As a provider-sponsored health plan, we support the doctor-patient relationship and offer access to quality doctors and hospitals.

Our Advantage Referral program allows members to access most of the specialist physicians within WHA’s network, not just within their medical group.
Your choice of a primary care physician (PCP) is based on the following criteria:

**I live and/or work in a zip code represented in blue** > You can choose a PCP in WHA's blue or green service area. The area in blue represents the Canopy Health alliance—licensed in San Francisco, and parts of Alameda, Contra Costa, Marin, San Mateo, Santa Clara, Sonoma and Solano counties.

**I live and/or work in a zip code represented in green** > You can choose a PCP in WHA's green service area.

Note: This is a general representation of our service area. See zip code and hospital lists for corresponding details.
**Coverage Eligibility:** Western Health Advantage is licensed in the following counties and zip codes:

**Alameda**
- Partial coverage [eligible for Canopy] — 94501, 94502, 94536, 94537, 94538, 94539, 94540, 94541, 94542, 94543, 94544, 94545, 94546, 94550, 94551, 94552, 94555, 94557, 94560, 94566, 94568, 94577, 94578, 94579, 94580, 94586, 94587, 94588, 94601, 94602, 94603, 94604, 94605, 94606, 94607, 94608, 94609, 94610, 94611, 94612, 94613, 94614, 94615, 94617, 94618, 94619, 94620, 94621, 94622, 94623, 94624, 94649, 94659, 94661, 94662, 94666, 94701, 94702, 94703, 94704, 94705, 94706, 94707, 94708, 94709, 94710, 94712, 94720

**Contra Costa**
- Partial coverage [eligible for Canopy] — 94506, 94507, 94509, 94511, 94513, 94516, 94517, 94518, 94519, 94520, 94521, 94522, 94523, 94524, 94525, 94526, 94527, 94528, 94529, 94530, 94531, 94547, 94548, 94549, 94553, 94556, 94561, 94563, 94564, 94565, 94569, 94570, 94572, 94575, 94582, 94583, 94595, 94596, 94597, 94598, 94801, 94802, 94803, 94804, 94805, 94806, 94807, 94808, 94820, 94850

**Colusa**
- Partial coverage — 95912

**El Dorado**
- Partial coverage — 95613, 95614, 95619, 95623, 95633, 95634, 95648, 95650, 95658, 95661, 95663, 95668, 95677, 95678, 95681, 95703, 95713, 95722, 95736, 95746, 95747, 95765

**Marin**
- All Zip Codes [eligible for Canopy except for 94929, 94940, 94970]

**Napa**
- All Zip Codes

**Placer**
- Partial coverage — 95602, 95603, 95604, 95626, 95631, 95635, 95636, 95651, 95656, 95664, 95667, 95672, 95682, 95684, 95709, 95726, 95762

**Sacramento**
- All Zip Codes

**San Francisco**
- All Zip Codes [eligible for Canopy]

**San Mateo**
- Partial coverage [eligible for Canopy] — 94002, 94005, 94010, 94011, 94013, 94014, 94015, 94016, 94017, 94018, 94019, 94020, 94021, 94025, 94026, 94027, 94028, 94030, 94037, 94038, 94044, 94061, 94062, 94063, 94064, 94065, 94066, 94070, 94074, 94080, 94083, 94099, 94128, 94401, 94402, 94403, 94404, 94497

**Santa Clara**
- Partial coverage [eligible for Canopy] — 94022, 94023, 94024, 94035, 94039, 94040, 94041, 94042, 94043, 94085, 94086, 94087, 94088, 94089, 94301, 94302, 94303, 94304, 94305, 94306, 94309, 95002, 95008, 95009, 95011, 95013, 95014, 95015, 95026, 95030, 95031, 95032, 95033, 95035, 95036, 95042, 95044, 95050, 95051, 95052, 95053, 95054, 95055, 95056, 95070, 95071, 95101, 95102, 95103, 95106, 95108, 95109, 95110, 95111, 95112, 95113, 95114, 95115, 95116, 95117, 95118, 95119, 95120, 95121, 95122, 95123, 95124, 95125, 95126, 95127, 95128, 95129, 95130, 95131, 95132, 95133, 95134, 95135, 95136, 95137, 95138, 95139, 95140, 95141, 95142, 95148, 95150, 95151, 95152, 95153, 95154, 95155, 95156, 95157, 95158, 95159, 95160, 95161, 95164, 95170, 95172, 95173, 95190, 95191, 95192, 95193, 95194, 95196

