



# Transitioning to a New PCP

As of January 1, 2018, UC Davis Medical Group will no longer be in the WHA Network. We understand that you may be concerned about this change and we are committed to doing anything and everything we can to support you and help you through this change. WHA continues to offer a network of 250 primary care physicians in the Sacramento region, giving you a choice from Hill Physicians Medical Group, Mercy Medical Group, Woodland Clinic Medical Group and NorthBay Healthcare.

## Changing Your PCP is Easy

There are two convenient ways to choose a different PCP for yourself and/or your dependents:

1. You can call the WHA Coverage Transition Team at **916.246.7494**
2. Go online and make the change through your MyWHA account

To search the provider directory, go to [mywha.org/directory](http://mywha.org/directory), or call Member Services to request a printed copy. The online directory is updated every 24 hours so it's always up to date.

## How it Works

PCP changes can be made at any time. Your PCP effective date is the first day of the month following your request. To ensure a smooth transition for January 1, 2018, we recommend that you initiate this change no later than the 15<sup>th</sup> of December. You must wait until the effective date before seeking care from your new PCP or the services may not be covered. You are still covered under your existing physician until the effective date of your new doctor.

## Continuity of Care

If you are currently undergoing treatment being coordinated by your PCP, you may qualify for Continuity of Care, which allows you to be treated by a provider who is no longer in WHA's network. Typically, Continuity of Care is for an acute condition, a serious chronic condition, a pregnancy, a terminal illness, care of a newborn, and performance of previously approved surgery. For more information and to learn if you eligible for continuity of care, contact WHA Member Services at 888.563.2250.

For more information about this transition, visit [mywha.org/PCPtransition](http://mywha.org/PCPtransition). You are able to request your medical records with UC Davis by visiting [ucdmc.ucdavis.edu](http://ucdmc.ucdavis.edu).



### Medical Group Transition Lines

Mercy 916.379.2884

NorthBay 707.646.3280

Woodland 916.379.2884

Hill Physicians 1.800.321.6673