



Complete Coverage and Care: Locally Grown.

PARTNERS IN CARE

Western  
Health  
Advantage



Dignity Health®



## Your Partner in Health and Wellness

Selecting health care options for you and your family is a big decision. You want a partner who will be by your side every step of the way—to help you stay well and support you when you're not feeling your best. That's why Western Health Advantage—the local plan that doctors trust—is a partner of Dignity Health, the largest hospital provider in California.

Together, Western Health Advantage and Dignity Health offer comprehensive coverage and health care options, including access to doctors from Hill Physicians Medical Group, Mercy Medical Group, and Woodland Clinic. From your first consultation through lifelong care and systemwide support, you've got all you need in one team.

Collaboration is at the core of all we do. By bringing together a wide variety of disciplines with a focus on prevention and improved quality of life, Dignity Health has been providing advanced, personalized care to the Greater Sacramento region for generations. Our affiliated medical groups provide access to award-winning health care in a variety of areas, including primary and specialty care, diagnostic imaging, occupational health, urgent care, and behavioral health.

If you are looking for health care insurance and exceptional providers, look no further. Western Health Advantage and Dignity Health are committed to providing high-quality, affordable care to you and the communities we serve. Visit [westernhealth.com/dignityhealth](https://westernhealth.com/dignityhealth) to learn more.







## Western Health Advantage | Advantage You

For nearly 25 years, Western Health Advantage (WHA) has been a reliable partner in Greater Sacramento helping people obtain quality health care—because your community is our community. WHA offers affordable coverage to employer groups, individuals, and families for every stage of life. We help our members stay healthy and facilitate the care they need when they need it.

### We Love Being Local

Western Health Advantage is not just headquartered in Sacramento—we were born here and founded in part by Dignity Health Sacramento, a California non-profit benefit corporation. With Western Health Advantage, you get access to more than 1,200 practitioners in Hill Physicians, Mercy Medical Group, and Woodland Clinic, and acute care facilities throughout Greater Sacramento and Yolo counties. We are proud of the exceptional range and reputation of our health care partners.

### Check Our References: Doctors Know Best

You trust your doctor to give you the best care possible and your doctor trusts WHA. Nearly 94% of our clinical providers would recommend Western Health Advantage to other physicians.

\* 93.8% of WHA clinical providers would recommend WHA to other physicians' practices and colleagues (2020 Provider Satisfaction Survey).

### We're Easy to Work With

At WHA, you'll be greeted with fast, accurate, and personal service. We build long-term, personal relationships because we're reliable, innovative, and easy to work with. The mission of our regional service team is to provide exceptional service to our members, clinical providers, and partners. You can easily reach us in person or by phone. We're responsive and make decisions without delay.

### You Choose Your Specialist

WHA members have choices for specialist referrals beyond their medical group. Our Advantage Referral program provides access to any participating specialist from your provider network.\* Just ask your PCP for a referral. Some limitations apply. Visit [choosewha.com/referral](https://choosewha.com/referral).

\* Eligibility for Advantage Referral is based on the medical group of your PCP.

### Tools for Healthy Living

We believe that you deserve every opportunity possible to reach your health goals. When you choose Western Health Advantage, you'll have access to a suite of health and wellness programs, from instructor-led classes to disease management programs.



**24/7 Nurse Advice**—Access to registered nurses by phone for advice regarding medical concerns, Nurse24 answers your general health and wellness questions, 24/7.

**Urgent Care Telehealth**—WHA offers 24/7 virtual urgent care for minor injuries and illnesses. Learn more at [westernhealth.com](https://westernhealth.com).

**Wellness Assessment**—Get an overall view of your health and habits plus a personalized plan for improvement with MyWHA Wellness. Learn more at [mywha.org/wellness](https://mywha.org/wellness).

**Wellness Classes**—Attend one of the no-cost health education programs and classes that are provided through our medical groups. WHA also offers members free virtual fitness classes through CommunityFIT. For more information, or to register, visit: [choosewha.com/communityfit](https://choosewha.com/communityfit).

**Worldwide Travel Assistance**—Assist America provides assistance with medical consultation and referrals and other vital services that may arise while traveling.

**Disease Management**—Manage your chronic condition with the help of one of our no-cost disease management programs. Visit our website for more information.

**Behavioral Health**—Mental health benefits and substance abuse services are managed through Magellan Health and don't require a referral from your PCP.

**Type 2 Diabetes Reversal Treatment**—WHA has teamed up with Virta Health to offer an innovative diabetes reversal program for members with type 2 diabetes. Learn more at [mywha.org/Virta](https://mywha.org/Virta).

**Acupuncture and Chiropractic Care**—Enjoy the benefits of using complementary medicine, such as acupuncture and chiropractic care (if included in your plan).



