



UMP Plus (SEBB) 2022 Quick Start Guide

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)

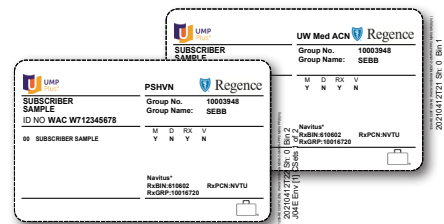
UW Medicine Accountable Care Network (UMP Plus–UW Medicine ACN)

1. Always use your UMP member ID card.

All UMP members will receive a new UMP ID card from Regence for the 2022 plan year. 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.

Use your current ID card through December 31, 2021. Your new ID card will not work until January 1, 2022. You use the same ID card for both medical and prescription drug services. You do not use your UMP ID card for dental services.

If you haven't gotten your card yet and need to fill a prescription in 2022, you can use the information to the right:



PCN: NVT
BIN: 649602
SEBB Rx group # 10016720

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.

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

The amount you pay for services will depend on the network status of your provider. Services are subject to the medical deductible unless otherwise noted.

- **Core network:** Includes primary care providers (PCPs), specialty providers, and facilities (such as hospitals, surgery centers, and clinics) contracted with your UMP Plus network.
 - You pay \$0 for most covered services when you see your PCP, and you pay 15 percent after you meet your deductible when you see 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:** Includes certain providers

contracted with Regence BlueShield to supplement the core network. Most of the providers in this network are specialty providers. Not all Regence providers participate in the support network.

- You pay 15 percent for most covered services.
- Providers will not balance bill you.
- Naturopaths are considered PCPs. If you select a naturopath as your PCP, you pay \$0 for most covered services.
- **Out-of-network providers:** Includes providers who are not in the core or support networks. For more information about out-of-network providers, read your plan's 2022 certificate of coverage, available by visiting forms and publications hca.wa.gov/umplusplus-sebb-coc.
 - You pay 50 percent for most covered services.
 - Out-of-network providers may balance bill you.
 - Coinsurance will not apply to your deductible or out-of-pocket limit.

To find network providers, call UMP Customer Service at 1-800-628-3481 (TRS: 711) or visit the UMP provider search:

- **UMP Plus–PSHVN:** ump.regence.com/go/SEBB/UMP-Plus-PSHVN
- **UMP Plus–UW Medicine ACN:** ump.regence.com/go/SEBB/UMP-Plus-UWMACN

Network versus out-of-network provider cost comparison examples

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

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

Visit UMP's website at ump.regence.com/sebb to find resources that help you understand your health benefits, find providers, and more.

- **Want an overview of your plan benefits in 2022?** Visit the UMP Plus plan pages for 2022 information at:
 - UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
 - UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/
- **Want to sign in to your Regence account?** Select "Sign in" at the top-right corner of any page.
- **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.
- **Looking for a provider?** Visit the UMP provider search to find a new provider or see if your provider is in your plan's network.

- UMP Plus–PSHVN: ump.regence.com/go/SEBB/UMP-Plus-PSHVN
- UMP Plus–UW Medicine ACN: ump.regence.com/go/SEBB/UMP-Plus-UWMACN
- **Curious about prescription drug coverage?** To find a network pharmacy or get a general idea of drug prices and drugs on the Preferred Drug List, visit the 2022 plan detail page at:
 - UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
 - UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/

To learn more about medical benefits, you can also call UMP Customer Service at 1-800-628-3481 (TRS: 711). For questions about prescription drug coverage, contact Washington State Rx Services at 1-888-361-1611 (TRS: 711).

4. Learn about new benefits for 2022.

UMP has new benefits to help you stay healthy and reach your wellness goals. For more information about these and other benefits, read your plan's 2022 certificate of coverage, available by visiting forms and publications at hca.wa.gov/umpplus-sebb-coc.

All plans will have a limit of 24 visits for chiropractic (spinal manipulation), 24 visits for acupuncture, and 24 visits for massage per calendar year. This is an increase to the previous benefit limit of 16 visits for chiropractic, 16 visits for acupuncture, and 16 visits for massage. If you see a network provider, you will pay a \$15 copay per visit for each treatment type. For more information see your plan's **2022 certificate of coverage** by visiting

hca.wa.gov/ump-sebb-coc. There is no out-of-network massage therapy coverage.

UMP Plus–UW Medicine ACN has partnered with Embright to make it easier for UMP members to get the care you need, when you need it by fostering better collaboration between your doctors and providing innovative tools, ideas, and support. Based on this new partnership, UMP Plus–UW Medicine ACN's customer service number and nurse line will be changing to 1-888-402-4238 (TRS: 711) starting January 1, 2022.

