



2017

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.

The following are changes and updates for 2017:

- Amendment to the WHA Service Area Map to include additional ZIP codes for Solano County
- Amendment to add Notice of Language Assistance to comply with mandate
- Amendment to Privacy Notice
- Clarification of prior authorization language
- Clarification to the definition of habilitative services
- Clarification of observation in an inpatient and outpatient setting
- Amendment to obstetrical care and delivery inpatient services
- Amendment to behavioral health services
- Amendment to exclusions and limitations to the prescription medication benefit to comply with state law
- Clarification of non-covered prescription services (member election of brand medication)
- Clarification of availability of Specialty HIV medications
- Amendment to mastectomy and reconstructive breast surgery
- Clarification of deductible and out-of-pocket maximum liability language to reflect both traditional and high-deductible health plans in one EOC/DF
- Addition of non-discrimination language to comply with mandate
- Amendment to Preventive Services Covered Without Cost-Sharing (Appendix A)

For members on high-deductible health plans

Please note that as of 1/1/17, your acupuncture and chiropractic benefits are subject to the deductible, and covered in full after the deductible is satisfied.