## Dignity Health Mercy Medical Group and Dignity Health Woodland Clinic

At Mercy Medical Group and Woodland Clinic, we believe in the healing power of humankindness. One of the ways we put that belief into practice is to provide the resources you need, including more than 500 providers in 34 locations covering primary care and more than 40 specialties. Yet that only tells part of the story.



With Mercy Medical Group and Woodland Clinic care teams, you'll enjoy great benefits such as:

- Same-day and evening appointments
- Virtual visits for primary care and all specialties
- Online appointment scheduling for some of our specialties and clinics
- Onsite diagnostic x-ray at most of our primary care locations
- Onsite lab services at most of our primary care locations, including access to Quest Diagnostics at more than 30 locations throughout the region
- Urgent care at 16 locations throughout Greater Sacramento, including Mercy Medical Group's Walk-In Clinic in Midtown and at East Woodland Clinic Urgent Care

**My Portal Patient Portal**—With Dignity Health's My Portal, patients can communicate with their care team, review lab results, manage their health records, schedule and view appointments, and more.

**Virtual Visits**—Mercy Medical Group and Woodland Clinic offer virtual visits for primary care and all specialties, allowing patients to be seen from the comfort and safety of home.

**Advice Nurse Service**—As an extension of our care, Mercy Medical Group and Woodland Clinic provide free advice nurse services to our primary care patients (family medicine, internal medicine, and pediatrics). If you have a health concern, a caring and professional registered nurse can provide confidential guidance and help you determine whether to call your physician's office, go to the emergency room, visit a walk-in clinic, or treat your symptoms at home.

**Advanced Imaging**—Dignity Health Advanced Imaging offers advanced imaging capabilities throughout Sacramento and Yolo counties. With 12 locations serving the region, we offer diagnostic x-ray services at most of our primary care locations so you have access to comprehensive and seamless care. And because every woman is unique, we feature the latest in 3D mammography, automated breast ultrasound, traditional mammography, and bone densitometry, including at our Women's Imaging Center in Roseville.

**Patient-Centered Medical Home**—Mercy Medical Group and Woodland Clinic function as a Patient-Centered Medical Home (or PCMH). What does that mean? Simply put, it is a strategy for keeping patients healthy instead of just treating them when they are sick. It features primary care physicians who lead patient care teams comprising a variety of medical professionals who will coordinate care for all aspects of your health across the different care settings.

### Awards and Recognition

- Excellence in Healthcare award from Integrated Healthcare Association (IHA) for delivering high quality, affordable care to California consumers
- Recognized as a Quality Performer and recipient of the Medicare Advantage 4.5 Star Award from the Integrated Healthcare Association
- Awarded Elite status for outstanding quality care by America's Physicians Groups
- Patient-Centered Medical Home Certification from the National Committee for Quality Assurance
- Intelligent Healthcare Association's Grand Award for Improving Patient Care and Health Care Delivery

### Timely and Convenient Access to Care

80% of our Primary Care Physicians are accepting new patients. And, for your convenience, we offer same-day and evening appointments.

80%

### Patient Satisfaction

83% of Dignity Health Medical Foundation patients said they would recommend their provider.

83%



## Hill Physicians Medical Group

Finding the right doctor is the best way to ensure your family gets the care they need, when they need it. That's why Hill Physicians Medical Group, the largest independent physician group in Northern California, offers plenty of choices to keep you healthy.

When you choose Hill Physicians you have access to care where you need it. With more than 200 primary care doctors, 450 specialists, 5 hospitals, and 22 urgent care centers throughout the Greater Sacramento area, it's easy to find a doctor near your home or work. Hill Physicians members also benefit from the following programs and services:

**Care Management**—Hill Physicians' care management programs are designed for members dealing with multiple conditions, new diagnoses, serious illnesses, or hospitalizations. Members in these programs are assigned a care team to address their unique needs, which can include a nurse, social worker, pharmacist, and other support staff.

**Diabetes Education**—Specialized health educators provide diabetic members one-on-one coaching on diet and lifestyle to help them achieve better health.

**Health Education**—Health educators work with members to improve their health, overcome obstacles, and establish healthy habits.

**Nutritional Counseling**—Registered dietitians assist members who struggle with weight or have a chronic condition with dietary restrictions.

**Pharmacy Consultations**—The virtual pharmacy program connects members with a pharmacist who can help them understand new medications, manage complicated regimens, and save money.

**Health Navigators**—Health Navigators help members get the preventive screenings they need by scheduling appointments, requesting cancer screening kits, and working with their doctor on other preventive health and wellness needs.

**MyHillChart Patient Portal**—With MyHillChart Patient Portal members can manage their health information, view their test results, and interact with their care team. It's secure, free, and can be accessed anytime, anywhere.

**Telehealth Services**—Many Hill Physicians doctors offer Video Visits and/or E-Visits for common, non-urgent health conditions so members can get care from home, work, or on the go.

