

Western
Health
Advantage



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



HEALTH BENEFITS OVERVIEW 2022

SACRAMENTO
COUNTY

choosewha.com/saccounty



Western
Health
Advantage



SACRAMENTO
COUNTY

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 County of Sacramento by reviewing this booklet and visiting choosewha.com/saccounty.

advantage > you

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. 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 to learn more about referrals.



Hill Physicians
800.445.5747
hillphysicians.com



Meritage Medical Network
415.884.1840
meritagemed.com



Mercy Medical Group
916.733.3333
mymercymedicalgroup.org



NorthBay Healthcare
707.646.5500
northbay.org

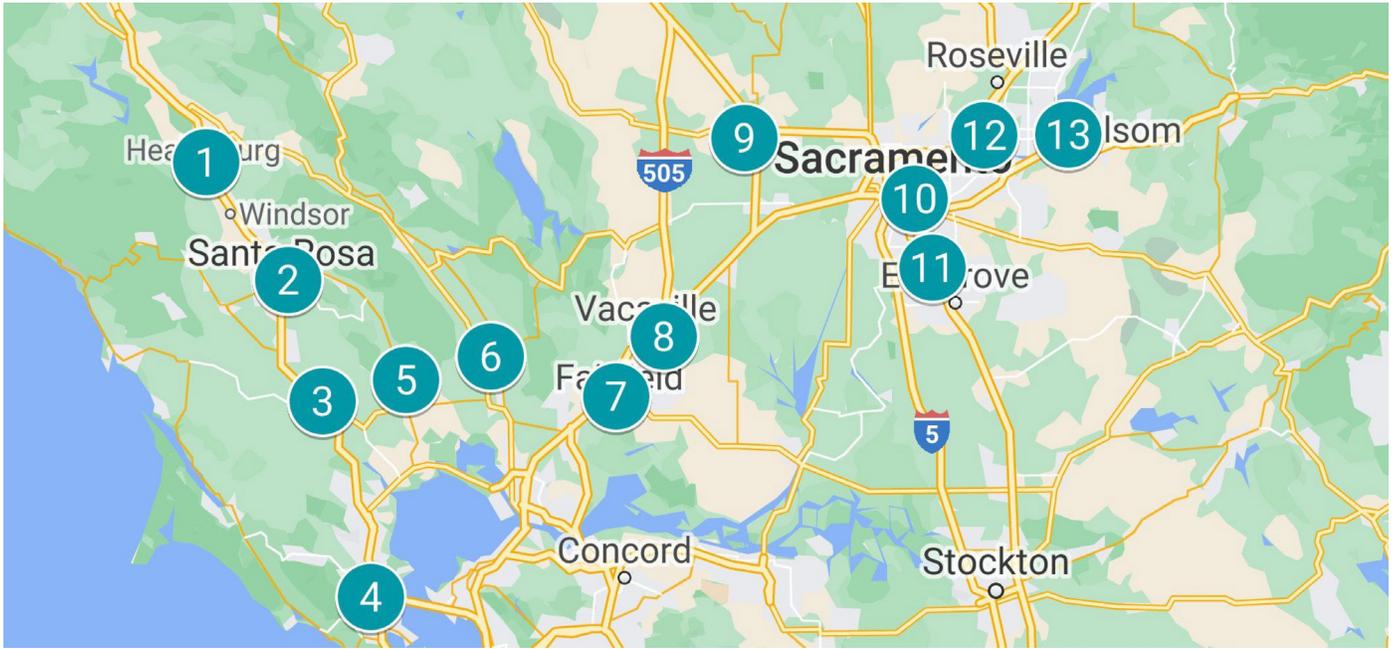


Woodland Clinic
530.668.2600
dhmf.org/woodland



Providence Medical Network
(formerly St. Joseph Health)
888.432.5464
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

