



**westernhealth
ADVANTAGE**

**Los Rios Community College District
Welcome to WHA!**

choosewha.com/losrios



Western Health Advantage is a leading non-profit HMO serving Northern California residents.

**Caring for our
communities for
30 years**

Strong, highly regarded
network of physicians and
hospitals

Local, non-profit health plan –
90% of every premium dollar
goes to patient care

Your WHA Health Plan



Network

More than 3,200+ clinical providers

15 hospitals with nearby labs, urgent care, and express primary care locations and thousands of network pharmacies

Expanded convenient care including urgent care and express care locations



Essentials

Mental Health
Chiropractic/Acupuncture
Prescription Drugs



Wellness

Preventive Health
Condition Care
Innovative Programs

Welcome New and Returning Members

WHA Medical ID Cards and Welcome Packet



Member Services including Language Assistance:
888.563.2250 (711 TTY)

Behavioral Health: 800.765.6820 – Nurse Advice: 888.656.3574

MEMBERS: For emergencies, call 911 or go to the nearest emergency room. Notify your PCP or WHA as soon as possible. Present this Member ID Card at time of service. Refer to your EOC/DF at mywha.org for coverage info.

PROVIDERS: Notify WHA of all emergency admissions by the next business day for concurrent review. This card is for ID purposes only. It does not verify eligibility. For claim submission info, visit mywha.org/providerclaims.

PHARMACISTS: Dispense preferred generic drug products per applicable pharmacy laws and regulations.

BIN 610011 | GROUP WHA | PCN IRX **Optum Rx®**



Enroll in Online Access / MyWHA App

Benefits of MyWHA account online:

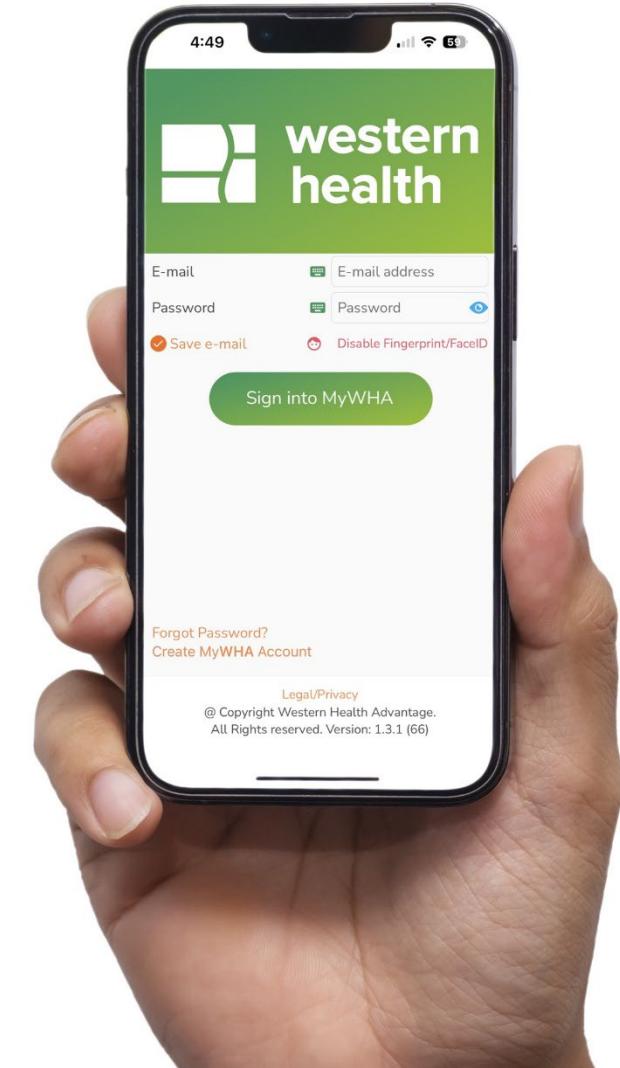
- View and Print Member ID Cards
- View Copayment summaries (describes your coverage benefits)
- Connect to your pharmacy benefits
- Search for a doctor or facility
- Review Accumulator (accrual towards deductible and out-of-pocket expenses)
- Discover wellness resources
- Access WHA's Member Services, NurseLine and AssistAmerica
- Students away from home can also download the app for easy access to care

Mobile card via MyWHA Mobile app

Download from the App Store or Google Play (scan QR code)

MyWHA Mobile app captures your ID card on-the-go.

From your mobile device, view and email an electronic



Next Steps...

