



2349 Gateway Oaks Drive, Suite 100
Sacramento, California 95833
916.563.2250 | 888.563.2250 toll-free
916.568.0126 fax

June 27, 2017

Member First Member Last
Mailing Address 1
Mailing Address 2
City, State Zip

Dear Member First:

Thank you for trusting Western Health Advantage with your health coverage. With that trust comes our promise to keep you informed of important news. You are receiving this letter because you, or someone in your household, have a primary care physician (PCP) with UC Davis Health.

Last week, WHA received notification that UC Davis Health is modifying its agreement with WHA effective January 1, 2018. As a result, WHA members with a UC Davis PCP will need to select a new PCP before December 15, 2017. But you don't have to wait. You may make this change to be effective as early as August 1, 2017.

Many WHA employees, myself included, have a UC Davis PCP. We personally understand the distress and inconvenience this change may cause you and will do whatever we can to support you throughout this transition period. UC Davis Health made this decision because, in today's health care climate, they determined that the high-cost structure of their academic medical center is no longer compatible with a regional HMO like WHA, which strives to be a market leader in affordability.

While we are disappointed in this decision, I assure you that everyone at WHA remains committed to our mission — ensuring you and your family have access to affordable and high-quality health care. Our extensive regional physician network remains strong, and you have over 250 PCPs to choose from in the Hill Physician Medical Group, Mercy Medical Group, Woodland Clinic Medical Group and NorthBay Center for Primary Care.

In addition, if you are actively receiving treatment through UC Davis Health as of December 31, 2017, you can request to temporarily remain with your doctor under certain conditions to ensure continuity of care. WHA is also working with UC Davis Health to allow access to UC Davis Medical Group specialists and the UC Davis Medical Center with an approved referral from your PCP.

Over the next couple of months, expect to receive additional information that will help guide your PCP transition. We are also setting up a new hotline staffed by a dedicated Coverage Transition Team specially trained to assist you with selecting a new doctor and to answer your questions about this network change. **The Coverage Transition Team will be available at 916.246.7494 or mywha.org/PCPtransition starting on July 17.**

Thank you for choosing Western Health Advantage. We appreciate your support and, as always, remain committed to the health of you and your family.

Sincerely,

A handwritten signature in black ink, appearing to read "Garry Maisel".

Garry Maisel
President & Chief Executive Officer
Western Health Advantage