

Getting Access to Care

WHA covers virtual care visits

To meet the changing needs of our members, WHA's clinical provider network is offering alternatives to the traditional in-person office visit with your primary care physician (PCP) or a specialist. Telehealth services may vary based on your medical group and/or doctor. Today, many doctors in WHA's network are offering extended hours to support their patients virtually, whether by phone, tablet or laptop. Contact your doctor's office first to learn about available virtual care options.

When a WHA clinical provider does offer telehealth services, you will have the same cost-sharing that you would have for an office visit. You can refer to your plan's copayment summary—at mywha.org or using the MyWHA Mobile App—for cost-sharing amounts for in-person services and virtual visits.

If you can't (or don't want to) leave your home to get care, you have options.



Nurse advice line

Through Nurse24, WHA provides members 24/7 access to a confidential advice line staffed with registered nurses. For no additional cost, you can speak directly with a nurse at **877.793.3655** or chat securely online via mywha.org/nurse24. Registered nurses are available to answer your health questions and help with best treatment or next steps including direct referrals to disease management nurses.

Behavioral health services available virtually

Magellan Health, WHA's behavioral health care partner, is also offering telehealth options:

- **Virtual visits:** Virtual behavioral health services provide accessibility during social distancing with flexible appointment times, and are offered at the cost of an office visit.
- **Magellan 24-hour crisis line:** Members can call 800.327.7451 at no charge to get help in coping with feelings of fear, sadness, anger and hopelessness. Crisis line callers will speak directly to a masters-level, certified licensed mental health clinician.

When you need immediate care...see reverse for options and details.



LEARN MORE | Visit mywha.org/virtualvisits or call WHA Member Services at **888.563.2250**

When you need immediate care

WHA has care options for when you need it most. If an urgent care situation arises while you are in WHA's service area, start by calling your PCP—any time of the day, including evenings and weekends. Your doctor or an on-call doctor may provide you with home care remedies, offer a virtual visit or, if necessary, direct you to seek care at the emergency room or your medical group's contracted urgent care center.

If you cannot wait to reach your doctor, but unsure whether to go to either an urgent care center or the emergency room, use this guide to help you decide:

URGENT CARE IS BEST FOR...

Minor injuries and common illnesses, such as:

- Cuts and abrasions, including stitches
- Muscle sprains and strains
- Sinus problems and cold/flu symptoms
- Pink eye infection
- Urinary tract infection
- Skin infections and rashes

If you feel you need urgent care...

To keep your care coordinated, it's always best to try and reach your doctor first or seek nurse advice from Nurse24. However, WHA gives you backup options for immediate care.

New for 2021: Connect virtually with Teladoc®

There are times when you can't go in to your doctor's office. WHA members now have the option of getting care virtually in non-emergency situations by offering 24/7 virtual urgent care through Teladoc, the global leader in telemedicine. From anywhere at any time (even when you are traveling), you can reach a doctor 24/7 by secure video chat or phone—often within 10 to 15 minutes—to get a diagnosis and treatment.

Teladoc lets you connect with an urgent care healthcare professional for minor injuries and illnesses such as cold or flu, minor cuts or burns, muscle strains or sprains, upset stomach or skin rashes, without having to go to an urgent care facility. To access Teladoc's website or mobile app visit our website at mywha.org/Teladoc for details.

Seek care at an urgent care center

If you are near your home or work, be sure to go to a facility affiliated with your PCP's medical group. Search Facilities online at mywha.org/directory; choose Urgent Care Centers and then filter by location and medical group.

EMERGENCY CARE IS BEST FOR...

Life-threatening or serious conditions, such as:

- Stroke or heart attack
- Head trauma
- Serious chest or abdominal pain
- Severe bleeding
- Broken bones
- Difficulty breathing

If you feel that you need emergency care...

- **Call or text 911 for help.** If you believe you are experiencing a life-threatening emergency or condition, call 911 immediately or go directly to the nearest hospital emergency room. Note: If you text 911, be sure to clearly explain your emergency and location.
- **Call your doctor.** Your PCP may be able to call ahead to alert the emergency room that you are on the way and explain your condition, which may help expedite your care once you are there.

If you are outside WHA's service area and hospitalized because of an emergency, WHA covers those services. However, you must notify WHA within twenty-four (24) hours or as soon as possible to avoid any billing issues. If you are unable to make the call, have someone else make it for you, such as a family member, friend or hospital staff member.

Follow-up care after an emergency room visit is not considered an "emergency" situation. If you receive emergency treatment from an emergency room physician or non-participating provider and then return for follow-up care, you are responsible for the cost of the service.

LEARN MORE | Visit mywha.org/urgent or call WHA Member Services at **888.563.2250**



Telehealth Services

CONNECT TO HEALTH CARE SERVICES — VIRTUALLY

Western Health Advantage covers services provided through telehealth at the same cost sharing that would apply to those services if they had been provided in person. This means that when a WHA network provider offers telehealth services, such as virtual visits, WHA members will have the same cost-sharing that they would have for an office visit. Please refer to your [copayment summary](#) for cost-sharing amounts.

Magellan Healthcare

Convenient Counseling Services

Could you use some help getting through an issue, but don't have time or just aren't comfortable going to a counselor's office? Now you can meet with a counselor by video conference. Benefits include:

- Faster access to mental health services
- Flexible appointment times
- Completely confidential
- Savings on time and money by not commuting to a counselor's office

Use [Magellan's provider search tool](#) to find a provider who offers telehealth services.

> magellanfindaprovider.com/wha

Mercy Medical Group & Woodland Clinic

Dignity Health's my care. app

- See a doctor instantly. Video chat with a doctor any time. Most visits happen within 20 minutes.
- Chat from anywhere. On vacation or work travel? As long as you are a resident of CA and 18 years or older, you can use this service.
- Get prescriptions. If needed, your doctor can set up your prescription at a local drug store

Learn more about video visits through [Dignity Health](#).

> dignityhealth.org/mobile-apps/video-visits

NorthBay Healthcare

Instant Visit

- Get care without leaving the comfort of home—or your office. Get treatment for straight forward conditions from our providers within 2 hours.
- Typical response time is 30 minutes between 9:30 a.m. to 5:30 p.m.; for Instant Visits started after 5:30 p.m. we will respond by the following morning.

Note: Sometimes conditions are more complex than the symptoms suggest, and your instant visit provider may ask to see you at NorthBay Urgent Care.

Learn more about instant visits with [NorthBay Healthcare](#).

> northbay.org/urgent-care/instant-visit.cfm

St. Joseph Health Medical Network

Providence Health Connect

It's convenient, face-to face care, wherever you are. See a health care provider from your tablet, smartphone or computer. Sit down with one of Providence's board-certified providers through secure video chat on your smartphone, tablet or computer. Talk with them about your symptoms, and they can diagnose and treat minor medical concerns you're dealing with. They can also prescribe medication or lab work as needed.

Learn more about [Providence Express Care Virtual](#).

> virtual.providence.org

LEARN MORE ABOUT TELEVISITS | Contact your PCP or WHA Member Services at **888.563.2250**



DIGITAL ACCESS



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. 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, 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 for details: you may be able to email your doctor, view lab results, or appointments (in-person and virtual).

LEARN MORE ABOUT MYWHA | Visit mywha.org or call **888.563.2250** for assistance

advantage > **you**