► Your WHA enrollment overview

GROUP NUMBER: PROVIDER NETWORK: PRIME

GROUP NAME:

MEDICAL PLAN: PREMIER 0/10/0 HMO PRIME

MEDICAL PLAN EFFECTIVE DATE: 02/01/2023

Below you will find member ID numbers (ID), medical group (MG) affiliation and assigned primary care physicians (PCPs) for each enrolled family member, if applicable. If we did not receive a PCP selection or the chosen PCP was not accepting new patients, we assigned a PCP that might work well for you. Log into your MyWHA account online at mywha.org to view up-to-date member information at any time.

ID: MG: MERCY MEDICAL GROUP
PCP:

ID: MG: MERCY MEDICAL GROUP
PCP:

ID: MG: HILL SACRAMENTO
PCP:

- Call your PCP (*Page 2 in Welcome Packet*) to set an appointment to Establish Care
- **What to expect at your 1st Appointment**
 - Meet and Greet with your PCP / Healthcare Team
 - Discuss health needs and concerns (prescription refills, ongoing care, etc.)
 - Determine next steps with your PCP (preventive checkup, immunizations, etc.)
- **Urgent Needs**
 - My PCP does not have availability until April*
 - I am running out of prescriptions and need refill ASAP*
 - I need urgent care (stitches, rashes, etc.)*
- **Familiarize yourself with our Advantage Referral program**
 - Offers a wider range of access to contracted specialty providers
 - Referrals are not required for Chiropractic, Well Women, Behavioral Health**

Members can change PCPs effective by 1st of following month by calling into WHA Member Services

Each member in family can have different PCPs with different medical group

Appointment Availability

Medical Groups are available to assist with:

- Finding a PCP or Specialist
- Immediate appointment needs
- Changing PCPs to accommodate schedule
- Help navigate your care
- For a full list of provider numbers, go to:
www.choosewha.com/network

Medical Groups will be reaching out to new members in January to assist with any concerns.



916.560.0319

- ★ Help finding a PCP or specialist
- ★ Answer questions about services and facilities in the Dignity Health network
- ★ Refer to health navigators for help establishing care and scheduling an appointment



844.358.4856

Monday – Friday
8 am – 12:30 pm, 1 pm – 5 pm PT

- ★ Help finding a PCP or specialist
- ★ Answer questions about services and facilities in the Hill Physicians network
- ★ Refer to health navigators for help establishing care and scheduling an appointment

**Dedicated Support for
New Members**

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New Members**

Urgent Care – Home and Away

PCP REFERRALS NOT REQUIRED

In-Person Urgent Care:

WHA covers you for Urgent Care and Emergency Care services wherever you are in the world.*

When you are in the WHA service area, be sure to go to a facility affiliated with your PCP's medical group. You can use WHA's online Provider Directory to find an urgent care facility that is affiliated with your PCP's medical group.

www.mywha.org/careoptions
888.563.2250

**Emergency room visits are not covered for non-emergency situations.*

Virtual Care:

Teladoc
Virtual Urgent Care 24/7

www.Teladoc.com
Download app
800.835-2362

TeleHealth Appointments
With participating PCP
Contact your PCP's Office

Nurse Advice Line 24/7
888.656.3574

Behavioral Health:

Optum Behavioral Health 24/7

www.liveandworkwell.com
800.765.6820

Care While Traveling:

Teladoc
Virtual Urgent Care 24/7

www.Teladoc.com
Download app
800.835-2362

Assist America
While traveling 100 miles away from home

www.AssistAmerica.com
Download app

800.872.1414 (within US)
609.986-1234 (outside of US)
609.334.0807 (text)

medservices@assistamerica.com

Student Care:

