

member UPDATE

Thank you for allowing us the opportunity to serve your health care needs. Please don't hesitate to contact our Member Services department if there is anything we can do to make your membership with Western Health Advantage more valuable to you or your family.

This is a notification of changes and updates to your plan documentation, including the Combined Evidence of Coverage and Disclosure Form (EOC/DF). The EOC/DF specific to your plan is available by logging in at mywha.org, calling our Member Services department at 888.563.2250 or 888.877.5378 TTY (Monday – Friday, 8 a.m. to 6 p.m.) or by requesting a copy from your employer.

Please note these important changes for 2023.

- Mental/Behavioral Health partner change from Magellan Health to Optum Behavioral Health
- Online Personal Health Assessment and Wellness Tools from Healthyroads®

Your 2023 EOC includes changes as described below.

- Addition to section "Principal Exclusions and Limitations"
- Amendment to "Appendix A" footnotes
- Amendment to section "Definitions" to add definition for "Residential Treatment Center"
- Amendment to section "Definitions" to add definition for "Sensitive Services" per DMHC request
- Amendment to section "Definitions" to clarify "Behavioral Health Provider" per DMHC request
- Amendment to section "Definitions" to clarify definition of "Medically Necessary"
- Amendment to section "Department of Managed Health Care Information"
- Amendment to section "Family Planning" to comply with State law
- Amendment to section "Grievances Related to Mental Health and Substance Use Disorder Benefits"
- Amendment to section "Mental Health and Substance Use Disorder/Behavioral Health Services"
- Amendment to section "Out-of-Pocket Maximum Liability" to comply with State law
- Amendment to section "Participating Providers"
- Amendment to section "Principal Benefits and Covered Services"
- Amendment to section "Prior Authorization"
- Amendment to section "Selecting Your Primary Care Physician"
- Amendment to section "Services That Do Not Require a Referral"
- Amendment to section "Timely Access to Care" to comply with State law
- Amendment to section "Transition of Care and Continuity of Care" to comply with Federal law
- Amendment to section "What are My Rights" to comply with State law
- Deletion to section "Mental Health Services" for consistency purposes
- Deletion to section "Principal Exclusions and Limitations"
- Replace "Human Affairs International of California" and "HAI-CA" with "United States Behavioral Health Plan, California" and "USBHPC" respectively
- Replace "Mental Health" and/or "Behavioral Health" with "Mental Health and Substance Use Disorder/ Behavioral Health"
- Replace "Nurse24" with "NurseLine" because of change in program



Getting the help you need for mental health and substance use disorders

One in five Americans struggles with some form of mental health concern. If you or a loved one is living with depression, anxiety, a substance use disorder, trauma, or another mental health condition, help is available through your WHA plan.

Whether you need short-term emotional support or treatment for a chronic mental health condition, your benefits include digital support tools and resources, customized treatment plans, and an extensive network of thousands of mental health providers (both virtual and in-person), to ensure prompt access to care and support.

WHA's mental/behavioral health partner is Optum, and their approach to whole-person health care helps meet individuals where they are and helps WHA members access the knowledge, tools, and services needed to achieve and maintain overall well-being.

Optum offers a full spectrum of mental health and substance use disorder services, along with tools and resources to support you and your family, without a referral from a primary care physician (PCP). Members can access a broad group of qualified mental health professionals—with a network of over 5,500 in-person

providers and over 3,000 virtual providers—so you can get care nearby.

Optum's Live and Work Well behavioral health member portal provides a resource for members to screen their symptoms, get triaged to the most suitable care, and search mental health professionals seamlessly. By consolidating mental health services from Optum with retail pharmacy services through OptumRx, and existing Optum Disease Management programs, WHA members can benefit from integrated services.

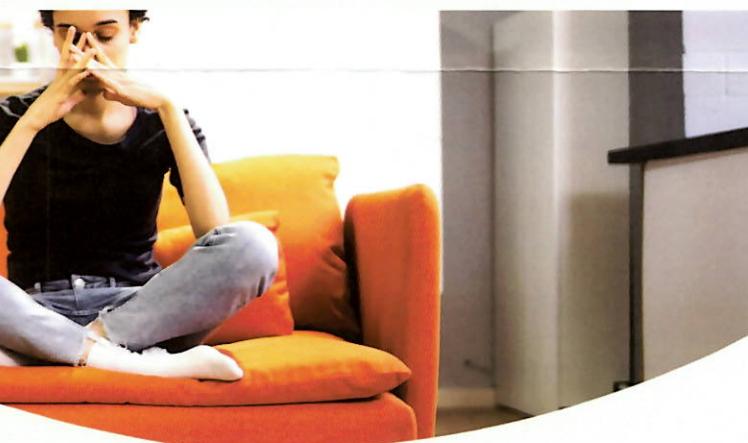
Medication-assisted treatment is available as one of the services, including 26 mental health and 29 substance use disorder inpatient facilities, as well as Specialty Case Management for Substance Use Disorder, Child & Adolescent Care, Eating Disorders, Geriatric, Specialized Mental Illness, and ABA therapy.