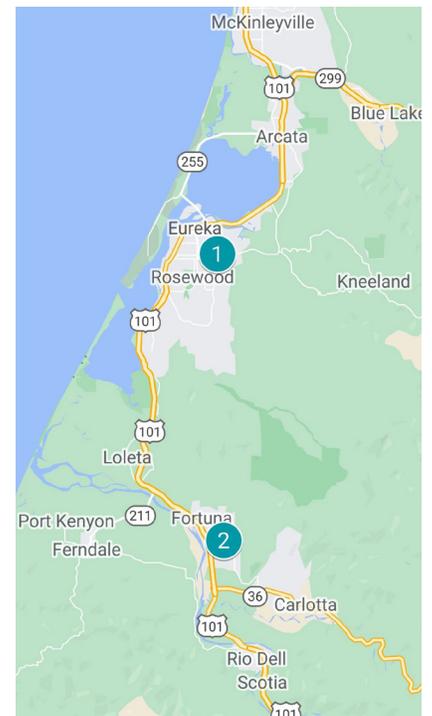
7. NorthBay Medical Center
Fairfield, CA 94533
8. NorthBay VacaValley Hospital
Vacaville, CA 95687

^ 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 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.

LEARN MORE ABOUT MYWHA | Visit mywha.org or call **888.563.2250** for assistance

County of Sacramento

PLAN COMPARISON Effective 01.01.22

| | | PREMIER 0/15/0A HMO PRIME | WESTERN 1400/0/0 HDHP HMO PRIME ¹⁰ |
|---|------------------------|------------------------------|--|
| MEDICAL DEDUCTIBLE¹ | SELF-ONLY COVERAGE | | \$1,400 |
| | INDIVIDUAL WITH FAMILY | none | \$2,800 |
| | FAMILY COVERAGE | | \$2,800 |
| PRESCRIPTION DEDUCTIBLE¹ | SELF-ONLY COVERAGE | | |
| | INDIVIDUAL WITH FAMILY | n/a | combined with medical |
| | FAMILY COVERAGE | | |
| ANNUAL OUT-OF-POCKET MAXIMUM² | SELF-ONLY COVERAGE | \$1,500 | \$2,800 |
| | INDIVIDUAL WITH FAMILY | \$1,500 | \$2,800 |
| | FAMILY COVERAGE | \$3,000 | \$2,800 |
| 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 | \$15 per visit | covered in full after deductible |
| | Annual eye and hearing exams ⁵ | \$15 per visit | covered in full |
| | Outpatient surgery (performed in office setting) | \$15 per visit | covered in full after deductible |
| | Outpatient surgery (facility) | \$15 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 |
| HOSPITALIZATION SERVICES | | | |
| | Hospital inpatient, facility | covered in full | covered in full after deductible |
| | Hospital inpatient, professional | covered in full | covered in full after deductible |
| BEHAVIORAL HEALTH SERVICES | | | |
| | Mental health and substance abuse office or virtual visits | \$15 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 | covered in full | covered in full after deductible |
| OTHER SERVICES | | | |
| | Emergency room (waived if admitted) | \$35 per visit | covered in full after deductible |
| | Urgent care virtual visit/Urgent care center | \$15 per visit | covered in full after deductible |
| | Ambulance services | covered in full | covered in full after deductible |
| | Durable medical equipment ⁶ | covered in full | covered in full after deductible |
| | Infertility services ⁷ | 50% ⁹ (see Infertility A) | not covered |
| | Acupuncture care, up to 20 visits ⁸ | \$15 per visit | not covered |
| | Chiropractic care, up to 20 visits ⁸ | \$15 per visit | not covered |
| PRESCRIPTION DRUG PLANS (30-DAY SUPPLY) | | Rx 10/20/35-2x | included in medical |
| | TIER 1 medication | \$10 | \$10 after deductible |
| | TIER 2 medication | \$20 | \$20 after deductible |
| | TIER 3 medication | \$35 | \$35 after deductible |
| OTHER PRESCRIPTION COVERAGE | | | |
| | Home self-injectable medication (30-day supply) | 20% up to \$100 ⁹ | covered in full after deductible |



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.



