On January 1, 2024, changes are coming to your UMP benefits.

To learn more about these changes, read your plan’s 2024 certificate of coverage by visiting forms and publications at hca.wa.gov/ump-pebb-coc.

**Hearing aids:** Starting January 1, 2024, you will pay $0 of the $3,000 benefit limit per ear every three calendar years for prescribed hearing aids. You will be responsible for any charges exceeding the $3,000 benefit limit. Other covered hearing-related services such as ear molds, initial batteries, and cords will be paid at the standard rate. Hearing aids are subject to the deductible under the UMP CDHP plan.

**Deductible increasing for UMP CDHP members:**
For UMP Consumer-Directed Health Plan (CDHP) members, the deductible for a single subscriber will be $1,600 and for a family $3,200. This is an increase from $1,500 for a single subscriber and $3,000 for a family. This deductible increase is required to maintain compliance with IRS rules, so that a subscriber can make eligible health savings account (HSA) contributions in 2024. UMP CDHP members will be receiving a new ID card for 2024 with the updated deductible amounts.

**Changes to coverage for outpatient dialysis services for most plans:**
Starting January 1, 2024, you pay the standard rate during your initial outpatient treatment period of three months. Once the supplemental treatment period begins, you will pay 0 percent of the allowed amount for covered outpatient dialysis services. You may also be eligible for Medicare Part B coverage and to get your Medicare Part B premiums reimbursed by the plan. If you are not enrolled in Medicare Part B and you receive outpatient dialysis from an out-of-network provider during the supplemental treatment period, you will be responsible for any amount exceeding the allowed amount (known as balance billing). **Note:** This change does not apply to the UMP CDHP plan.

**Nurse line phone number change:**
The phone number for the 24-hour nurse line for the UMP Classic, UMP Select, UMP Consumer-Directed Health Plan (CDHP), and UMP Plus–Puget Sound High Value Network (PSHVN) plans is changing to 1-877-375-2599 (TRS: 711). Members on these plans will receive new member ID cards for 2024. The 24-hour nurse line phone number is not changing for the UMP Plus–UW Medicine Accountable Care Network (ACN) plan.

**Family planning:**
Starting January 1, 2024, you will pay the preventive rate for covered voluntary and involuntary termination of pregnancy (abortion or miscarriage) from a network provider. If you receive covered services from an out-of-network provider, you pay the standard rate. These services are subject to the deductible under the UMP CDHP plan.

**Changes to the Centers of Excellence Program:**
MultiCare Capital Medical Center will no longer participate in the Centers of Excellence Program for spine care as of January 1, 2024. Virginia Mason Medical Center will continue to serve members through its Centers of Excellence Program for knee and hip joint and spine care.
Newsletter survey: Thank you for your feedback

In February 2023, the PEBB Program asked members to complete a survey about our various newsletters, including our UMP open enrollment newsletter. The purpose of this survey was to learn what members do or do not like about our newsletters, and what information our members would like to see more often. We appreciate the time members took to reply and have made some changes based on your feedback.

Seven of the questions were specific to UMP members. Among the questions asked were: What topics would you like to hear more about in future newsletters? And How much of the UMP newsletter do you typically read? Twenty-four percent of respondents said they read all of the newsletter, while 20 percent said they read about half of the articles. Out of the topics members wanted to see more about, changes to UMP benefits was most popular, followed by changes to out-of-pocket costs.

Our newsletters contain a lot of information, so we will plan to put the most important information, such as changes to medical plans and benefits, first.

UMP Plus service area changes for 2024

Before you sign up for UMP Plus, make sure you live in a county UMP Plus covers, and check that your provider is in the UMP Plus network that you enroll in. If you enroll in a UMP Plus plan and your provider is not in that UMP Plus network, your coverage may be affected, and you may have to pay more for your care. Need help finding a UMP Plus provider? Visit Find a doctor at ump.regence.com/pebb/finding-doctors or call UMP Customer Service at 1-800-849-3681 (TRS: 711).

UMP Plus – Puget Sound High Value Network (PSHVN)

UMP Plus–PSHVN does not have any service area changes for 2024. The plan will continue to serve Chelan, Douglas, King, Kitsap, Pierce, Snohomish, and Yakima counties.

Learn more by visiting the UMP Plus–PSHVN webpage at ump.regence.com/pebb/plans/2024/plus-pshvn.