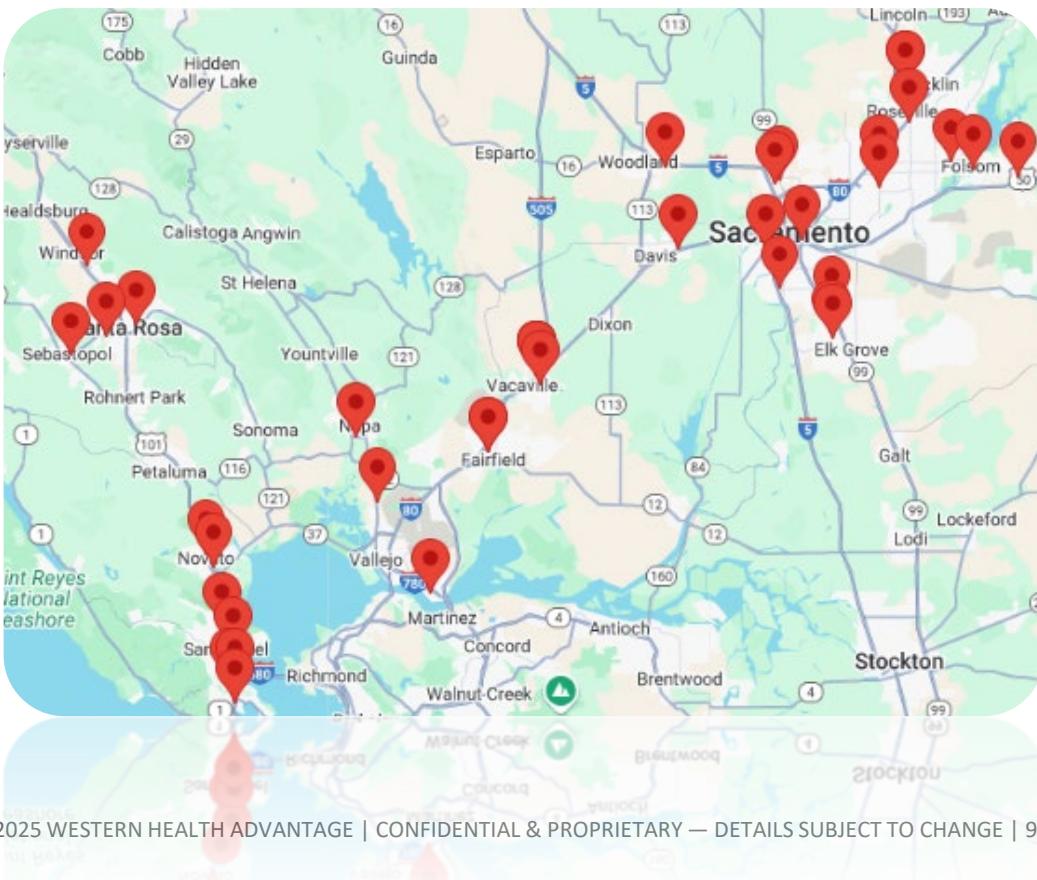
Teladoc
Virtual Urgent Care 24/7

www.Teladoc.com
Download app
800.835-2362

Preventive / Routine Care
within Network

Urgent Care in the WHA Service Area

When you are in the WHA service area, be sure to go to a facility affiliated with your PCP's medical group. You can use WHA's online Provider Directory to find an urgent care facility that is affiliated with your PCP's medical group. www.mywha.org/careoptions



All Inclusive Medical Services Urgent Care
Alshifa Medical Group
American River Urgent Care
Capitol Urgent Care
Carbon Health Urgent Care
Davis Urgent Care
Dignity Health Urgent Care
Direct Urgent Care
East Woodland Urgent Care
Elk Grove Urgent Care
Folsom Urgent Care Inc
Golden Gate Urgent Care
Mdstat Urgent Care

Mercy Medical Group Downtown
Natomas Urgent Care
NorthBay Healthcare Group
Pediatric Urgent Care Of Sacramento
Providence Urgent Care
Sebastopol Urgent Care
Turnure Medical Group Inc
Urgent Care Center Of Folsom
Urgent Care Plus Telehealth
Vacaville Urgent Care
Vituity Urgent Care
West Sacramento Urgent Care
Western Sierra Medical Clinic

Pharmacy Benefits

Download the
Optum Rx app, here:



mywha.org/apps

Access to local and national retail pharmacies

- CVS, Walgreens, Safeway, Costco, etc.
- Delivery and drive-thru options available
- 90-day supply retail at any pharmacy

24/7 access to pharmacists, online and via Optum's mobile app:

- Check medication coverage
- Track home delivery orders
- Sign up to receive text messages that remind you when it's time to refill or take your medication



5 Steps to Transitioning Your Medications and Pharmacy

**Western Health Advantage
and OptumRx make it easy
to access your prescriptions
at pharmacies across
Northern California.**

**Follow these steps for a
smooth transition:**

For questions, call WHA Member
Services at **916.563.2250** or
888.563.2250. We're here to help!

Find a Pharmacy

Use the Optum Pharmacy Search to locate national chains or local independent pharmacies near you.

Contact Your New Pharmacist for a Transfer Request

Contact your new pharmacy and tell the pharmacist you have a transfer request. Share your current medication list, allergies, and any over-the-counter supplements or vitamins. Your new pharmacist will handle the transfer of your medications from your old pharmacy.