Coverage for Continuous Glucose Monitors (CGMs) is transitioning from medical coverage to prescription drug coverage in 2022.

Note: You will need a new prescription if you are currently receiving CGM supplies through your medical benefit.

Beginning January 1, 2022, if you are a state-registered domestic partner who is enrolled as a dependent of a current employee on UMP and are age 65 or older, Medicare will be the primary payer for your covered benefits.

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

Get covered vaccines, such as the COVID vaccine, and flu shots recommended by the Centers for Disease Control and Prevention (CDC) at select network pharmacies. No appointment needed! Find a network vaccination pharmacy by using the Pharmacy Locator tool located on the 2022 plan detail page at:

- UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
- UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/ 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.

6. Use network pharmacies.

Check which pharmacies are available in our 2022 pharmacy network by using the Pharmacy Locator tool located on the 2022 plan detail page at:

- UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
- UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/.

The 2022 Pharmacy Locator is subject to change.

7. Learn about your prescription drug benefit.

UMP Plus members have no prescription drug deductible. To save even more 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.

Check how much your prescription drugs will cost

8. Find out what you pay for prescription drugs.

With UMP Plus, there is no prescription drug deductible.

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

Medicare will remain the secondary payer for benefits payable under UMP for:

- Individuals age 65 or over who have UMP as a result of their own current employee status, or
- Individuals age 65 or over who have UMP as a result of the current employment status of a spouse of any age.

For a list of vaccines, visit the CDC website at 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, you pay \$0 for some preventive care services 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 the Healthcare.gov website at 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.

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.

in 2022 by using the Drug Price Check tool located on the 2022 plan detail page at:

- UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
- UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/.

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)
Preventive	No coinsurance	\$0
Value Tier	5% coinsurance	\$10
Tier 1 Select generic drugs	10% coinsurance	\$25
Tier 2 Preferred drugs	30% coinsurance	\$75

How to request an exception for a noncovered drug

If you are prescribed a noncovered drug and you have tried all the alternative drugs and none are found to be effective, or if the alternatives are found to not be medically appropriate, you or your prescribing provider can request an exception by calling WSRxS Customer Service at 1-888-361-1611 (TRS: 711). If an exception is approved, you will pay the Tier 2 cost share (30% coinsurance up to \$75 per 30-day supply). If an exception is not approved, UMP will not cover the drug.

9. Contact us with any questions.

If you are outside the U.S. and you have questions about your benefits and coverage, you can use email, chat live, 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 are outside the U.S. and need to find a local 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. All times are listed as Pacific.

UMP Customer Service (medical benefits)

Call: 1-800-628-3481 (TRS: 711)

Monday through Friday: 5 a.m. to 8 p.m.

Saturday: 8 a.m. to 4:30 p.m.

Online: ump.regence.com/sebb

Chat live: Sign in to your Regence account at regence.com

to access chat live. Chat live is available Monday through Friday: 7 a.m. to 5 p.m.

Email: Send secure email via your Regence account at regence.com

UMP Plus–PSHVN Contact Center (medical benefits)

Call: 1-877-345-8760 (TRS: 711)

Monday through Friday: 7 a.m. to 7 p.m.

Online: pugetsoundhighvaluenetwork.org

UMP Plus–UW Medicine ACN Contact Center (medical benefits)

Call: 1-888-402-4238 (TRS: 711)

Monday through Friday: 5 a.m. to 8 p.m.

Saturday and Sunday: 6 a.m. to 2 p.m.

Online: sebb.uwmedicine.org

Washington State Rx Services (WSRxS) Customer Service (prescription drug benefits)

Call: 1-888-361-1611 (TRS: 711)

Monday through Friday: 7:30 a.m. to 5:30 p.m.

Available outside these hours with limited services

Online: Find a link to your pharmacy account on the UMP Plus plan webpage at:

- UMP Plus–PSHVN: ump.regence.com/sebb/plans/2022/plus-pshvn/
- UMP Plus–UW Medicine ACN: ump.regence.com/sebb/plans/2022/plus-uw-medicine-acn/

Postal Prescription Services (PPS) (network mail-order pharmacy)

Call: 1-800-552-6694

Monday through Friday: 6 a.m. to 6 p.m.

Saturday: 9 a.m. to 2 p.m.

Online: ppsr.com

Ardon Health (specialty pharmacy)

Call: 1-855-425-4085 (TRS: 711)

Monday through Friday: 8 a.m. to 7 p.m.

Saturday: 8 a.m. to noon

Online: ardonhealth.com

Provider's 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).

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.

Continuation coverage members: Call us at 1-800-200-1004 (TRS: 711).