

December 1, 2022

Re: Effective 1/01/2023: Optum is the Behavioral Health vendor for: Western Health Advantage

Dear Valued Provider:

OptumHealth Behavioral Solutions of California (Optum) is pleased to inform you that effective January 1, 2023; Optum is now the behavioral health vendor for the following customer:

Western Health Advantage

Effective January 1, 2023, these members must receive their covered behavioral health care services from an Optum, participating network provider. You will be reimbursed for the covered services you render to these members in accordance with the existing provisions of your Participation Agreement.

Please be aware that you are an in-network provider for patients with this coverage and accept referrals from us as you normally do. You can refer to the information on the back of the patient's ID card for customer service and claims submission information to ensure prompt payment for services you provide. Additionally, all authorization and claim processes outlined in the OptumHealth Behavioral Solutions of California Network Manual, available at providerexpress.com, are applicable for this membership. For our prescribers certified via Spravato REMS, please refer to Western Health Advantage specific [Spravato Overview and FAQs – Western Health Advantage](#) located on providerexpress.com.

Thank you for your continued participation in the Optum network. Your commitment is vital to providing quality care and service to Optum members. Please contact Optum Behavioral Network Services at **1-877-614-0484** if you have questions.



Richard Rodriguez
Director, Provider Relations, Behavioral Network Services

Optum Claims mailing address for Western Health Advantage:

Medicare/Medicaid Claims:

Optum

P.O. Box 30760, Salt Lake City UT 84130-0760

Tel #: 1-855-857-9748



WHA MEMBER ID <ID NUMBER>

<SUBSCRIBER NAME LINE 1>

<SUBSCRIBER NAME LINE 2>

MD GRP <MEDICAL GROUP NAME>

PCP <PCP FIRST NAME LAST NAME>

PCP NO <PCP PHONE>

GRP NO <GRP#>

PLAN <PLAN NAME> <PLAN NUMBER>

RxBIN **012353**

MedicareRx
Prescription Drug Coverage

RxPCN **08220000**

RxGrp **600100**

mywha.org/MyCareLogin — 888.563.2250

Behavioral Health: 855.857.9748 – Nurse Advice: 877.793.3655

Language Assistance: 888.563.2250 – TTY: 711

Members: For emergencies, call 911 or go to the nearest emergency room. Notify your PCP or WHA as soon as possible. Present this Member ID Card at time of service. Refer to your plan's EOC/DF at mywha.org/MyCareEOC for coverage information.

Providers: Notify WHA of all emergency admissions by the next business day for concurrent review. This card is for ID purposes only. It does not verify eligibility. Submit all claims to: WHA Mail Service, Attn: Claims
PO Box 14952 Salem, OR 97309

Pharmacists: Dispense preferred generic drug products per applicable pharmacy laws and regulations. Pharmacists call: 888.445.5518

Commercial Claims:

Optum

P.O. Box 30757, Salt Lake City UT 84130-0757

Tel #: 1-800-765-6820



Member ID **000XXXXXX00**

**FIRST NAME MIDDLE IN LAST NAME
WRAP TO SECOND LINE**

Group Number **00XXXX**

WHA MEDICAL GROUP <MEDICAL_GROUP_NAME>

MEDICAL DEDUCTIBLE <MEDICAL DEDUCTIBLE>

OUT-OF-POCKET MAX <OUT-OF-POCKET MAX>

mywha.org/login



mywha.org | 916.563.2250 | 888.563.2250

Language Assistance: 888.563.2250 | TDD/TTY: 888.877.5378

Behavioral Health: 800.765.6820 | Nurse Advice Line: 877.793.3655

MEMBERS: For emergencies, call 911 or go to the nearest emergency room. Notify your PCP or WHA as soon as possible. Present this Member ID Card at time of service. Refer to your EOC/DF at mywha.org for coverage info.

PROVIDERS: Notify WHA of all emergency admissions by the next business day for concurrent review. This card is for ID purposes only. It does not verify eligibility. For claim submission info, visit mywha.org/providerclaims.

PHARMACISTS: Dispense preferred generic drug products per applicable pharmacy laws and regulations.

BIN 610011 | GROUP WHA | PCN IRX