Check Coverage & Costs

Use the Preferred Drug List to confirm coverage tiers, costs, and if prior authorization is needed. For assistance, contact your pharmacist, PCP, or WHA Member Services.

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Services at **916.563.2250** or
888.563.2250. We're here to help!

Update Prescriptions

Schedule a visit with your Primary Care Provider (PCP) to renew expired prescriptions or address medications needing a new prescription, such as controlled substances.

Explore Cost-Saving Programs

Learn about home delivery or obtaining a 90-day supply at any network retail pharmacy. Mail order prescriptions are available at 100-day supply. For specialty medications, support services include care coordinators and educators.



westernhealth
ADVANTAGE



Care Choices



Greater Reach

Our **Advantage Referral** benefit gives you and your PCP access to specialists from all **FIVE** WHA medical groups—not just the one your PCP is in.



Mercy Medical Group[™]

A Service of Dignity Health Medical Foundation

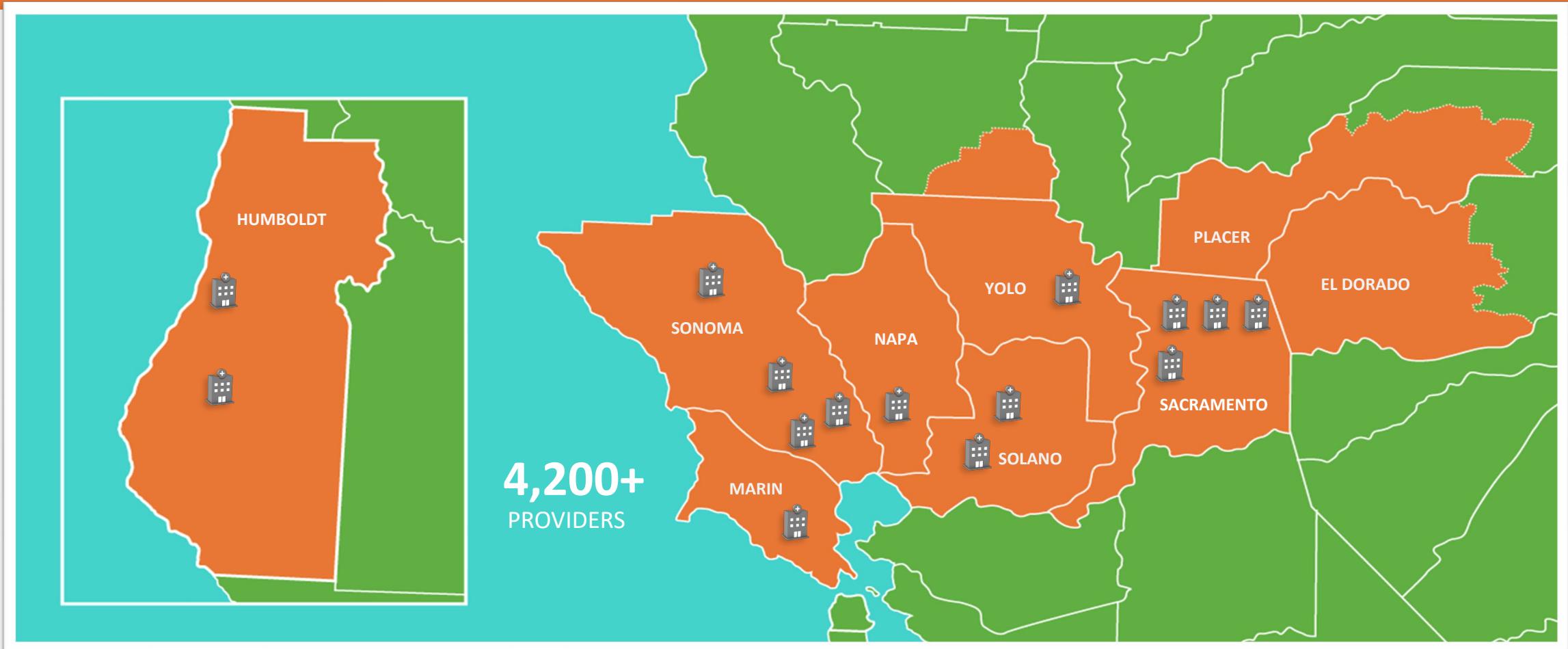


Woodland Clinic[™]