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

Beginning January 1, 2024, Kitsap County will no longer be covered under the UW Medicine Accountable Care Network (UW Medicine ACN) plan. Benton and Franklin counties will be added to the service area. The plan will continue to serve King, Pierce, Skagit, Snohomish, Spokane, and Thurston counties. Learn more by visiting the UMP Plus–UW Medicine ACN webpage at ump.regence.com/pebb/plans/2024/plus-uw-medicine-acn.

Note: The UMP Plus–Puget Sound High Value Network plan will continue to serve Kitsap County and has the same benefits as the UW Medicine ACN, but with a different core provider network.
Have questions about your 2024 benefits?

Attend a benefits fair
Attend a PEBB benefits fair to meet with plan representatives and learn more about your options for 2024. Benefit fairs will be held across Washington between November 1 - 14. Visit hca.wa.gov/erb for the full schedule and more details.

Visit the virtual benefits fair
Find out more about all of UMP’s plans online with the Public Employees Benefit Board (PEBB) Program’s virtual benefits fair. The virtual benefits fair is a good way to learn about your benefit options through an online, interactive, and personalized experience. It’s available anytime, day or night, on the Health Care Authority’s website at hca.wa.gov/vbf-pebb.

Use your computer, tablet, or smartphone to visit UMP’s virtual benefits booth. Once there, you can view UMP’s short videos to get an overview of all UMP plans or select a specific plan to see more detailed information.

Watch a webinar
Regence BlueShield (UMP’s administrator for medical benefits) and the UMP Plus networks are hosting webinars to help you learn more about UMP’s services and benefits.

Regence
Tuesday, November 2, Noon to 1 p.m. (Pacific).
Register for the Zoom webinar at: bit.ly/3Z9Dt6Z.
Can’t join us live? Register anyway to receive a link to the recording.

Puget Sound High Value Network (PSHVN)
Thursday, October 26, noon to 1 p.m. (Pacific).
Register for the webinar on Zoom at: hca.wa.gov/ump-pshvn-pebb. The recorded session will be available a few days later on PSHVN’s website at pugetsoundhighvaluenetwork.org.

UW Medicine Accountable Care Network (ACN)
Friday, October 27, noon to 1 p.m. (Pacific).
Register for the webinar on Zoom: hca.wa.gov/ump-uw-pebb. The recorded session will be available a few days later on UW Medicine ACN’s website at pebb.uwmedicine.org.

Is knee or hip replacement right for you?
If you are considering knee or hip joint replacement, the UMP Centers of Excellence (COE) offers evaluation and surgery at low to no cost to you.

Members can receive single hip or knee joint replacement if they are at least 18 years of age and have been diagnosed with osteoarthritis or another disabling condition that requires a single knee or single hip total joint replacement. The COE Program also provides spine care services.

The COE also may be able to assist with travel and lodging expenses for you and a care companion. The COE is administered by Premera Blue Cross and services are provided at the Virginia Mason Medical Center (Seattle).

Note: This service is not available for UMP Plus members or UMP Classic Medicare members. If you have UMP high deductible plans, the surgery and related services are covered after you meet your deductible. To learn more, visit the Premera website premera.com/health-care-authority or call 1-855-784-4563 (TRS: 711).

COVID test kits:
COVID test kits are covered at no cost to you under your plan’s prescription drug benefit. Each member on your plan can receive up to two test kits per month. Your benefit covers up to $12 per test kit. Just present your UMP member ID card and make your purchase at the pharmacy counter to have your test kits process to your pharmacy benefit. If you purchase a test kit at a non-network pharmacy or retail location, you will need to submit a claim for reimbursement and you may have a cost share. For more information visit ump.regence.com/pebb/benefits/prescriptions or contact WSRxS customer service at 1-888-361-1611 (TRS: 711).
Mental health: tools to support your path to wellness

UMP provides behavioral health support you can use at home.

**myStrength** is a self-guided health and resiliency online tool clinically proven to improve emotional health. This secure resource is available 24 hours a day, 7 days a week to members ages 13 and over at no cost to you. myStrength’s interactive and activity-based tools are personalized to you and can help you with depression, anxiety, stress, substance use disorders, and chronic pain. To sign up, go to mystrength.com/r/register and enter PEBB for the access code.

You can use myStrength on your phone or computer. You can also download the myStrength mobile app on App Store or Google Play.

