



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 they 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 a WHA member has 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 their global emergency services, WHA members can relax and enjoy the trip, wherever they 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, WHA members can travel confidently, knowing they can find the quality care they need no matter where they 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 a member forgets or loses a prescription while traveling, Assist America helps replace the medicine.

Hospital admission guarantee

Assist America validates the member's 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 a member becomes ill or injured where appropriate care is not available, Assist America will use whatever transportation, equipment and personnel are necessary to evacuate that individual safely to the nearest facility that meets their high standards.

Emergency message transmission

Assist America will transmit emergency messages reliably between the patient and the 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 a member becomes ill or injured when traveling with minor children, Assist America will arrange for the 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 the parent's unexpected absence.

Compassionate visit

Assist America will arrange and pay economy, round-trip transportation costs for a loved one to join any member who is alone and expected to be hospitalized for more than seven days.

Pre-trip information

Prior to traveling, WHA Members can review country profiles, visa requirements, immunization regulations, security advisories and more at 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.

Employers can rest assured knowing:

- Their employees will receive quality health care wherever they are in the world — a great benefit enhancement at no extra cost.
- Assist America will arrange medical care for an employee who becomes sick or injured while traveling, and will evacuate or repatriate them if necessary.
- They've chosen a health plan that offers great value and protects their most valuable asset: their employees and families.