

Western  
Health  
Advantage



## Choosing your health coverage with Western Health Advantage



**HEALTH BENEFITS OVERVIEW | 2021**



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



Western  
Health  
Advantage



advantage



## make a healthy switch

It's that time of year again—open enrollment for your health coverage. If you're looking for an affordable, quality health plan, choose one designed to keep you, your family and budget healthy and happy. Western Health Advantage was designed to deliver the benefits and coverage you and your family need, along with the care and attention you deserve.

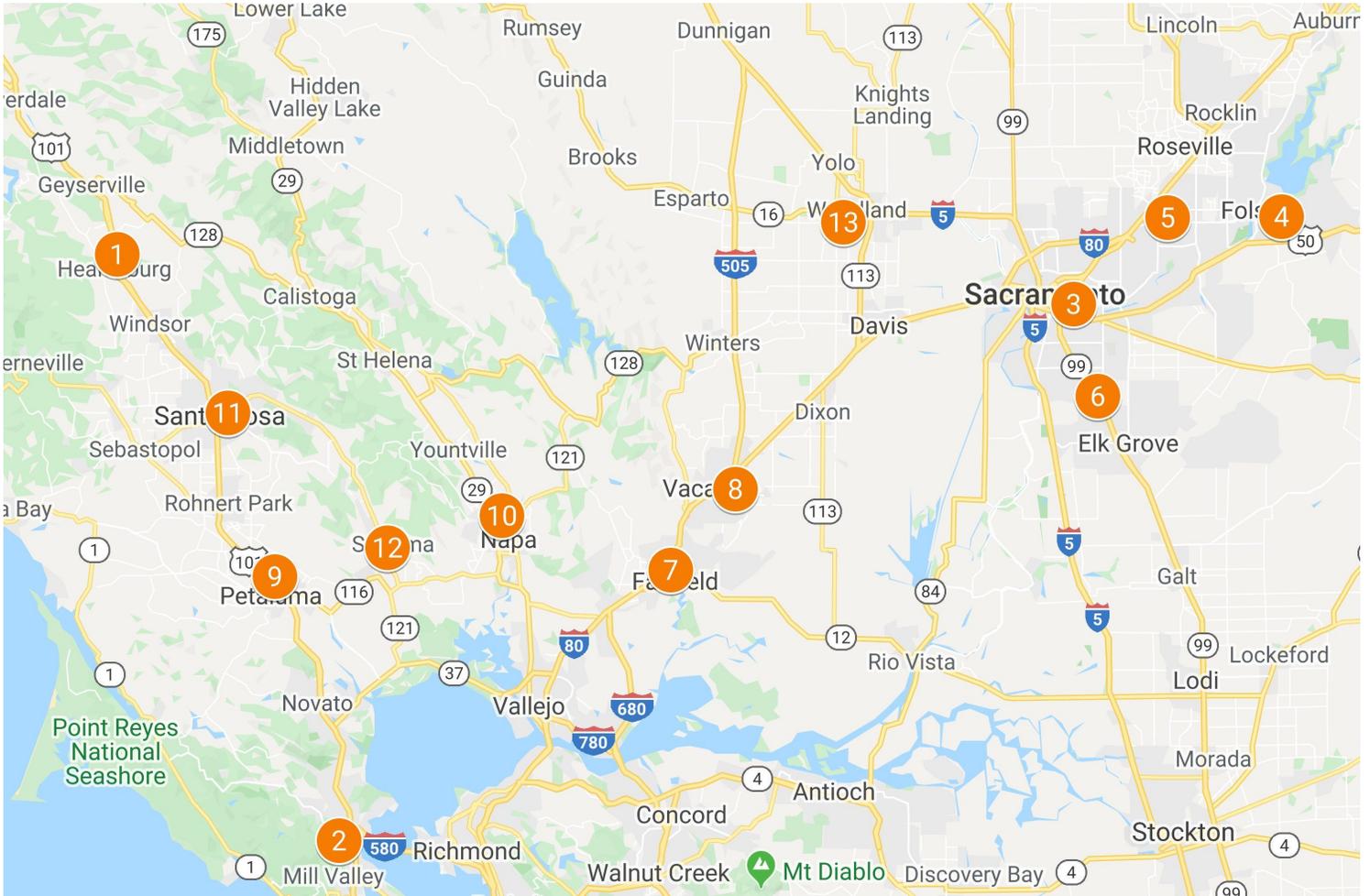
Before you check the same health plan box as last year, check out your options with Western Health Advantage.

advantage  you

# our service area

**Coverage Eligibility:** WHA is licensed in the counties and zip codes represented in the zip code list and map. Refer to the facilities list to determine hospitals and 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
- 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



Note: This is a general representation of our service area

**Selecting Your Doctor:** At the time of enrollment, you will select a primary care physician (PCP) close to your home or work to allow reasonable access to care. Your PCP is responsible for coordinating your medical care. Search for your current doctor or find a new PCP at [mywha.org/directory](http://mywha.org/directory).