In a crisis, call or text #988 for the National Suicide Prevention Lifeline. It's free and available 24/7 providing confidential support for anyone in distress. You'll be connected to trained counselors who will listen, provide support, and connect you to resources. TTY Users: Use your preferred relay service or dial 711 then 988.

visit • mywha.org/bh
access your mental health benefits

call • Optum 800.765.6820
see what programs and services are available
(if a MyCare Medicare member, use 855.857.9748)

search • mywha.org/directory
find a behavioral health provider



Western Health Advantage complies with applicable Federal and California civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, as applicable. Western Health Advantage does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Western Health Advantage:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Member Services Manager at 888.563.2250 and find more information online at <https://www.westernhealth.com/legal/non-discrimination-notice/>.

If you believe that Western Health Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance by telephone, mail, fax, email, or online with: Member Services Manager, 2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833, 888.563.2250 or 916.563.2250, 888.877.5378 (TTY), 916.568.0126 (fax), memberservices@westernhealth.com, <https://www.westernhealth.com/legal/grievance-form/>. If you need help filing a grievance, the Member Services Manager is available to help you. For more information about the Western Health Advantage grievance process and your grievance rights with the California Department of Managed Health Care, please visit our website at <https://www.westernhealth.com/legal/grievance-form/>.

If there is a concern of discrimination based on race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Website: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>; Mail: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; Phone: 800.368.1019 or 800.537.7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH

If you, or someone you're helping, have questions about Western Health Advantage, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 888.563.2250 or TTY 888.877.5378.

SPANISH

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Western Health Advantage, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 888.563.2250, o al TTY 888.877.5378 si tiene dificultades auditivas.

CHINESE

如果您，或是您正在協助的對象，有關於Western Health Advantage方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話888.563.2250或聽障人士專線(TTY) 888.877.5378。

VIETNAMESE

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Western Health Advantage, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số 888.563.2250, hoặc gọi đường dây TTY dành cho người khiếm thính tại số 888.877.5378.

TAGALOG

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Western Health Advantage, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 888.563.2250 o TTY para sa may kapansanan sa pandinig sa 888.877.5378.

KOREAN

만약 귀하 또는 귀하가 듣고 있는 어떤 사람이 Western Health Advantage에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 888.563.2250이나 청각 장애인용 TTY 888.877.5378로 연락하십시오.

ARMENIAN

Եթե Դուք կամ Ձեր կողմից օգնություն ստացող անձը հարցեր ունի Western Health Advantage-ի մասին, Դուք իրավունք ունեք անվճար օգնություն և տեղեկություններ ստանալու Ձեր նախընտրած լեզվով: Թարգմանչի հետ խոսելու համար զանգահարեք 888.563.2250 համարով կամ TTY 888.877.5378՝ լսողության հետ խնդիրներ ունեցողների համար:

PERSIAN-FARSI

اگر شما، یا کسی که شما به او کمک میکنید، سوال در مورد Western Health Advantage (وسترن هلت آدونتیج) داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. لطفاً با شماره تلفن 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره 888.877.5378 پیام تایپی ارسال کنند

RUSSIAN

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Western Health Advantage, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 888.563.2250 или воспользуйтесь линией TTY для лиц с нарушениями слуха по номеру 888.877.5378.

JAPANESE

ご本人様、またはお客様の身の回りの方でも、Western Health Advantageについてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、888.563.2250までお電話ください。聴覚障がい者用TTYをご利用の場合は、888.877.5378までお電話ください。

ARABIC

إن كان لديك أو لدى شخص تساعدك أسلمة بخصوص Western Health Advantage، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون آية تكلفة. للتحدث مع مترجم اتصل بـ 888.563.2250، أو برقم الهاتف النصي (TTY) لضعف السمع 888.877.5378.

PUNJABI

ਜੇਕਰ ਤੁਸੀਂ, ਜਾਂ ਜਿਸ ਕਿਸੇ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ Western Health Advantage ਬਾਰੇ ਸਵਾਲ ਹਨ ਤਾਂ, ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਦੁਭਾਸੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.563.2250 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 888.877.5378 'ਤੇ ਕਾਲ ਕਰੋ।

CAMBODIAN-MON-KHMER

ស្រីសិនបែងអ្នក បុនាយណាម្នាក់ដែលកំពុងផ្ទុយអ្នក មានសំណួរអំពី Western Health Advantage ទេ, អ្នកមានសំខ្លួនជំនួយនៃព័ត៌មាន នៅក្នុងភាសាបិសអ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនឹងយាយជាម្នាយអ្នកបកប្រែ សូមទូរសព្ទ 888.563.2250 ឬ TTY សម្រាប់អ្នកព្រៃងក្នុង តាមលេខ 888.877.5378។

HMONG

Yog koj, los yog tej tus neeg uas koj pob ntawd, muaj lus nug txog Western Health Advantage, koj muaj cai kom lawv muab cov ntshiaib lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 888.563.2250 los sis TTY rau cov neeg uas tsis hnov lus zoo nyob ntawm 888.877.5378.

HINDI

यदि आप, या जिस किसी की आप मदद कर रहे हो, के Western Health Advantage के बारे में प्रश्न हैं तो, आपको अपनी भाषा में मदद तथा जानकारी प्राप्त करने का अधिकार है। दुआशिए के साथ बात करने के लिए, 888.563.2250 पर या पूरी तरह श्रवण में असमर्थ टीटीवाई के लिए 888.877.5378 पर कॉल करो।

THAI

หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage
คุณมีสิทธิ์จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้TTY
สำหรับคนหูหนวกโดยโทร 888.877.5378