2024 changes to your UMP benefits

**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](http://hca.wa.gov/ump-pebb-coc).

**Premiums increasing for UMP Classic Medicare members:** If you are a UMP Classic Medicare member, you should have received notice that premiums are increasing in 2024. Monthly premiums for the UMP Classic Medicare plan are increasing by 22 percent in 2024. Members will now pay $533 per month for a single subscriber, an increase of $95 from 2023. The monthly premium for a member plus spouse will be $1,060. The annual premium for a single subscriber will be $6,395. Medicare Part B premiums are paid separately.

UMP Medicare is significantly more expensive than other PEBB Medicare options because Medicare Advantage and Part D plans receive federal revenue that UMP Classic doesn’t qualify for. Premiums were also influenced by a 17 percent decrease in UMP Classic Medicare enrollment during the 2023 open enrollment period.

Open enrollment begins on November 1. You can switch to any PEBB Medicare plan offered in your county of residence. To learn more about plan options, visit [hca.wa.gov/retiree-oe](http://hca.wa.gov/retiree-oe).

Benefit fairs will be held across Washington between November 1-14. Visit [www.hca.wa.gov/erb](http://www.hca.wa.gov/erb) for the full schedule and more details. See this newsletter for information about virtual benefit fairs.

**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.

**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.
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.

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 www.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
Thursday, 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.
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.

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.

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.

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

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.
Uniform Medical Plan Nondiscrimination Notice and Language Access Services

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.
[English] 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).

[Arabic] توفر خدمات المساعدة اللغوية، بما فيها الترجمة والتفسير، وخدمات الكتابة باللغة الأخرى، للطواقم. الموظفين: الاتصال بال службы المالية أو الموظفات. موظفو كوبيرنزا في الموظفين السابقين في الخدمة (PEBB): الاتصال بالهيئة الصحية الوطنية (1-800-200-1004 (TRS: 711)).

[Chinese] 可免费提供语言援助服务，包括口译服务和印刷材料的翻译服务。雇员：请联络新薪办公室或薪酬办公室。公共雇员福利委员会的退休人员、PEBB及学校工作人员福利委员会的续保会员：请致电1-800-200-1004（TRS：711），联络健康照护管理局。

[Korean] 통역 및 인쇄물 번역을 포함한 언어 지원 서비스는 무료로 제공합니다. 직원: 경리 및 본리사후팀에 문의하시십시오. 공무원 복지 협력 팀(PEBB) 직원 및 PEBB와 교직원 복지 협력 팀(SEBB) 보험 포괄 회원: 전화번호를 1-800-200-1004로 전환하십시오.

[Cambodian] មានសេវាអភឺជំនួយក្នុង់បង់និងក្នុងសេវានិស្សិតរបស់អ្នកប្រឈមការងារ។ អ្នកប្រឈមការងារ: អោយតំណាងរបស់អ្នកប្រឈមការងារ។ PEBB: រថ្ងៃកាល: 1-800-200-1004 (TRS: 711)។


[Japanese] 漢字、仏教、英字で表示できます。また、事務手順、装着方法等の詳細を知りたい場合、または、お困りの場合は、お気軽にお問い合わせください。社員: 人事部にご連絡ください。PEBB: Health Care Authorityに電話ください1-800-200-1004 (TRS: 711).


[Russian] Услуги языковой поддержки, включая устные переводчиков и перевод печатных материалов, предоставляются бесплатно. Сотрудникам: свяжитесь со своим отделом выплаты заработной платы или выплаты льгот и пособий. Пенсионерам: продление договора страхования для членов Совета по выплате льгот и помощи для государственных служащих (PEBB) и Совета по выплате льгот и помощи работникам школ (SEBB): свяжитесь с Health Care Authority по номеру 1-800-200-1004 (TRS: 711).


[HCA 57-0245 (8/20)]
Look inside for important information on your 2024 UMP benefits!

Wondering about 2024 premiums?

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