While your PCP will treat most of your health care needs, if he or she determines that you require specialty care, you will be referred to an appropriate provider. With WHA's **Advantage Referral** program, you have choices for specialists beyond the medical group of your selected PCP. Learn more at [mywha.org/referral](http://mywha.org/referral).

## our facilities.....

- 1. Healdsburg District Hospital**  
Healdsburg, CA 95448
- 2. MarinHealth Medical Center**  
Greenbrae, CA 94904
- 3. Mercy General Hospital**  
Sacramento, CA 95819
- 4. Mercy Hospital of Folsom**  
Folsom, CA 95630
- 5. Mercy San Juan Hospital**  
Carmichael, CA 95608
- 6. Methodist Hospital of Sacramento**  
Sacramento, CA 95823
- 7. NorthBay Medical Center**  
Fairfield, CA 94533
- 8. NorthBay VacaValley Hospital**  
Vacaville, CA 95687
- 9. Petaluma Valley Hospital**  
Petaluma, CA 94954
- 10. Queen of the Valley Medical Center**  
Napa, CA 94558-2906
- 11. Santa Rosa Memorial Hospital**  
Santa Rosa, CA 95405
- 12. Sonoma Valley Hospital**  
Sonoma, CA 95476
- 13. Woodland Memorial Hospital**  
Woodland, CA 95695

## our medical groups .....



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



**Mercy Medical Group**  
A Service of Dignity Health Medical Foundation

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



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



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



**St. Joseph Health Medical Network**  
844.234.0951 | [psjhmedgroups.org/northern-california](http://psjhmedgroups.org/northern-california)



**Woodland Clinic**  
A Service of Dignity Health Medical Foundation  
**Woodland Clinic**  
530.668.2600 | [woodlandhealthcare.org](http://woodlandhealthcare.org)



# 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
- Panel status
- Effective date
- Languages spoken
- Gender

## 5. Capture your search results:

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



# DIGITAL ACCESS & VIRTUAL VISITS

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

## Sign up for access to your MyWHA account

Your personalized account helps in managing your health plan with the convenience of any-time access. Create an account at [mywha.org/signup](https://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

## Additional access on devices

To download WHA's mobile app, visit [mywha.org/apps](https://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](https://mywha.org/connect) for details: you may be able to email your doctor, view lab results, or appointments (in-person and virtual).



**WHA's provider network is offering many new and innovative alternatives to the traditional in-person office visit.**

Contact your doctor's office to learn more about new ways to receive care and advice from your physician. 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, Teledoc®** can connect you with a doctor through your smartphone to get a diagnosis on minor injuries, strains, sprains, rashes, or cold and flu symptoms.

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

# YOUR BENEFIT COMPARISON

Effective 1.1.21

		PREMIER 0/15/0 HMO PRIME	WESTERN 1800/0/0 HDHP HMO PRIME <sup>10</sup>
<b>MEDICAL DEDUCTIBLE<sup>1</sup></b>	SELF-ONLY COVERAGE		\$1,800
	INDIVIDUAL WITH FAMILY	none	\$2,800
	FAMILY COVERAGE		\$3,600
<b>PRESCRIPTION DEDUCTIBLE<sup>1</sup></b>	SELF-ONLY COVERAGE		
	INDIVIDUAL WITH FAMILY	n/a	combined with medical
	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	\$15 per visit	covered in full after deductible
	Annual eye and hearing exams <sup>5</sup>	\$15 per visit	covered in full
	Outpatient surgery (performed in office setting)	\$15 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	covered in full	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	\$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
<b>OTHER SERVICES</b>			
	Emergency room (waived if admitted)	\$100 per visit	covered in full after deductible
	Urgent care virtual visit/Urgent care center	\$20 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>9</sup>	covered in full after deductible
	Infertility services <sup>7</sup>	50% <sup>9</sup> (see Infertility A)	50% <sup>9</sup> (see Infertility A)
	Acupuncture care, up to 20 visits <sup>8</sup>	\$15 per visit	covered in full after deductible
	Chiropractic care, up to 20 visits <sup>8</sup>	\$15 per visit	covered in full after deductible
<b>PRESCRIPTION DRUG PLANS (30-DAY SUPPLY)</b>		<b>Rx 10/20/30</b>	<b>included in medical</b>
	TIER 1 medication	\$10	covered in full after deductible
	TIER 2 medication	\$20	\$30 after deductible
	TIER 3 medication	\$30	\$50 after deductible
<b>OTHER PRESCRIPTION COVERAGE</b>			
	Home self-injectable medication (30-day supply)	20% up to \$100 <sup>9</sup>	covered in full after deductible



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).

