



# A whole new world of coverage

An extraordinary benefit  
enhancement for members  
of Western Health Advantage

Western  
Health  
Advantage



*within reach, beyond expectation*

The medical assistance you need — whenever, wherever. At Western Health Advantage, we pride ourselves on going the extra mile to provide our members with the very best medical care, both here in the Sacramento region and beyond. Our partnership with Assist America, one of the nation's premier global emergency services providers, is another step in the right direction.

## Expert help is just a phone call away

If you have a medical emergency when traveling internationally or domestically more than 100 miles from home, doctors, hospitals, pharmacies and other vital services are just a call away.

Assist America's Operations Center is staffed 24 hours a day, 365 days a year with medically-trained, multilingual personnel ready to provide quick and professional help in emergency situations.

Medical emergencies can be frightening and expensive at home, not to mention while traveling. But with Assist America's team of professionals arranging for your global emergency services, you can relax and enjoy the trip, wherever you go.

## Benefits at a glance

Assist America's experienced crisis management professionals, working out of a state-of-the-art operations center with worldwide response capabilities, will 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 medically-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.

### **Hospital admission guarantee**

Assist America validates your WHA insurance 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.

### **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.

### **Pre-trip information**

Prior to traveling, you can review country profiles, visa requirements, immunization regulations, security advisories and more at [assistamerica.com](http://assistamerica.com).

### **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.

For replacement or additional Assist America ID cards for you or your dependents, please call or email WHA Member Services at:

(916) 563-2250 local

(888) 563-2250 toll-free

[memberservices@westernhealth.com](mailto:memberservices@westernhealth.com)