A Service of Dignity Health Medical Foundation



Partners in Care



Partners in Care

Greater Sacramento Area



Woodland Memorial Hospital

Mercy General Hospital

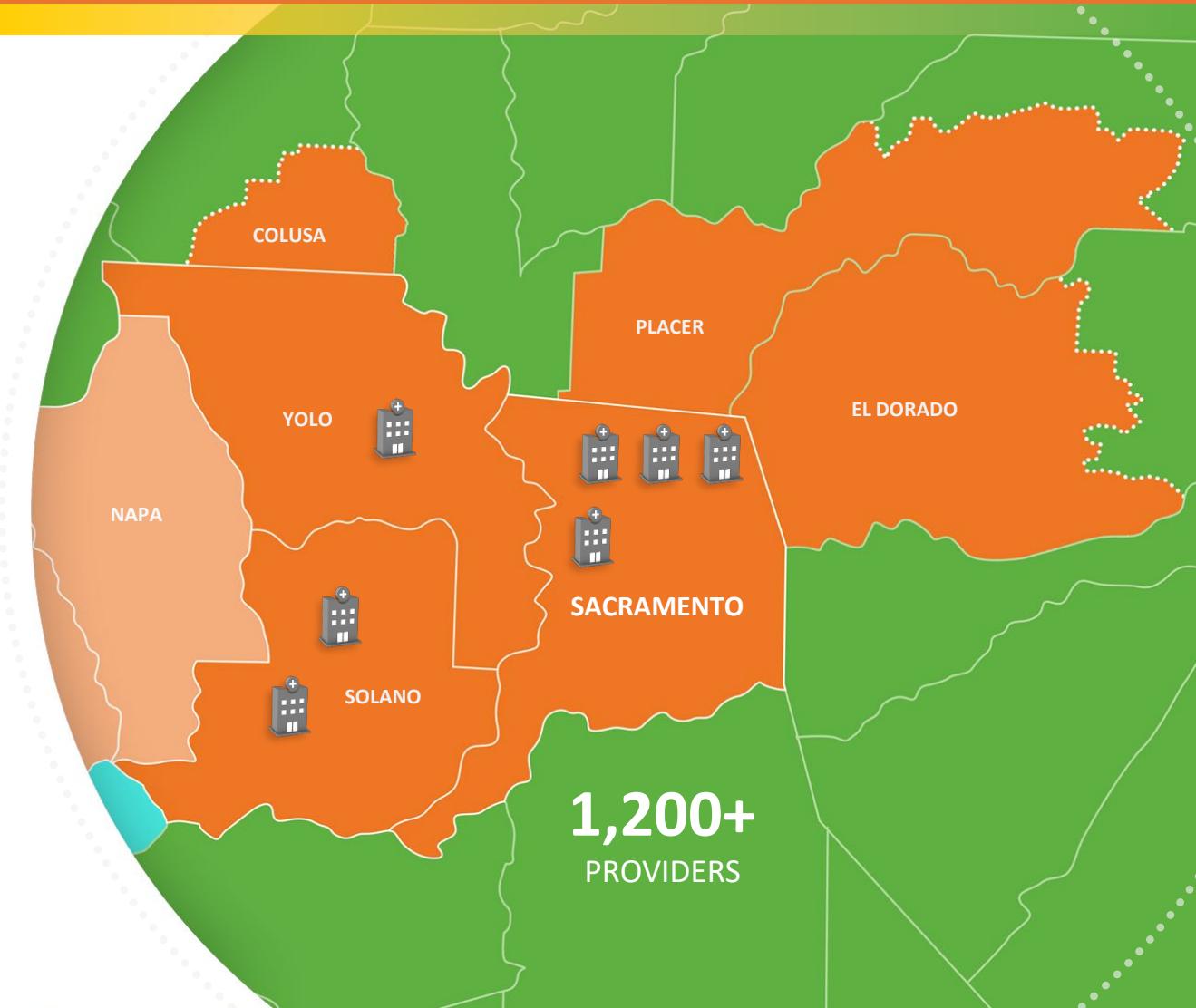
Mercy Hospital of Folsom

Mercy San Juan Medical Center

Methodist Hospital of Sacramento

NorthBay Medical Center

NorthBay Vaca Valley Hospital



Partners in Care

North Bay Region + Humboldt



Healdsburg Hospital, Providence

Petaluma Valley Hospital, Providence

Providence Queen of the Valley Medical Center

Providence Santa Rosa Memorial Hospital

MarinHealth Medical Center

Sonoma Valley Hospital

Providence St. Joseph Hospital Eureka

Providence Redwood Memorial Hospital

NorthBay Medical Center

NorthBay Vaca Valley Hospital



2,300+
PROVIDERS

Medical Plan Options



MEDICAL PLAN COMPARISON	Premier 0/20/0 HMO	Western 1800/0/0 HDHP HMO Prime
Deductible: self/individual in family/family	none/none/none	\$1,800/\$3,400/\$3,600
Out-of-pocket maximum: self/individual in family/family	\$1,500/\$1,500/\$3,000	\$3,600/\$3,600/\$7,200
Preventive care services	covered in full	covered in full
Office visits: PCP/Specialist	\$20 per visit	covered in full after deductible
Outpatient surgery (facility)	\$20 per visit	covered in full after deductible
Laboratory test, x-rays and diagnostic imaging	covered in full	covered in full after deductible
Hospital inpatient, facility	covered in full	covered in full after deductible
Outpatient behavioral health (facility)	covered in full	covered in full after deductible
Inpatient behavioral health (facility)	covered in full	covered in full after deductible
Emergency room (waived if admitted)	\$35 per visit	covered in full after deductible
Urgent care virtual visit/Urgent care center	\$25 / \$35 per visit	covered in full after deductible
Acupuncture/Chiropractic care	\$15 per visit	Not covered

Prescription Plan Coverage

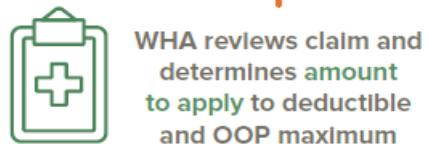


PRESCRIPTION PLAN COMPARISON		Premier 0/15/0A HMO Prime	Western 1800/0/0 HDHP HMO
Prescription Deductible: self/individual in family/family		n/a	combined with medical
Walk-In Pharmacy (up to 30-day supply)			
	Tier 1 medication	\$10	\$0 after deductible
	Tier 2 medication	\$30	\$30 after deductible
	Tier 3 medication	\$50	\$50 after deductible
	Tier 4 medication	\$100	\$100 after deductible
Mail Order Pharmacy (up to 100-day supply)			
	Tier 1 medication	\$20	\$0 after deductible
	Tier 2 medication	\$60	\$60 after deductible
	Tier 3 medication	\$100	\$100 after deductible

TIER 1: Preferred generic and certain preferred brand name; TIER 2: Preferred brand name and certain non-preferred generic; TIER 3: Non-preferred (generic or brand); TIER 4: Specialty prescriptions



