

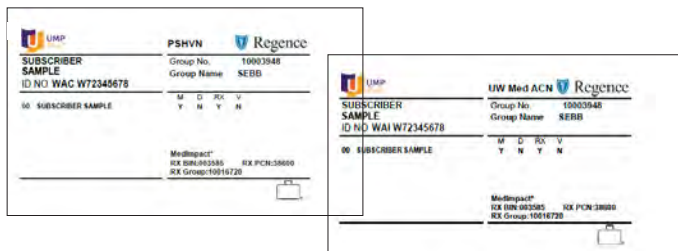
Health insurance can seem complicated, especially if you're new to the plan. Below are some tips to help you get the most out of your benefits and save money.

## UMP Plus networks

- Puget Sound High Value Network (UMP Plus–PSHVN)
- UW Medicine Accountable Care Network (UMP Plus–UW Medicine ACN)

## 1. Always use your UMP member ID card.

Be sure to show your ID card whenever you see a provider or fill a prescription. Providers and pharmacists use the information on the card to make sure they bill for the service correctly.



**Note:** The UMP Plus ID cards are different from UMP Achieve 1, UMP Achieve 2, and UMP High Deductible ID cards and are specific to each UMP Plus network.

To find network providers, visit [regence.com/ump/sebb](https://regence.com/ump/sebb) and select "Find a doctor" or call UMP Customer Service at 1-800-628-3481 (TRS: 711). To find core providers, UMP Plus–PSHVN members can visit [pugetsoundhighvaluenetwork.org](https://pugetsoundhighvaluenetwork.org), and UMP Plus–UW Medicine ACN members can visit [sebb.uwmedicine.org](https://sebb.uwmedicine.org).

## 2. Use providers in the core and support networks whenever possible.

The amount you pay for services will depend on which provider you choose to see from the networks below. Services are subject to the medical deductible unless otherwise noted.

### New to UMP?

We can help make the change smoother for you. Call UMP Customer Service at 1-800-628-3481 (TRS: 711) if any of the following apply:

- Covered by more than one health plan
- Receiving care for any condition from an out-of-network provider
- Receiving medical care under an active preauthorization

**Core network**—contains primary care providers (PCPs), specialty providers (such as physical therapists, chiropractors, behavioral health counselors), ancillary providers, and facilities (such as hospitals and clinics) contracted with your UMP Plus network.

Most covered services are paid at 100 percent when you see your PCP and 85 percent for all other providers in this network.

**Note:** When you see a PCP for primary care services, office visits are paid at 100 percent (not subject to the deductible). Related services, like x-rays or labs, that you receive during a primary care visit may be subject to the medical deductible and coinsurance.

Providers will not bill you for charges that exceed the allowed amount (called balance billing).

**Support network**—contains certain providers contracted with Regence BlueShield. Not all Regence providers participate in the support network. To find a support network provider, visit

[regence.com/ump/sebb/finding-doctors](https://regence.com/ump/sebb/finding-doctors).

- Most covered services are paid at 85 percent.
- Providers will not balance bill you.

**Out-of-network providers**—providers who are not in the core or support networks. Out-of-network providers can include providers contracted as preferred or participating providers with Regence BlueShield. If you see a preferred or participating provider with Regence BlueShield who is not in the core or support network, they are considered out-of-network providers.

- Your UMP Plus provider search directory lists all providers available to you under the network. All other providers who are not contracted with Regence BlueShield are out-of-network.
- Most covered services are paid at 50 percent.

## Preferred versus out-of-network provider cost comparison examples

Provider type	Provider's billed charge	Allowed amount	Amount the plan pays (% of allowed amount)	What you pay after your deductible is met
Preferred provider	\$150	\$100	\$85 (85% of \$100)	\$15 (15% of \$100) The provider cannot balance bill you.
Out-of-network provider	\$150	\$100	\$50 (50% of \$100)	\$100 (50% of \$100) Plus the amount the provider may balance bill you (the amount charged above the allowed amount, \$50).

- Out-of-network providers may balance bill you. Regence preferred and participating providers will not balance bill you.

For more information about provider types, visit [regence.com/ump/sebb/benefits/providers/ump-plus-providers](https://regence.com/ump/sebb/benefits/providers/ump-plus-providers).

### 3. Check out UMP's new website and helpful online tools

Visit [regence.com/ump/sebb](https://regence.com/ump/sebb) for 2020 UMP information.