**Quartet** can help match you to in-person and telemedicine behavioral health providers who are in the plan’s network and offer an array of behavioral health services, including, but not limited to, mental health counseling, substance use disorder, and psychiatry services. You pay the standard rate for behavioral health services. Get started by visiting Quartet’s website at qrt.care/pebb-network-providers or by calling Quartet’s Care Navigation Team at 253-248-6588 (TRS: 711).

**Note:** Quartet is only available to UMP members ages 18 and older who reside and are seeking care in Washington State.

DispatchHealth: same day in-home care

For members with urgent health issues who want in-home care, DispatchHealth is available as an alternative to emergency room visits. This service is available 8 a.m. to 10 p.m., 7 days per week 365 days per year. When you call for an appointment, DispatchHealth assesses your symptoms to see what care you will need. Then, a care team consisting of a physician assistant or nurse practitioner and/or a medical technician arrives to treat you at home, typically the same day you call. DispatchHealth provides treatment for a wide variety of conditions, such as the flu, minor fractures or sprains, or dehydration, and more. This alternative to emergency room visits cuts down on barriers to transportation you may have and reduces stress.

To book an appointment online, visit dispatchhealth.com/locations/wa.

To reach DispatchHealth by phone, call 425-553-4740 (Seattle); 360-200-8247 (Olympia); 509-408-2108 (Spokane); 253-652-0065 (Tacoma).

Virtual Care from the comfort of your home

Virtual care allows you to get the care you need when you need it without having to see your provider in person. By using virtual care, you can have an appointment with your provider over video chat or on the telephone. UMP offers two types of virtual care: Telemedicine and Doctor On Demand.

**Telemedicine**

Telemedicine is the delivery of health care services through video chat or by telephone for the purpose of diagnosis, consultation, or treatment. All UMP plans cover this benefit. Telemedicine does not include the use of fax or email.

UMP’s telemedicine benefit allows health care providers to share your medical information like lab reports, imaging, and other records with a doctor, radiologist, or specialist at another location. The approach gives you access to a care team that can be made up of providers in different locations, even across long distances. It also uses technology that has security features to ensure patient confidentiality.

If you see a network provider, telemedicine services are paid at the network rate. If you see an out-of-network provider, telemedicine services are paid at the out-of-network rate.
Doctor On Demand

Doctor On Demand is a virtual care service that gives UMP Classic, UMP Select, and UMP Consumer-Directed Health Plan (CDHP) members access to providers 24 hours a day, 7 days a week. It covers primary care and behavioral health services. It is a good option when you need medical attention, but not emergency room or urgent care.

Doctor On Demand providers are board-certified, U.S.-based providers who are specifically trained in video medicine. Members can connect in minutes with doctors face-to-face through a smartphone, tablet, or computer. You can activate Doctor On Demand by downloading the app for iOS, Android, or Windows or by signing in to your Regence account at ump.regence.com/ump/signin.

During a virtual appointment, providers review a member’s history and symptoms, perform an exam, and recommend treatment, which may include prescription drugs and lab work. Doctor On Demand providers can treat most common physical health conditions like asthma, colds and allergies, diabetes, migraines, and more. Providers can also treat mental health conditions like depression, anxiety, and attention-deficit/hyperactivity disorder (ADHD).

All Doctor On Demand providers are considered preferred providers and services are paid at the standard rate. Doctor On Demand does not include the use of audio-only telephone, fax, or email, and it is not available to UMP Plus members.

Ready to get started?
To learn more about how telemedicine and Doctor On Demand work, you can visit UMP’s Telemedicine (virtual care) webpage at ump.regence.com/pebb/benefits/telemedicine. If you have additional questions, call UMP Customer Service at 1-888-849-3681 (TRS: 711).

Can I get a vaccine at a pharmacy?
Many vaccines are available at no cost to you if you use a network vaccination pharmacy. Covered vaccines include COVID, flu, whooping cough (pertussis), tetanus, shingles, cervical cancer, meningococcal, and more. Vaccines related to travel and employment purposes are not covered by UMP.

Ready to make changes for 2024?
Open enrollment starts November 1 and ends November 30 at midnight (Pacific). To learn how to make changes to your benefits, see the PEBB Program’s October For Your Benefit newsletter or visit the Health Care Authority’s website at hca.wa.gov/pebb-oe.

