



# GETTING CARE

with Western Health Advantage

## Your Primary Care Physician (PCP)

Your PCP's name and contact information is listed on your member ID card. Because your PCP will either care for you directly or coordinate your care with specialists and other providers, this relationship will be critical to your satisfaction with your health care.

### What if I want to change my PCP?

You may choose any PCP within the WHA network, as long as the PCP is accepting new patients. To change your PCP, simply call Member Services or visit [mywha.org](http://mywha.org). PCP changes are effective the first of the following month, and a new ID card will be sent to you. For the most up-to-date listing of providers visit [mywha.org/directory](http://mywha.org/directory) for our online Provider Directory.

### What happens if I need to see a specialist?

You can self-refer within the network for your annual eye exam and OB/GYN visits. Your PCP will refer you when you require services from any other specialist. While your PCP will typically refer you within his or her affiliated medical group, you are not limited to only those specialists. WHA's **Advantage Referral** program allows you to see any of the participating specialists, regardless of their medical group affiliation. Refer to the Provider Directory or call WHA Member Services to ensure the specialist participates in the Advantage Referral program.

### What preventive health services are part of my plan at no-cost?

Most preventive care services are part of your medical plan, at no additional cost to you! For more information, visit [mywha.org/guidelines](http://mywha.org/guidelines).

## Contact Member Services

call: 888.563.2250 | 888.877.5378 tdd/tty

email: [memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)

visit: [mywha.org](http://mywha.org)



## Nurse24<sup>SM</sup> & Decision Aide Services administered by Alere<sup>®</sup>

call: 877.793.3655

chat online: [mywha.org/healthsupport](http://mywha.org/healthsupport)

### What if I need medical advice?

In addition to receiving standard advice for medical issues, Nurse24 provides access to highly-trained 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. Of course, you can always call your PCP's office if you are unsure if your situation needs immediate attention.

### What if I need help making a health care decision?

Alere's Decision Aide tool is an interactive program that guides you through important health decisions. The tool combines medical information along with your personal values on a variety of topics including medical tests, medicines, surgeries and other treatments. Use the printable summary to help you talk to your doctor about the best health solution for you.

## Urgent and Emergency Services

### What should I do if I have an urgent or emergency situation?

An urgent care situation is one in which you need medical services within a short time frame. If an urgent care situation arises while in WHA's service area:

**Call your doctor.** Your PCP will tell you how to get appropriate care. You can call your PCP any time of day, including evenings and weekends. In the event you are not able to reach your PCP, you may go to an urgent care facility affiliated with your medical group.

**Chat with a nurse.** Nurse24<sup>SM</sup>, WHA's Nurse Advice Line is available 24-7-365 from Alere<sup>®</sup>.

**IN THE EVENT OF AN EMERGENCY, CALL 911 immediately or go directly to the nearest hospital emergency room regardless if you're in or outside the WHA service area.**

Generally, an emergency situation is one in which your symptoms are of such severity that a reasonable person could expect that without immediate medical attention, your health would be in serious jeopardy.

Let your PCP know immediately of your urgent or emergency situation. Your PCP is responsible for coordinating all follow-up care with appropriate network providers, including specialists. If you return to the emergency room or a non-network provider for follow-up care (for example, removal of stitches or redressing a wound), you will be responsible for the cost of the service.

WHA covers you for Urgent Care and Emergency Care services wherever you are in the world. If you're outside the WHA service area, we will reimburse you or the provider for covered services received for urgent or emergency situations, less the applicable copayment. For more visit [mywha.org/memberFAQ](https://mywha.org/memberFAQ) or call Member Services.

### What if I have an out-of-area emergency?

WHA covers you for Urgent Care and Emergency Care services wherever you are in the world. If you're outside the WHA service area, we will reimburse you or the provider for covered services received for urgent or emergency situations, less the applicable copayment. For more visit [mywha.org/memberFAQ](https://mywha.org/memberFAQ) or call Member Services.



## Pharmacy/Prescription

Visit [mywha.org/pharmacy](https://mywha.org/pharmacy) to learn more about prescription medication benefits.

## Behavioral Health Services administered by Magellan/HAI-CA

**call:** 800.424.1778

**visit:** [magellanassist.com](https://magellanassist.com)

### How do I access behavioral health services?

Your mental health and substance abuse benefits are provided through Magellan Behavioral Health. You do not need a PCP referral to obtain these services.

## Online Access

### Is my doctor available online?

Through your medical group, you have various options for staying connected with your doctor 24 hours a day, 7 days a week! To get started, visit [mywha.org/connect](https://mywha.org/connect).

### Can I access WHA and my health plan from my smart phone?

WHA and our preferred partners have created mobile apps so you can manage your health on-the-go. Visit [mywha.org/whamobile](https://mywha.org/whamobile) to learn more about the mobile apps that are available for your smartphone.

**learn more** > call: 888.563.2250 | visit: [mywha.org](https://mywha.org)