## 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> Refer to the Infertility Benefits Copayment Summary for limitations and exclusions.
- <sup>8</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>9</sup> Percentage copayment amounts are based on WHA's contracted rates with the provider of service.
- <sup>10</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

#### > Premier 0/15/0 HMO PRIME

You have certainty of medical costs. You pay a fixed copayment for office visits while hospitalization, laboratory tests and imaging services are covered in full.

### 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.



# MENTAL HEALTH



**Behavioral health and substance abuse services without a referral from your primary care provider.**

Look to [mywha.org/BH](https://mywha.org/BH) to search WHA's customized Magellan provider directory. Find the care you need close to home or work or virtually.

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

### **Take advantage of virtual visits**

- Accessibility during social distancing
- Faster access to services
- Flexible appointment times
- Completely confidential
- Offered at the same cost sharing of an office visit\*

### **RESTORE® Mobile App**

Magellan Healthcare is providing this free digital cognitive behavioral therapy (DCBT) mobile app for individuals experiencing sleep difficulty and insomnia related to COVID-19.

\*Refer to your plan's copayment summary

### **As a WHA member, your behavioral health benefits 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. They work as an advocate for you. 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.

### **Free 24-Hour Crisis Line from Magellan**

Magellan opened a 24-hour crisis line [800.327.7451], offered to WHA members free-of-charge, to assist individuals as they try to cope with feelings of fear, sadness, anger and hopelessness related to the difficult times our country is facing. Crisis line callers will speak directly to a masters-level, certified licensed mental health clinician.

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](https://mywha.org); also available upon request.

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



# PRESCRIPTION BENEFITS

## Filling Prescriptions with OptumRx

- > **Pick up at a local pharmacy:** You can fill most prescription medications at any retail pharmacy. Get the most savings by going to one of thousands of retail pharmacies in OptumRx's network, which includes large national chains and many local pharmacies. See pharmacy websites for drive-thru pick-up options.
- > **Options for the medications you take regularly:** Save time and money by obtaining a 90-day supply through OptumRx's mail-order pharmacy program or by using Select90 at Walgreens or CVS Pharmacy.
- > **More on mail order:** Refill your prescription online or by phone and get it delivered straight to your home. There is no charge for standard shipping. To get started, ask your doctor to send an electronic prescription to OptumRx, register at [optumrx.com](https://optumrx.com), download the OptumRx App, or call 844.568.4150.
- > **Specialty medications:** To ensure you get started on your 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). All other fills will be limited to WHA's exclusive specialty pharmacy network.
- > **Optum Specialty Pharmacy:** 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. Optum's patient care coordinators and pharmacists are highly trained to understand your special therapy needs. You have 24-hour-a-day access to registered pharmacists who review lab results and check for side effects or drug interactions. To get started call 855.427.4682 or visit [specialty.optumrx.com](https://specialty.optumrx.com).



## 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—and do it whenever you need to, day or night. 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](https://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 medical plan includes up to 20 annual visits for each acupuncture and chiropractic care. See your medical plan's copayment summary to determine the cost of services. PCP referral is not required to receive covered services.



## 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

Note: This information is a summary of the highlights about your acupuncture and chiropractic coverage. For complete benefit information, refer to your Combined Evidence of Coverage and Disclosure Form and Schedule of Benefits for Landmark Healthplan of California, Inc. on the WHA website at [mywha.org](http://mywha.org).

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



# 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



# 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 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 resources to help manage and control their condition. The programs focus on the following chronic illnesses: asthma, coronary artery disease, and diabetes.

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## NEW innovative program for members with type 2 diabetes

- > [virtahealth.com/wha](http://virtahealth.com/wha) WHA is pleased to partner with Virta Health to offer a clinically proven treatment to reverse type 2 diabetes through nutritional ketosis without calorie-counting, surgery, or medication. Virta's treatment is done entirely online, and patients are medically supervised as they lower A1c, reduce or eliminate diabetes medications, and lose weight.

## Gym and fitness center discounts

- > [mywha.org/gyms](http://mywha.org/gyms) WHA makes the decision to be active a little easier through gym and fitness center discounts. Our partnership with 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 member ID card when applicable.

## Classes and support groups

- > [mywha.org/classes](http://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](http://mywha.org/guidelines) Preventive 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](http://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](http://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 the 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](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 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, អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាននៅក្នុងភាសាខ្មែរសំខាន់ៗ 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 หรือคนที่คุณกำลังช่วยเหลือนี้อาจมีคำถามเกี่ยวกับ Western Health Advantage คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้TTY สำหรับคนหูหนวกโดยโทร 888.877.5378







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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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