- Looking for a provider? Visit [regence.com/ump/sebb/finding-doctors](https://regence.com/ump/sebb/finding-doctors) to find a new provider or see if your provider is in your plan's network.
- Want specific information about 2020 costs and benefit limits or exclusions? Start on the "Understanding your coverage" webpage at [regence.com/ump/sebb/benefits/understanding-coverage](https://regence.com/ump/sebb/benefits/understanding-coverage).
- Need UMP forms and publications? Select the "Find forms" link at the top of any page to get to a searchable forms and publications page.
- Want to sign in to your Regence account? Select "Sign in" at the top-right corner of any page.
- Need prescription drug information? Visit [regence.com/ump/sebb/benefits/prescriptions](https://regence.com/ump/sebb/benefits/prescriptions).
  - Use the Drug Price Check tool and get an estimated cost for your prescription drugs.
  - Find a UMP network pharmacy near you.
  - Review the UMP Preferred Drug List.
  - Access your online pharmacy account to view your prescription drug claims history, find member resources, and use the Drug Information and Interaction Checker.

### 4. Learn about some exciting benefits for 2020

UMP has benefits to help you stay healthy and reach your wellness goals. Visit [regence.com/ump/sebb](https://regence.com/ump/sebb) for more information about these and other benefits.

- Enjoy more comfort and support through BabyWise, a maternity program that supports expectant parents. Call 1-888-569-2229 to learn more.
- Get 24/7 medical advice through Advice24 nurse line. Advice24 provides access to registered nurses who can provide immediate support for everyday health issues and questions that otherwise might lead to unnecessary doctor or emergency room visits. UMP Plus-PSHVN members can access the nurse line 24/7 by calling 1-800-267-6729 (TRS: 711). UMP Plus-UW Medicine ACN members should call 1-855-520-9400 (TRS: 711) for 24-hour nurse line care.

To learn more about these benefits read your UMP Plus certificate of coverage at [hca.wa.gov/umpplus-sebb-coc](https://hca.wa.gov/umpplus-sebb-coc).

### 5. Get preventive care, including covered vaccines, at no cost to you.

Get covered vaccines, such as flu shots, that are recommended by the Centers for Disease Control and Prevention (CDC) at select network pharmacies. No appointment needed! Find a network vaccination pharmacy at [regence.com/ump/sebb/benefits/prescriptions](https://regence.com/ump/sebb/benefits/prescriptions) or by calling Washington State Rx Services (WSRxS) Customer Service at 1-888-361-1611 (TRS: 711).

You can also visit a network provider or a public health department to get vaccinated. For a list of vaccines, visit [cdc.gov/vaccines/schedules](https://cdc.gov/vaccines/schedules) to see the CDC immunization schedules or call UMP Customer Service at 1-800-628-3481 (TRS: 711).

In addition to covered vaccines, some preventive care services are covered 100 percent when you see a network provider. These services include things like a wellness visit and tobacco cessation products. To see which services are

covered under the preventive benefit, call UMP Customer Service at 1-800-628-3481 (TRS: 711) or visit [healthcare.gov/preventive-care-benefits](https://www.healthcare.gov/preventive-care-benefits).

**Note:** UMP does not cover immunizations for travel or employment, even when recommended by the CDC or required by travel regulations.

## 6. Use network pharmacies.

Visit [regence.com/ump/sebb/benefits/prescriptions](https://www.regence.com/ump/sebb/benefits/prescriptions) or call WSRxS Customer Service at 1-888-361-1611 (TRS: 711) to find UMP network pharmacies. Pharmacies are part of a different network than medical providers. That means pharmacies listed on the medical provider search on Regence BlueShield’s website are **not** network pharmacies. If you use a non-network pharmacy, you will pay more and may have to submit your own prescription drug claim forms for reimbursement.

## 7. Learn about your prescription drug benefit.

UMP Plus members have no prescription drug deductible. To save money, try these tips:

- Talk to your provider about prescribing generic or lower-cost brand-name drugs.
- Ask your pharmacist to substitute a brand-name drug with a generic whenever possible.
- Use the Drug Price Check tool at [regence.com/ump/sebb/benefits/prescriptions](https://www.regence.com/ump/sebb/benefits/prescriptions) or call WSRxS Customer Service at 1-888-361-1611 (TRS: 711) to find out if less expensive alternatives are available.
- Use the Washington Prescription Drug Discount Card for prescription drugs not covered by your plan. To learn more about the Washington Prescription Drug Program, visit [hca.wa.gov/pdp](https://www.hca.wa.gov/pdp).
- Check to see if you are able to save more money by using Postal Prescription Services (PPS) or a Choice90Rx network pharmacy to fill prescription drugs that you take regularly.
  - **PPS mail-order pharmacy:** You may save on select brand-name drugs when you order from PPS, UMP’s only mail-order pharmacy. Typically, you will receive your prescriptions within 7 to 10 days. Use of PPS mail-order pharmacy is an option, but not required if you prefer to use a retail pharmacy. To learn more, visit [ppsrx.com](https://www.ppsrx.com) or call PPS Customer Service at 1-800-552-6694.
  - **Choice90Rx network pharmacies:** If you purchase between an 84 to 90 day supply of a prescription drug, you may be able to save money by going to a Choice90Rx network pharmacy. For a list of Choice90Rx network pharmacies, visit [regence.com/ump/sebb/benefits/prescriptions](https://www.regence.com/ump/sebb/benefits/prescriptions) and click on “Network pharmacies.” You can also call WSRxS Customer Service at 1-888-361-1611 (TRS: 711).