**Solano**
- All Zip Codes [eligible for Canopy: 94510, 94591]

**Sonoma**
- All Zip Codes [eligible for Canopy: 94931, 95442, 95452, 94951, 94952, 94954, 94928, 95476]

**Yolo**
- All Zip Codes
we offer choice

our medical groups

We are proud of our provider network – and you will be too.

Hill Physicians
Call 800.445.5747
Visit hillphysicians.com

John Muir Health
Call 925.952.2887
Visit johnmuirhealth.com

Mercy Medical Group
Call 916.733.3333
Visit mymercymedicalgroup.org

Meritage Medical Network
Call 415.884.1840
Visit meritagemed.com

NorthBay Healthcare
Call 707.646.5500
Visit northbay.org

Santa Clara County IPA
Call 800.977.7332
Visit sccipa.com

Woodland Clinic
Call 530.668.2600
Visit woodlandhealthcare.org

our value-added benefits

We are committed to working with premier service providers.
All plan choices include the following benefits.

behavioral health
Magellan Behavioral Health®
Human Affairs International
Call 800.424.1778
Visit magellanhealth.com/member

chiropractic & acupuncture
Landmark Healthplan of California
Call 800.298.4875
Visit www.lhp-ca.com

nurse24® advice line & disease management
Optum®
Call 877.793.3655
Visit mywha.org/healthsupport

global emergency services
Assist America®
Call 800.872.1414
Visit assistamerica.com

health & wellness
MyWHA Wellness | Optum®
Call 877.793.3655
Visit mywha.org/wellness

prescription benefits
Express Scripts®
Call 800.903.8664
Visit express-scripts.com
we offer convenience

our facilities

You will find conveniently located hospitals as well as full-service care centers that offer a wide array of services under one roof.

Alameda County

[01] Alameda Hospital
[02] Highland Hospital
[03] San Leandro Hospital
[04] UCSF Benioff Children’s Hospital, Oakland
[05] Washington Hospital

Contra Costa County

[06] John Muir Medical Center, Concord
[07] John Muir Medical Center, Walnut Creek
[08] San Ramon Regional Medical Center

Marin County

[09] Marin General Hospital

Napa County

[10] Queen of the Valley Medical Center

Sacramento County

[12] Mercy Hospital of Folsom
[13] Mercy San Juan Medical Center
[14] Methodist Hospital of Sacramento

San Francisco County

[15] Saint Francis Memorial Hospital
[16] St. Mary’s Medical Center
[17] UCSF Benioff Children’s Hospital at Mission Bay
[18] UCSF Medical Center at Mission Bay
[19] UCSF Medical Center at Parnassus

San Mateo County

[20] Sequoia Hospital

Santa Clara County

[21] Good Samaritan Hospital
[22] Regional Medical Center of San Jose

Solano County

[23] NorthBay Medical Center
[24] NorthBay VacaValley Hospital

Sonoma County

[25] Healdsburg District Hospital
[26] Petaluma Valley Hospital
[27] Santa Rosa Memorial Hospital
[28] Sonoma Valley Hospital
[29] Sonoma West Medical Center

Yolo County

[30] Woodland Memorial Hospital

Refer to the service area map to locate our facilities.

Visit choosewha.com/network for contact information and addresses to our full network.
frequently asked questions

We’re here to provide exceptional service to our members, providers and broker partners. You can easily reach us in person or on the phone. We’re responsive and make decisions without delay.

call 916.563.3198 | 888.499.3198
For TDD/TTY services: 888.877.5378

What if I live outside the WHA Service Area?
As a member, you and/or your dependents must live or work within the WHA service area. If a member or dependent no longer lives in the WHA Service Area, they will no longer be eligible for coverage through WHA. You must choose a primary care physician (PCP) from the WHA network, and you are required to receive all routine and preventive services there.

