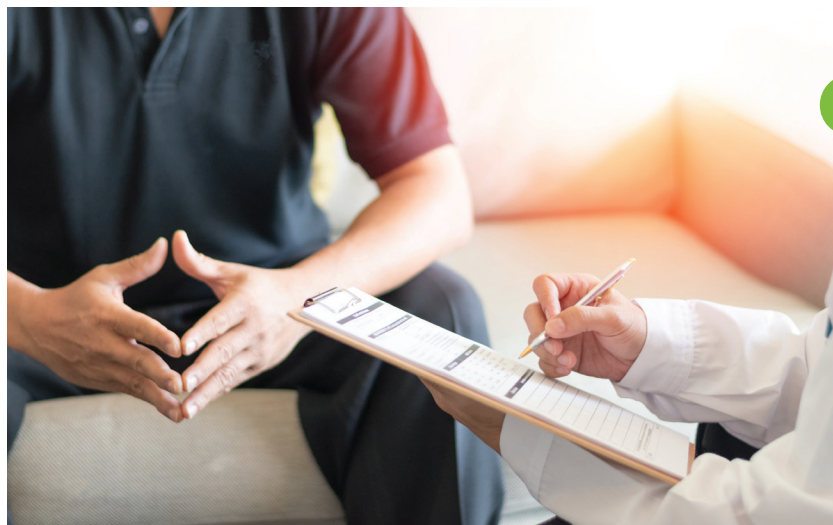


MENTAL HEALTH



Behavioral health benefits from WHA 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. 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.

Depression Prevention Programs

Included in your plan is access to two programs designed to assist those who may be at a high risk for depression:

- **Postpartum Depression:** This program is focused on the mother of a newborn child, providing resources to help them understand why some women experience "the baby blues" and how to deal with the symptoms.
- **Depression Screening After a Medical Admission:** This program focuses on assisting WHA members (18 years or older) who have been identified as at risk for depression because of a medical event or hospital stay.

*Refer to your plan's copayment summary

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; also available upon request.



Behavioral health and substance abuse services with no referral from your PCP needed.

Look to mywha.org/BH to search WHA's customized Magellan provider directory. Find the care you need close to home or work, or through our telehealth options.

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

Free 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.

Take advantage of virtual visits

- Accessibility during social distancing
- Flexible appointment times
- Offered at the cost of an office visit*

Magellan's RESTORE® Mobile App

This free digital cognitive behavioral therapy (DCBT) app is designed for individuals experiencing sleep difficulty and insomnia related to COVID-19.

LEARN MORE ABOUT BEHAVIORAL HEALTH | Visit mywha.org/BH or call **888.563.2250** for assistance



Video Conferences with Magellan Healthcare

Benefits of telehealth services include:

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

Use Magellan's search tool to find a provider who offers telehealth services [magellanfindaprovider.com/WHA].

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 virtual visits, you will have the same cost-sharing that they would have for an office visit. Refer to your copayment summary for cost-sharing amounts.

Free 24-Hour Crisis Line from Magellan

In response to recent events across the country, WHA's behavioral health partner, Magellan Healthcare, opened a free 24-hour crisis line for anyone who needs help during these tumultuous times. The situation with COVID-19, in addition to the unrest in communities across the country, has sparked an unprecedented level of stress for many individuals.



The toll-free number to access free, confidential counseling services is 1.800.327.7451 (TTY 711).

Individuals who call the hotline will speak directly to a masters-level, certified licensed mental health clinician. The crisis line is offered free-of-charge to assist individuals as they try to cope with feelings of fear, sadness, anger and hopelessness related to these difficult times. Crisis line callers may also seek information and guidance to other available resources, such as community-based support.



RESTORE® Mobile App

Magellan is providing one of its digital cognitive behavioral therapy apps, RESTORE, at no cost for individuals experiencing sleep difficulty and insomnia related to COVID-19.

The six-session module uses proven cognitive behavioral therapy techniques to teach users new skills, techniques and practices that can improve mood and promote better sleep.

Visit mywha.org/virtualvisits for quick links to download this value mobile app.



Flu Shot Information



Why do I need a yearly flu shot? Two key reasons:

- The body's immune response to a previously received vaccine declines over time.
- Flu viruses constantly change or mutate, so the vaccine has to be updated to keep up with the changing flu viruses.

A Western Health Advantage member can receive a flu shot at no cost by visiting their Primary Care Physician (PCP). Contact your PCP to schedule an appointment. Alternatively, your medical group may offer walk-in clinics or reimbursement for flu shots received at a pharmacy or designated clinic. Visit or call your medical group for more information:

Hill Physicians

› [Visit Website](#) or call 800.445.5747

Mercy Medical Group

› [Visit Website](#) or call 888.858.8307 or 916.379.2888

Meritage Medical Network

› [Visit Website](#) or call 800.874.0840

NorthBay Healthcare

› [Visit Website](#) or call 707.646.5500 or 707.646.5000

St. Joseph Health

› [Visit Website](#) or call 888.881.3136

Woodland Clinic

› [Visit Website](#) or call 530.668.2600



mywha.org/preventive

916.563.2250 | 888.563.2250

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ASSIST AMERICA



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

See reverse for details on these services.