## What you pay for prescription drugs

No prescription drug deductible.

**Prescription drug out-of-pocket limit:** \$2,000 per person, \$4,000 family maximum.

**Note:** Specialty drugs must be purchased through the plan’s network specialty pharmacy, Ardon Health.

Tier	All network pharmacies (retail, mail-order, and specialty)	The most you’ll pay per 30-day supply (network pharmacies only)
<b>Preventive*</b>	0% coinsurance No deductible	\$0
<b>Value Tier*</b>	5% coinsurance No deductible	\$10
<b>Tier 1 (Select generic drugs)</b>	10% coinsurance No deductible	\$25
<b>Tier 2 (Preferred drugs)</b>	30% coinsurance Deductible applies	\$75

\* Preventive and Value tiers are not applicable to specialty drugs.

## How to request an exception for a noncovered drug

If you are prescribed a noncovered drug, you or your prescribing provider can request an exception by calling WSRxS Customer Service at 1-888-361-1611 (TRS: 711).

If you are prescribed a noncovered drug, and you have tried all covered alternative drugs and none are found to be effective, or if the alternatives are found to be not medically appropriate, you or your prescribing provider can request an exception by calling WSRxS. WSRxS will contact your provider to submit clinical information.

If an exception is approved, you will pay the Tier 2 cost-share (30 percent of the allowed amount, \$75 maximum payment per 30-day supply). If an exception is not approved, UMP will not cover the drug.


See back for contact information.


## 9. Contact us with any questions.

All times are listed as Pacific.

### UMP Customer Service

(medical benefits)

 **Call:** 1-800-628-3481 (TRS: 711)  
Call center is available:  
Monday through Friday: 5 a.m. to 8 p.m.  
Saturday: 8 a.m. to 4:30 p.m.

 **Live chat:** Login at [regence.com](https://regence.com)  
to participate. Live chat is available:  
Monday through Friday: 7 a.m. to 5 p.m.


 **Email:** Send secure email via your Regence  
account at: [regence.com](https://regence.com)

If you are a UMP member living internationally and you have questions about your benefits and coverage, you can use email, live chat, or Skype to contact UMP Customer Service. You may request to have a customer service representative call you at a scheduled time during normal business hours.

If you're outside the U.S. and need to find a provider, make an appointment or be hospitalized, call Blue Cross Blue Shield Global® Core at 1-800-810-2583 or call collect at 1-804-673-1177, 24 hours a day, 7 days a week.

### UMP Plus–PSHVN Contact Center

(medical benefits)

 **Call:** 1-877-345-8760  
Call center is available:  
Monday through Friday: 7 am to 7 pm

 **Visit:** [pugetsoundhighvaluenetwork.org](https://pugetsoundhighvaluenetwork.org)

### UMP Plus–UW Medicine ACN Contact Center


(medical benefits)

 **Call:** 1-855-520-9400 (TRS: 711)  
Call center is available:  
Monday through Friday: 7 am to 7 pm

 **Visit:** [sebb.uwmedicine.org](https://sebb.uwmedicine.org)

### Washington State Rx Services (WSRxS) Customer Service


(prescription drug benefits)

 **Call:** 1-888-361-1611 (TRS: 711)  
Call center is available:  
24 hours a day, 7 days a week

 Find a link to your pharmacy account at:  
[regence.com/ump/sebb/benefits/prescriptions](https://regence.com/ump/sebb/benefits/prescriptions)

### Postal Prescription Services (PPS)


(network mail-order pharmacy)

 **Call:** 1-800-552-6694  
Call center is available:  
Monday through Friday: 6 a.m. to 6 p.m.  
Saturday: 9 a.m. to 2 p.m.

 Sign in to your account at: [ppsrx.com](https://ppsrx.com)

### Ardon Health

(specialty pharmacy)

 **Call:** 1-855-425-4085 (TRS: 711)  
Call center is available:  
Monday through Friday: 8 a.m. to 7 p.m.  
Saturday: 8 a.m. to 12 p.m.

 **Visit:** [ardonhealth.com](https://ardonhealth.com)

**Providers fax:** 1-855-425-4096

UMP is administered by Regence BlueShield and Washington State Rx Services under contract with the Washington State Health Care Authority.

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, please contact the following:

**Employees:** Your payroll or benefits office.

**SEBB Continuation Coverage members:** The Health Care Authority at 1-800-200-1004 (TRS: 711).