Is my son/daughter covered while attending college away from home?
If your dependent child is a full-time student living outside of our service area, he or she is eligible for in-network coverage. Note: Those students who reside outside the service area must obtain all routine, preventive and follow-up care from WHA network providers. When outside the service area, these students are covered only for urgent or emergency care.

Is my doctor in the WHA plan?
To obtain covered services, you must see a contracted provider. Our online provider directory, available online at mywha.org/directory, is a great tool to get the most up-to-date information about participating PCPs and specialists in the WHA network. You can also search for a provider by name, provider type, location of the practice(s), medical group affiliation or languages spoken. Printed directories are available upon request.

What if I’m receiving treatment from a non-network physician?
Typically, out-of-network services are not covered unless in an urgent or emergency situation. However, if you are a new member currently undergoing acute treatment with a non-participating provider, you may qualify for Continuity of Care (CoC). For more information or to obtain a Continuity of Care Request Form, contact WHA Member Services. You may also access the CoC Form online at mywha.org.

Who can be my PCP?
PCPs can be practitioners of Family, Internal or General Medicine, pediatricians and in some cases, obstetricians and gynecologists. At the time of enrollment, you are required to select a PCP from one of the medical groups in your provider network. Your provider network and medical group is shown on your member ID card. Your PCP is responsible for coordinating all of your medical care. It is extremely important to get established with your doctor as soon as your coverage becomes effective.

What should I consider when choosing a PCP?
These questions may be useful when selecting a PCP:
• What’s the most convenient location for your PCP’s office — near work or near home?
• Would you prefer a male or female PCP?
• Would you like to see your PCP in a private office or in a setting that offers multiple services under one roof?
• Do you prefer to speak to your PCP in another language or have specific cultural needs?
• Referrals are a great way to find the right PCP. Can your friends or colleagues recommend a doctor?
What happens if I need to see a specialist?
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. You may request to be referred to any of the WHA network specialists who participate in the Advantage Referral program. The Advantage Referral program allows members to access many of the specialist physicians within WHA’s network, not just within their medical group. Providers who do not participate in the Advantage Referral program are noted in the provider directory, or you may call Member Services to find out who participates in the program. Members can self-refer within the network for their annual eye exam (when covered) and OB/GYN visits. Learn more at mywha.org/referral.

Whether you live and/or work in WHA’s blue or green service area, you may request to see any specialist who participates in Advantage Referral.

What if I need help with complex medical issues?
WHA provides routine and complex Case Management (CM) services to members who qualify for them—generally, those with conditions that require a high level of coordination of care among multiple specialists and other health care providers—at no additional cost. To learn more about our CM services or to determine if you qualify, contact WHA Member Services.

Additionally, Disease Management (DM) programs are available to members living with chronic conditions to assist with identifying strategies to optimize their health and reach personal health goals. To learn if you qualify for these no-cost DM programs, visit mywha.org/dm or contact WHA Member Services [888.563.2250].

Does WHA have a nurse advice line?
In addition to receiving standard advice for medical issues, Nurse24 provides access to registered nurses who are ready to answer your specific questions on general health and wellness, 24 hours a day, including direct referrals to disease management nurses. There is no charge for these calls. Call 877.793.3655 or chat online via mywha.org/healthsupport. Of course, you can always call your PCP’s office if you are unsure if your situation needs immediate attention.

What if I have an out-of-area emergency?
WHA covers urgent care and emergency care services wherever you are in the world. If you are hospitalized at a non-participating facility because of an emergency, WHA or your PCP must be notified within 24 hours of the emergency or as soon as possible. Please note that emergency room visits are not covered for non-emergency situations. Also, call your PCP for all follow-up care to your emergency treatment. If you return to the emergency room or a non-participating provider for follow-up care (for example, removal of stitches or redressing a wound), you will be responsible for the cost of the service. If your emergency health problem requires a specialist, your PCP will refer you to an appropriate participating provider as needed.

NOTE: Please refer to your Combined Evidence of Coverage/Disclosure Form (EOC/DF) and Copayment Summary(ies) for a detailed description of coverage benefits and limitations.