### Awards and Recognition

- Consistently awarded Elite status for outstanding quality care by America's Physicians Groups (APG)
- Received Integrated Healthcare Association's (IHA) Most Improved distinction for outstanding improvement of quality of care for Medicare Advantage members

### Timely and Convenient Access to Care

Hill Physicians scored\* in the 98th percentile for Patient Access to Care—and more than 85% of our primary care physicians are accepting new patients.

85%

### Patient Satisfaction

Hill Physicians scored\* in the 80th percentile for Overall Patient Experience in Sacramento.

80<sup>th</sup>  
PERCENTILE

\*2020 Patient Assessment Survey program  
<https://www.pbgh.org/program/patient-assessment-survey/>





## Dignity Health

It takes just a little kindness to make a big difference. Humanity holds the power to heal. That's why humankindness is at the heart of everything we do.

To best serve your health goals and needs, we make sure you always have access to the resources you need. With Dignity Health, you get access to acute care facilities throughout Greater Sacramento and Yolo counties—all nationally recognized by leading health care authorities. Our affiliated physicians are dedicated to providing high-quality, compassionate care through our wide range of medical services, including:

**Women's Health**—We are committed to comprehensive care for women at all stages of life—not just gynecology and maternity care, but also aspects of cardiology and oncology unique to women.

**Family Birth Centers**—With a number of our hospitals recognized as **Baby-Friendly**, expecting moms and their babies are cared for by skilled physicians and experienced maternity nurses and staff—all dedicated to the emotional and physical well-being of mom and baby before, during, and after delivery. Our Birth Centers feature amenities moms desire most—from organic bath and body products, to gourmet meals and diaper bags filled with essentials for babies.

**Emergency Care**—No one plans for an emergency, but it's at those times we need kindness the most. With Dignity Health, patients can choose a projected arrival time to any one of our emergency rooms, then wait in the comfort of their home.

**Orthopedics**—Recognized with multiple **Blue Distinction Center designations** for knee and hip replacement throughout the region, Dignity Health offers cutting-edge capabilities unique to the Greater Sacramento area for injury and disease affecting bones, joints, ligaments, tendons, and nerves. From diagnosis to treatment and rehabilitation, we work to restore strength, flexibility, and function.

**Cardiovascular Care**—Dignity Health has one of the largest comprehensive cardiovascular programs in the nation, and features the **Joint Commission's advanced certification for chest pain, heart failure, and Left Ventricular Assist Device therapy**. Our diagnostic, interventional, surgical, and electrophysiology programs are widely recognized throughout the western United States. We are proud of our patient-centered approach, highlighted by active community outreach on cardiovascular risk factors, clinical research, and cardiac rehabilitation.

**Cancer Care**—Recognized by the **American College of Surgeons' Commission on Cancer as an Integrated Cancer Network**, our comprehensive, multidisciplinary approach focuses on the patient, treating them mind, body, and spirit. Our team members work closely together—consulting and collaborating—to maximize effectiveness in treating even the most complex cases. Throughout the process, our specialized nurse navigators are there to help guide our patients along their journey, offering one-on-one assistance.

**Neurological Care**—We offer the experience and expertise to diagnose and treat the most complex diseases affecting the brain and nervous system. As the regional leader in stroke care, we treat more patients than any other health system and have been recognized by the Joint Commission with **one of the region's only Comprehensive Stroke Center designations**. All six of our hospitals have been recognized by the American Heart Association for providing the highest level of quality stroke care. Our multidisciplinary team of doctors also offers specialized expertise in epilepsy, multiple sclerosis, brain tumors, headache, spine, brain trauma, and other brain disorders.

## Services by Location

	Mercy General Hospital	Methodist Hospital	Mercy San Juan Medical Center	Mercy Hospital of Folsom	Woodland Memorial Hospital
Bariatric Surgery		■	■		
Cancer Care	■	■	■	■	■
Eye Care	■	■	■		■
Emergency Care	■	■	■	■	■
Gynecology	■	■	■	■	■
Heart and Vascular Care	■	■	■	■	■
Imaging Services	■	■	■	■	■
Lung & Esophageal Care	■	■	■		■
Neurology	■	■	■	■	■
NICU		■	■		
Obstetrics	■	■	■	■	■
Orthopedics	■	■	■	■	■
Otolaryngology	■	■	■	■	■
Pediatric Concentrated Care			■		
Plastic Surgery	■	■	■	■	
Rehabilitative Care	■	■	■	■	■
Sleep Disorders	■		■		
Spine Surgery	■		■	■	■
Sports Medicine	■	■	■	■	■
Surgical Services	■	■	■	■	■
Thoracic Surgery	■	■	■		
Trauma Center			■		
Urology	■	■	■	■	■
Wound Care		■	■		





