

Western Health Advantage Medicare Discontinuation of Coverage Notice

Western Health Advantage (WHA) will no longer be offering their Medicare Advantage Plan **effective midnight Dec. 31, 2024**. Since Medicare Advantage Plan will no longer be an option for WHA members, they will need to select another carrier for 2025.

This will have no impact on WHAs' commercial plans, Optum will continue to cover WHA's commercial membership as we do today.

For any Western Health Advantage Medicare Advantage Plan members in active treatment on Jan. 1, 2025, continuity of care or authorizations should be directed to the member's new plan. All utilization management activities will discontinue as of Dec. 31, 2024 with the exception of members admitted inpatient at midnight on Dec. 31, 2024, which we will continue to manage until step down.



For claims, reconsiderations and appeals for dates of service prior to 2025, Optum will allow claim run out for 1 year keeping with all timeframes outlined in your provider agreement. Claims for dates of service Jan. 1, 2025, and after should be sent to the member's new plan.



WHA's Medicare Advantage Plan has a dedicated phone line **1-855-857-9748** that will remain active through Mar. 31, 2025. Should you need assistance after the phone line is shut down, please call Optum Provider Services for assistance at **1-800-333-8724**.

If you have any other questions about your network participation, please feel free to contact Optum Network Management at **1-877-614-0484**. We appreciate and value your continuing relationship with Optum and the members you serve and thank you for your continued participation.