When visiting a provider, present your WHA member ID card — **provider submits claim to WHA**



WHA reviews claim and determines **amount to apply** to deductible and OOP maximum



That amount is sent to the provider, who will **bill you**, if appropriate

Contact WHA if the bill amount is not shown or you have questions



If the bill matches what you see, **pay it**

Compare bill to WHA's claims detail at mywha.org/accumulator



HDHP Members



How to access care

No change to accessing care — make appointment with provider as needed. Remember, new members will need to establish care with PCP.

Paying for visits

Other than preventive care, you will be billed for office visits and services. Bill will be based on contracted rate. *Ask to be billed so claim has been run through WHA.*

How do I know if bill is correct?

You can always contact WHA to review bill or access [myWHA.org/accumulator](http://mywha.org/accumulator) to review billed charges vs. contracted rates and responsibility.

HDHP Members: Meeting Deductibles and Out of Pocket Maximum

- WHA's Accumulator is updated daily, if there is a new claim to show
- Providers don't always have access to deductible/OOPM updates
- Members can provide proof of meeting deductible for further investigation, i.e., invoice, receipts, etc. WHA will conduct a full claims reconciliation.
- Any questions or assistance:
 - WHA Member Services
 - 888-563-2250
 - MyHDHP@westernhealth.com

Behavioral Health



From diagnosis to treatment, WHA partners with Optum Behavioral Health to offer a wealth of mental health services to WHA members.

WHA plans to offer a full spectrum of mental health and substance use disorder services:

- Call 24/7 to reach a mental health professional. PCP referral is not required — and when you need it right away, we offer Express Care Access
- Optum's [liveandworkwell.com](https://www.liveandworkwell.com) member portal has interactive videos on types of care options, screening tools, prevention programs, self-care apps, and more. **Access Code: WHA**

Stress Management



WHA plans also include an app to help you manage your stress.

AbleTo app and program that lets you access:

- Daily mood tracking
- Mental health tools
- Techniques and Tips
- Personalized Activities and Coaching

And if you need more support longer term, you can gradually add Therapy sessions as well (check your copays).

Learn more: mywha.org/bh

Chiropractic & Acupuncture



Chiropractic and Acupuncture Care

This benefit provides members with hands-on treatment for improved wellness of lower back pain, neck pain, headaches, and much more.