TWO PLANS TO CHOOSE FROM

Traditional Plans

- **Premier 0/15/0A HMO PRIME**
 - Hospitalization covered in full
 - \$15 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 1400/0/0 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.

Plan benefit details are available from County of Sacramento by reviewing this booklet and visiting choosewha.com/saccounty.

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.



MENTAL HEALTH



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

Look to 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*

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; also available upon request.

LEARN MORE ABOUT BEHAVIORAL HEALTH | Visit mywha.org/BH or call **888.563.2250** for assistance

INFERTILITY BENEFIT

COPAYMENT SUMMARY

INFERTILITY SERVICES

Covered Infertility services generally include consultations, examinations, diagnostic services whether performed in a physician's office or in a hospital or other facility, and medications. All covered Infertility services, including the diagnostic work-up and testing to establish a cause of "Infertility," require a 50% copayment, which is based on WHA's contracted charges. All covered Infertility services must receive prior authorization and are subject to the exclusions and limitations set forth in this Copayment Summary.

"Infertility" is defined as a condition of being infertile. A member is considered infertile if there is the presence of a demonstrated condition recognized by a licensed physician and surgeon as a cause of infertility or she or he is unable to conceive a pregnancy or to carry a pregnancy to a live birth or produce conception after one (1) year of regular, unprotected heterosexual intercourse, or if the female partner is over age 35 years, after 6 months of regular, unprotected heterosexual intercourse. A member not having regular, unprotected heterosexual intercourse may be considered infertile if conception does not occur after at least 12 cycles of supervised artificial/donor insemination (6 cycles for women 35 years or older).

COVERED SERVICES — 50% COPAYMENT*

- Services and supplies for diagnosis and treatment of involuntary infertility
- Artificial insemination (except for donor semen or eggs, and services and supplies related to their procurement and storage), subject to a maximum of one treatment period of up to three (3) cycles per Lifetime+
- One Gamete Intra-Fallopian Transfer (GIFT) or In Vitro Fertilization per Lifetime+
- Medications for the treatment of Infertility

Genetic testing and counseling are covered benefits when medically indicated and are not subject to the Infertility Benefit copayments.

EXCLUSIONS AND LIMITATIONS

In addition to exclusions and limitations described under Covered Services, the following apply:

- The member must be diagnosed with "Infertility" as defined in this Copayment Summary.
- All covered Infertility services must be prior authorized by WHA.
- Services and supplies to reverse voluntary, surgically induced infertility are excluded.
- All services involved in surrogacy, including but not limited to embryo transfers, services and supplies related to donor sperm or sperm preservation for artificial insemination, are excluded.
- Frozen embryo transfers and Zygote Intra-Fallopian Transfer (ZIFT) are excluded.
- Intracytoplasmic Sperm Injection (ICSI) is excluded.
- Ova sticks (a self-test for infertility) are excluded.
- Ovum transfer/transplants or uterine lavage as part of infertility diagnosis or treatment is excluded.
- All services related to the sperm donor, including the collection of the sperm, are excluded.
- Sperm storage is excluded.
- Treatment of infertility as a result of previous/prevaling elective vasectomy or tubal ligation, including, but not limited to, procedure reversal attempts and infertility treatment after reversal attempts, is excluded.
- Artificial insemination in the absence of a diagnosis of Infertility is excluded.
- Treatment of female sterility in which a donor ovum would be necessary (e.g., post-menopausal syndrome) is excluded.
- Experimental and/or investigational diagnostic studies, procedures or drugs used to treat or determine the cause of infertility are excluded.
- Laboratory medical procedures involving the freezing or storing of sperm, ovum and/or pre-embryos are excluded.
- Inoculation of a woman with partner's white cells is excluded (considered experimental).

* Copayments for covered Infertility services do not contribute to the annual out-of-pocket maximum of your medical plan with Western Health Advantage.

+ "Lifetime" refers to services obtained during the member's life, including services provided under any other health insurance or HMO.

Rx 10/20/30-2X

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.