Considering changing medical plans this year? Some PEBB plans are experiencing significant premium increases this year. Before you switch, visit the HCA website (web address above) to learn more about what’s changing in 2024.

UMP Notice of Privacy Practices updated
The UMP Notice of Privacy Practices is being updated and will be effective November 1. To find the notice, visit the UMP Notice of Privacy Practices webpage at hca.wa.gov/ump-privacy.

Wondering about 2024 premiums?
For the complete list of 2024 premiums, visit the Health Care Authority’s website at hca.wa.gov/pebb-oe.

Note: Employees who work for a city, county, port, tribal government, water district, hospital etc., need to contact their payroll or benefits office to find their monthly premiums.

PEBB My Account
PEBB My Account is an online portal where you can view your medical and dental coverage, view and download your statements of insurance, make enrollment changes and see premium information. If you have not signed up for My Account yet, visit hca.wa.gov/my-account.

Benefits 24/7
Benefits 24/7 will replace My Account in January of 2024. The new web-based enrollment system will have a new look and expanded capabilities, providing self-service options for members.

Would you rather receive this newsletter by email?
You can! Sign up for the PEBB Program’s email subscription service through PEBB My Account at hca.wa.gov/my-account. Go to Profile and open Contact information to add your email address. Then go to Coverage Summary and check the box for receiving email notifications.
Uniform Medical Plan (UMP) and its contracted vendors comply with applicable federal civil rights laws and do not discriminate (exclude people or treat them differently) on the basis of race, color, national origin, age, disability, or sex.

UMP also complies with applicable state civil rights laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or disability.

UMP provides free aids and services for people whose primary language is not English and people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services such as qualified interpreters and information written in other languages.

If you believe one of the below organizations has failed to provide language access services or discriminated in another way, you can file a grievance by using the contact information below.

**Regence BlueShield**

For discrimination concerns about all UMP plans, except UMP Plus

Regence BlueShield Civil Rights Coordinator
Attn: UMP Appeals and Grievances
Regence BlueShield
PO Box 1106
Lewiston, ID 83501-1106
PEBB members: 1-888-849-3681 (TRS: 711)
SEBB members: 1-800-628-3481 (TRS: 711)
Fax: 1-877-663-7526
UMPcivilrights@regence.com

For UMP Plus – UW Medicine ACN members only

Embright
Attn: UMP Plus – UW Medicine ACN Appeals and Grievances
1037 NE 65th St.
Seattle, WA PMB 259

For UMP Plus – Puget Sound High Value Network only
Phone: 1-855-776-9503

**Washington State Rx Services**

For discrimination concerns about prescription drug benefits for any UMP plan

Washington State Rx Services
Attn: Appeals Unit
PO Box 40168
Portland, OR 97240-0168
1-855-232-9111 (TRS: 711) | Fax 1-866-923-0412
compliance@modahealth.com

To find information on filing a complaint, visit the Office for Civil Rights webpage at hhs.gov/ocr/complaints/index.html.

UMP is administered by Regence BlueShield and Washington State Rx Services under contract with the Washington State Health Care Authority.
Language assistance services, including interpreters and translation of printed materials, are available free of charge. Employees: Contact your payroll or benefits office. PEBB Retirees, PEBB and SEBB
Continuation Coverage members: Call the Health Care Authority at 1-800-200-1004 (TRS: 711).

Qualified sign language interpreters.

Free language services such as qualified interpreters and information written in other languages.

Room 509F HHH Bldg.

For Civil Rights

U.S. Department of Health and Human Services, Office

Enterprise Risk Management Office

enrollment

Language assistance services, including interpreters and information written in other languages.

PEBB members: 1-888-849-3681 (TRS: 711)

PEBB

 hơi Ban Phúc Lợi và Bảo hiểm xã hội, hội viên hỗ trợ.

Sunt disponibile în mod gratuit servicii de asistență lingvistică, inclusiv interpretări și traducerea materialelor tipărite.

Angajați: contactați-vă biroul de plată a salariilor sau de beneficii. Pensionari ai Comisiei de beneficii pentru angajați publici (PEBB), membrii ai Comisiei de beneficii pentru angajați publici (PEBB) și ai Comisiei de beneficii pentru angajați ai școlilor (PEBB) acoperiți în continuare: apelează Health Care Authority la numărul de telefon 1-800-200-1004 (TRS: 711).

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Wondering about 2024 premiums?

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Look inside for important information on your 2024 UMP benefits!