Review plan documents to confirm the number of covered visits for chiropractic and acupuncture care per year.

There's no referral needed.

Learn more: mywha.org/cam



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ADVANTAGE

Built-in Wellness





Preventive Care

Your WHA health plan is not just about care and coverage when you are sick, but to help strengthen your defenses! When you catch health issues early, your treatment is that much more effective.

Preventive care is at no copay/deductible and includes:



Regular checkups (wellness visit/exam)



Preventive screenings



Vaccines and immunizations (shots) including flu vaccine and tetanus shot available at your PCP's office or local pharmacy



Learn more: mywha.org/guidelines



Nutritional Counseling

Support is offered to our members with weight management issues — whether dealing with obesity, eating disorders, or a needed weight gain.

For those who meet specified medical criteria and are ready for nutrition and lifestyle changes, your PCP may refer you to a nutritionist or dietician for several sessions.

Learn more: mywha.org/nutrition





Pain Management

Access innovative virtual physical therapy from your phone or laptop with Kaia app

- For acute and chronic musculoskeletal (MSK) pain, Kaia Health brings innovative coaching wherever you are!
- AI-driven PT instruction and monitoring to help with knee, hip, back, or neck pain
- Strengthening and relaxation techniques for pain management

Learn more: mywha.org/digitalPT



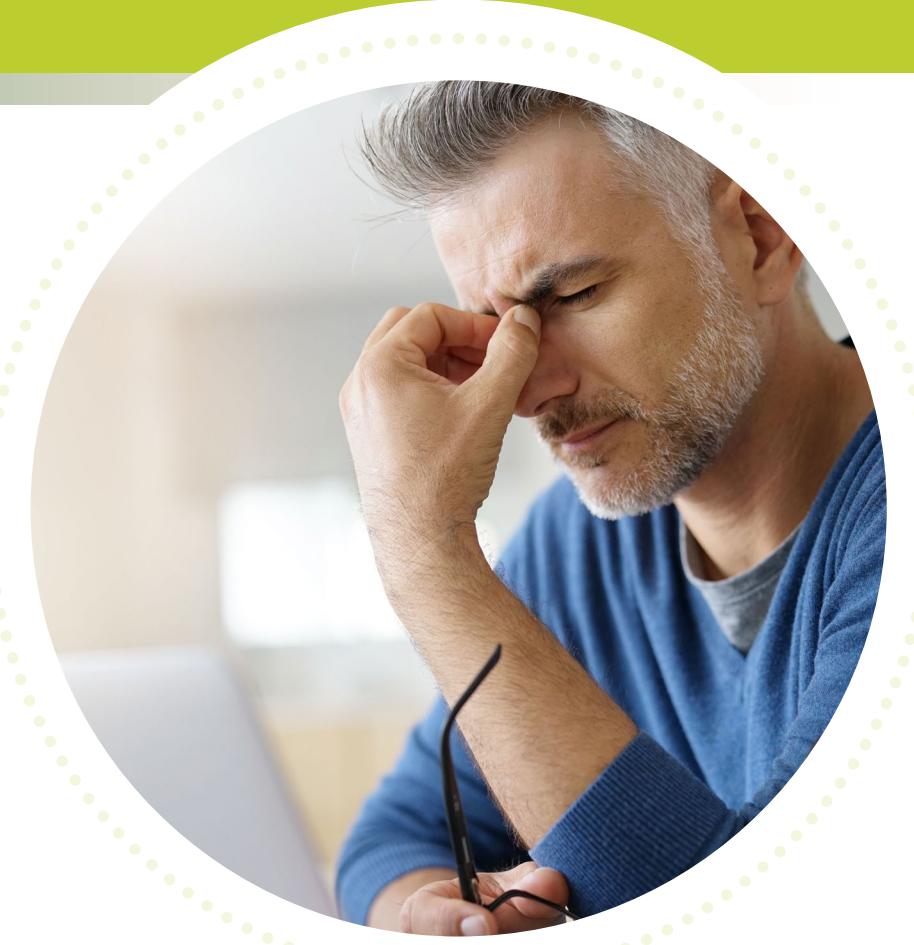


Hypertension Management

For adult members living with high blood pressure (or hypertension), our plans include a hypertension management program that includes tools from **Teledoc's Livongo for Hypertension**.