Note: Urgent care and emergency care services are covered under your WHA health plan wherever you are in the world.

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.

LEARN MORE ABOUT ASSIST AMERICA | Visit mywha.org/travel or call **888.563.2250** for assistance

Western Health Advantage



24 hours a day, 7 days a week, Assist America's experienced crisis management professionals work out of a state-of-the-art operations center with worldwide response capabilities to provide you with the following benefits and much more!

A global network of expert medical providers.

Because Assist America is connected to pre-qualified medical providers around the globe, you can travel confidently, knowing you can find the quality care you need no matter where you are.

Medical consultation, evaluation and referral.

The operations center is staffed 24/7 by emergency-dispatch certified, multilingual personnel who can evaluate, troubleshoot and make immediate recommendations for any emergency situation, including referrals to qualified doctors and hospitals.

Prescription assistance.

If you forget or lose a prescription while traveling, Assist America helps replace the medicine.

Foreign hospital admission assistance.

Assist America validates your WHA coverage and advances funds as needed to ensure prompt hospital admission.

Critical care monitoring and case management.

Assist America's medical team stays in regular communication with the attending physician and hospital to monitor appropriate levels of care.

Emergency medical evacuation.

If you become ill or injured where appropriate care is not available, Assist America will use whatever transportation, equipment and personnel necessary to evacuate you safely to the nearest facility that meets their high standards.



Access your Assist America ID card

Download the Assist America Mobile App for Android and iPhone. The app provides one-touch connection to the operations center. Other useful features include embassy and U.S. pharmacy locator, travel status indicator (based on entered home address), access to Assist Alerts, and more.

Emergency message transmission.

Assist America will transmit emergency messages reliably between you and your family, friends, employer or anyone else who needs to stay in the information loop, as permitted under medical privacy laws.

Care of minor children.

If you become ill or injured when traveling with minor children, Assist America will arrange for your children to return home—with a qualified attendant if necessary—to a family member, or will arrange childcare locally. Assist America will also arrange care of children at home who are left unattended due to your unexpected absence.

Compassionate visit.

Assist America will arrange and pay economy, round-trip transportation costs for a loved one to join you if you are alone and expected to be hospitalized for more than seven days.

Legal and interpreter referrals.

Assist America can make recommendations for trustworthy legal counsel and interpreter services in any country, and can also arrange bail bonds in jurisdictions where they are legal.

Lost luggage or document assistance.

Assist America works with airlines to recover and deliver lost bags, serves as liaison with transportation companies to replace lost travel tickets and contacts necessary agencies to solve issues of lost passports and licenses.

Pre-trip information platform.

Prior to traveling, you can review country profiles, visa requirements, immunization regulations, security advisories and more at assistamerica.com or on the Assist America Mobile App.

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Online, personal wellness portal

> 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 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 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.

see reverse for additional benefits

ACCESS MYWHA WELLNESS RESOURCES | Visit mywha.org/wellness or call **888.563.2250**

NEW innovative program for members with type 2 diabetes

- > mywha.org/Virta 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 WHA makes the decision to be active a little easier through gym and fitness center discounts. Discover our newest partnership, Active&Fit Direct®, which 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 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 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 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 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.

Reversing Type 2 Diabetes

Western Health Advantage and **Virta Health** are teaming up to offer an innovative, nutritional treatment program that reverses type 2 diabetes, without the risks, costs or side effects of medications or surgery.

Virta's telehealth program helps people lower their blood sugar and hemoglobin A1c, making it possible to reduce diabetes medications and lose weight. There is no additional cost to qualifying members.*



PROGRAM ELEMENTS AND TOOLS

- > **Physician-led care team:** You will have 24/7 access to Virta's board-certified clinical providers and healthcare professionals who will coordinate your care as needed with your primary care provider (PCP).**
- > **One-on-one health coach:** You can message your Virta Health Coach at any time. They are available on-demand to help answer questions on nutrition while offering encouragement.
- > **Diabetes testing supplies:** Virta provides you with everything you need to track your progress, including a bodyweight scale, a meter with glucose and ketone strips, lancets, and swabs and if needed, a blood pressure cuff.
- > **Digital educational tools:** Through Virta's website and mobile app, you can access videos and recipes, and engage with a private online support community.

*Coverage for this program depends on certain eligibility criteria. Eligible members must be between the ages of 18 and 79 with a diagnosis of type 2 diabetes. Visit mywha.org/Virta for more information.

**Let your PCP's office know when you start a new program so they can keep your medical records up to date.

Visit mywha.org/Virta to see if you qualify for this new program.

Take the first step in reversing type 2 diabetes by completing a short application online. You will then be able to schedule a free call with one of Virta's enrollment advisors, who will review how Virta could work for you.

Western
Health
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Call WHA Member Services at 888.563.2250
or email Virta at support@virtahealth.com.

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*Plus an enrollment fee and applicable taxes. Fees will vary based on fitness center selection.

**Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees will vary based on fitness center selection.

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