



Continuity of Care Q&A

What is Continuity of Care?

The ability to continue care temporarily for an acute or terminal illness with a physician who is no longer in WHA's network. The goal of Continuity of Care (CoC) is to transition you into the WHA network as soon as medically reasonable.

Am I eligible for CoC?

If you are currently undergoing treatment with a UC Davis Health specialist and are undergoing the following, you may qualify for CoC until it is safe to move to a specialist in your new medical group:

- acute care treatment
- serious chronic condition
- pregnancy
- terminal illness
- performance of surgery or other procedure that has been authorized by WHA
- care of newborn child whose age is between birth and thirty-six (36) months

Important: CoC is not available for care from your UC Davis Primary Care Physician (PCP).

How will I know if my request for CoC is approved?

WHA will provide written notification to you, UC Davis and your new medical group if approved for continuity of care.

How do I obtain my medical records from UC Davis Health?

You are able to request your medical records with UC Davis by visiting ucdmc.ucdavis.edu. Your new PCP can also request copies of your medical records.

What about my medications prescribed by a UC provider?

Your new PCP will coordinate the replacement of needed prescriptions. To ensure you do not run out of your medications before you have your new prescriptions, make sure to:

- refill any current prescriptions before your PCP changes
- take advantage of a 90-day supply of maintenance medications through ESI's mail order program, if desired
- schedule your new patient appointment timely

Note: If your current prescription still has refills, and is not greater than one (1) year old, your refills are still valid.

For more information or to obtain a CoC request form, contact WHA Member Services at 916.563.2250.