- ✓ Connected blood pressure monitor – sent to your home
- ✓ Support from coaches that can help answer questions to help improve your risk for complications
- ✓ Easy-to-use app and dashboard, so you can share it with your doctor or care team

Learn more: mywha.org/manageHBP





Diabetes Management

If you currently have type 2 diabetes, we offer two programs to support your condition:

1. **Chronic Care Management** – Support and coaching for managing your condition
2. **Virta Health** – Reverse type 2 diabetes by offering this innovative telehealth program at no added cost. Members can lower their A1c, reduce or eliminate diabetes medications, and lose weight.

Outcomes from over 300 WHA members on the Virta program for over a year:

- 1.23% decrease in A1c levels
- At least an 8.6% weight loss
- Over half of the WHA participants reduced or eliminated their diabetes-specific medications



Learn more: mywha.org/diabetes



Wellness Benefits, Discounts + Fitness



Vitality is a new way to start your health journey. Complete a Personal Health Assessment, set goals, and access resources to achieve better health!



Our popular CommunityFIT classes connect mind-body-spirit for holistic wellness. See online calendar for upcoming class schedule.



ChooseHealthy™

ChooseHealthy® offers product discounts from 10-50% on popular health and fitness brands, and discounts on massage therapy from specialty health care practitioners.



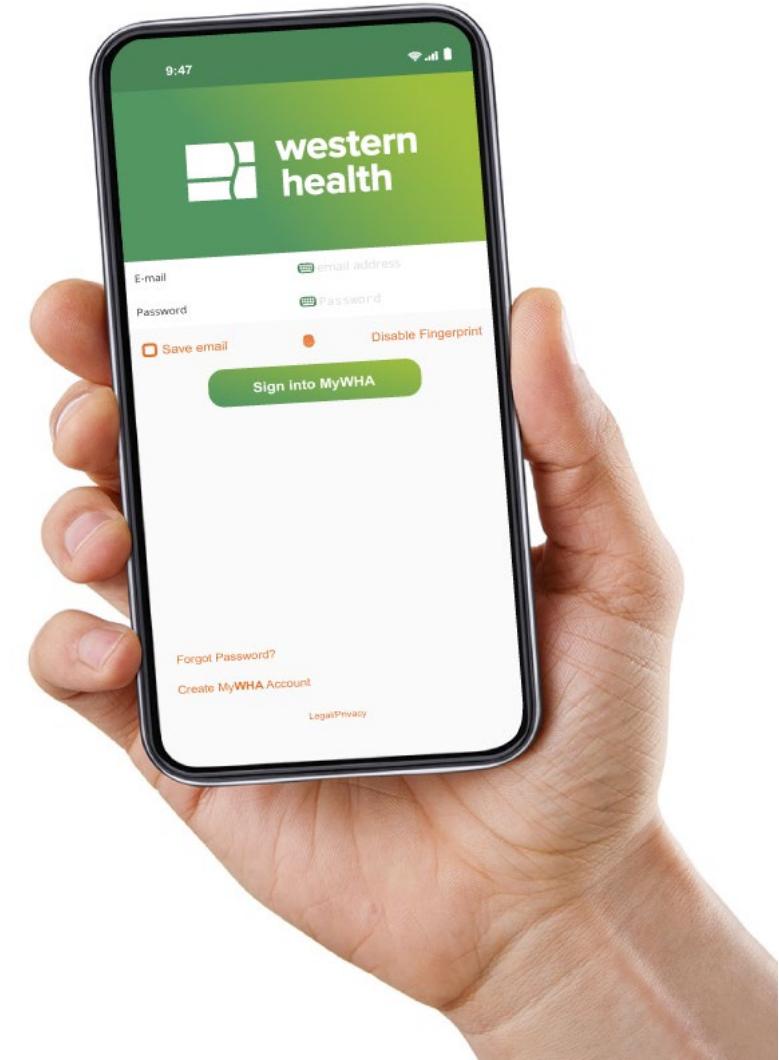
Fitness memberships, local and nationwide. Access to 11,000+ Standard Fitness Centers and 4,500+ Premium Fitness Centers.

Anytme Access to Health Plan Information!

Easy access to plan information 24/7

- **Your MyWHA Account** gives you the convenience of any-time access. You may look up account information, change your PCP, order/print ID cards and review a claims summary.
- **MyWHA mobile app** provides you instant access to your WHA member ID card, details about your plan, as well as contact information for your PCP and other service providers.

Learn more: mywha.org/apps



Questions?

We're Here for You!

Member Services is available:

Monday through Friday, 8 a.m. to 6 p.m. (except holidays)

Call: 916.563.2250 or 888.563.2250 toll-free; 711 for TTY

Email: memberservices@westernhealth.com