helpful resources to manage and control their condition. The programs focus on these chronic illnesses: asthma, coronary artery disease, and diabetes.

**ACCESS MYWHA WELLNESS RESOURCES** | Visit **[mywha.org/wellness](https://mywha.org/wellness)** or call **888.563.2250**

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## Type 2 diabetes reversal program

- > **mywha.org/Virta** WHA partners with Virta Health to offer a clinically proven treatment to reverse type 2 diabetes without calorie-counting, surgery, or medication. Virta's telehealth program helps patients lower A1c, reduce or eliminate diabetes medications, and lose weight.

## Gym and fitness center partnerships

- > **mywha.org/fitness** WHA makes the decision to be active a little easier through gym and fitness center partnerships. Active&Fit Direct® allows you 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 to get an up-to-date list of gym partners with details on how to contact or visit their facilities. Be sure to let them know you are a WHA member, showing them your ID card when applicable.

## Classes and support groups

- > **mywha.org/classes** You have access to most of the instructor-led health education programs and classes sponsored by our network's medical groups, even those not connected to your primary care physician's medical group. You will find many classes, programs and/or support groups in these areas: diabetes, fitness, heart and vascular, lung health, nutrition, orthopedics, parenting, pregnancy and childbirth as well as smoking cessation. Unless otherwise noted, most health programs or classes are free.

## Preventive care resources

- > **mywha.org/guidelines** Preventive health guidelines are designed to help you make more informed decisions about your health. WHA wants you to know that by following these guidelines and working with your doctor you are taking important steps to safeguard your health. Guidelines include health screenings, tests and other services that are available to you at no additional cost\*, starting at birth through adulthood. WHA also includes easy-to-read, up-to-date immunization schedules as recommended by the Centers for Disease Control and Prevention. \*Coverage for WHA services depends on eligibility at the time of service.

## Library and decision aids

- > **mywha.org/healthsupport** WHA's wellness library covers a variety of health topics and includes an interactive program known as Decision Aids that guides you through important health decisions. Decision Aids combines medical information with your personal values on medical tests, medicines, surgeries and other treatments. It guides you to make informed decisions about your health care. Good health decisions take into account the benefits, risks and costs of each option along with your own needs and wants.

## Healthy and delicious recipes

- > **mywha.org/recipes** 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. Using the WHA website, 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.





# ASSIST AMERICA



## Providing assistance services worldwide when traveling 100 miles or more from home.

Assist America is closely monitoring the latest COVID-19 developments and has adapted its emergency assistance offering in accordance with CDC and WHO guidelines.

Additional benefits include:

- > Testing Site Referral: Trained, multilingual assistance personnel can help locate COVID-19 testing facilities near member's location.
- > Medical Monitoring: If a member has COVID-19, will monitor member's medical condition through the quarantine process and liaise with health plan.
- > Stranded Traveler Assistance: If stranded while traveling due to COVID-19 travel restrictions, experienced travel assistance coordinators will help member make arrangements to return home, when legally permissible.
- > Digital Resources: Up-to-date COVID-19 info can be found on a dedicated landing page on **Assist America's website** and Assist America Mobile App and via weekly COVID-19 emails.

**Anytime you travel 100 miles or more away from home, even in a foreign country, WHA members benefit from assistance services from Assist America.**

Assist America's 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 these benefits and more.

- A global network of expert medical providers
- Medical consultation, evaluation and referral
- Prescription assistance
- Foreign hospital admission assistance
- Critical care monitoring and case management
- Emergency medical evacuation
- Emergency message transmission
- Care of minor children
- Compassionate visit
- Legal and interpreter referrals
- Lost luggage or document assistance
- Pre-trip information

Note: Urgent care and emergency care services are covered under your WHA health plan wherever you are in the world.

**LEARN MORE ABOUT ASSIST AMERICA** | Visit [mywha.org/travel](https://mywha.org/travel) or call **888.563.2250** for assistance

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, 888.877.5378 (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 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 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 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. لطفاً با شماره تلفن 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره 888.877.5378 پیام تاپیی 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 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। ਦੁਆਰੀਏ 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, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសាបស្ចឹម ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកត្រចៀកឆ្ងុះ 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 หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่เสียค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้TTY สำหรับคนหูหนวกโดยโทร 888.877.5378





# Western Health Advantage



## We're here for you.

It goes without saying that a health plan should be there when you need it. At Western Health Advantage, we trust doctors to decide the best health care path for patients. We don't second guess or get in the way of the decisions you make with your doctor, as traditional health insurance companies can do. For us, it's personal—so we try to go beyond being there when you are sick, to being there to help you stay healthy. We support whole-person health, access to wellness classes, mental health resources and much more. It's just another way we balance an affordable health plan with quality health care.



**advantage** **> you**

**Contact your Benefits Department  
or Western Health Advantage direct**

Call 916.563.3198 or 888.499.3198  
888.877.5378 [TDD/TTY]



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