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.

PRESCRIPTION COST TO MEMBER

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

| | |
|------|---------|
| \$10 | Tier 1 |
| \$20 | Tier 2* |
| \$30 | Tier 3* |

Mail Order (up to 90-day supply)

| | |
|------|---------|
| \$20 | Tier 1 |
| \$40 | Tier 2* |
| \$60 | 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

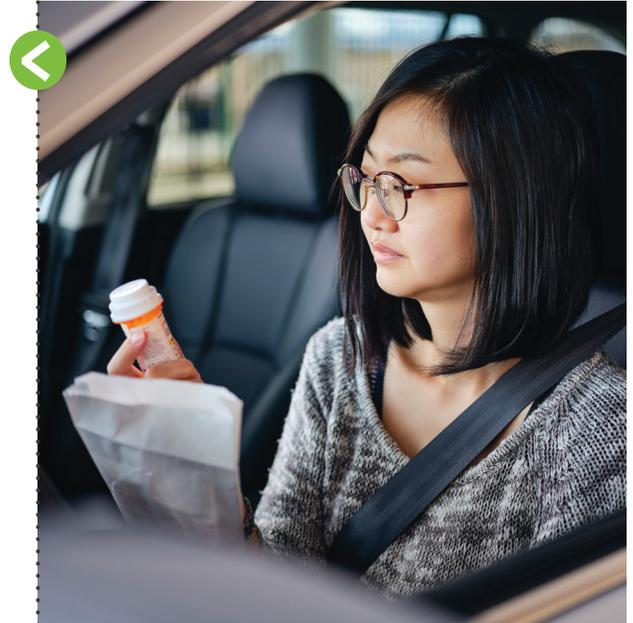
- You can fill most prescription medications at any retail pharmacy. Get the most savings by going to one of thousands of network retail pharmacies, which include large national chains and many local pharmacies. Some locations may have drive-thru options.
- For medications you take regularly, save time 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.
- 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.

LEARN MORE ABOUT PRESCRIPTION BENEFITS | Visit mywha.org/RX or call **888.563.2250** for assistance

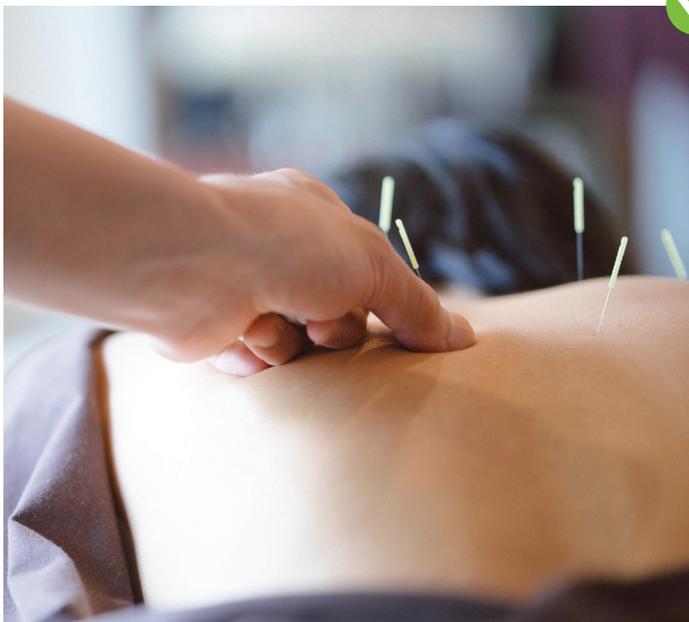


ALTERNATIVE MEDICINE

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 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



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 or call **888.563.2250** for assistance



MyWHA WELLNESS



Online, personal wellness portal

> 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 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 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 or call **888.563.2250**

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.

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, <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 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 tinutulungan, 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 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 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、情報を入力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 اية 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, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសាខ្មែររបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកត្រូវជ្រកជូន 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 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]

SACRAMENTO
COUNTY



choosewha.com/saccounty