

## UMP offers programs to keep you healthy

*For Public Employees Benefits Board (PEBB) and School Employees Benefits Board (SEBB) members*

### Quit tobacco for good

UMP offers access to programs and coaches to help you live tobacco-free, including:

- Certain nicotine replacement therapies and products.
- In-person counseling related to tobacco cessation.
- Quit for Life tobacco cessation program.
- Smokefree Teen program for UMP members ages 17 and under.

Visit the UMP website at [ump.regence.com](http://ump.regence.com), select your group, then select Care programs within the Explore your benefits menu for more information about tobacco cessation services.

### Get rewards for living well

**SmartHealth** is Washington State's voluntary wellness program that supports whole person well-being. Participate in activities that support all of you, including managing stress, building resiliency, and adapting to change. As you progress in your wellness journey, you may qualify for wellness incentives. Learn more on the SmartHealth webpage:

- PEBB members visit [hca.wa.gov/pebb-smarthealth](http://hca.wa.gov/pebb-smarthealth)
- SEBB members visit [hca.wa.gov/sebb-smarthealth](http://hca.wa.gov/sebb-smarthealth)

### Doctor on Demand

**Doctor On Demand** is a virtual care service that gives you access to primary care and behavioral health providers 24 hours a day, seven days a week. It is a good option to consider when you need medical attention, but not emergency room or urgent care. Members can connect in minutes with doctors face-to-face through a smartphone, tablet, or computer via the website or Doctor On Demand smartphone application. All UMP members are eligible for this service except for UMP Plus members (UMP Plus members have access to similar services through their networks). To learn more, read your plan's 2021 certificate of coverage by visiting Forms and publications at [hca.wa.gov/ump-coc](http://hca.wa.gov/ump-coc).

### Pregnant or planning to be? BabyWise gives comfort and support.

Our program offers knowledge, support, and comfort for moms-to-be.

Through BabyWise, expecting parents receive:

- Regular updates on what to expect during pregnancy and prenatal appointments.
- Expert information about nutrition, breastfeeding, and common pregnancy concerns.
- Access to a nurse by telephone 24/7.
- Personalized pregnancy milestones and reminders through the free BabyWise app.

Call 1-888-569-2229 to learn more.

## Get support for controlling and preventing diabetes

### Controlling diabetes

Eligible UMP members may participate in the Diabetes Control Program. Regence case managers are trained to help you reduce the risk of complications with diabetes by tracking and controlling blood sugar, cholesterol levels, blood pressure, and weight in a series of quarterly consultations. You may find out if you qualify for the program by visiting your primary care provider for a blood sugar laboratory test. Your primary care provider will tell you if you meet criteria once the laboratory results are available. If you qualify for the Diabetes Control Program, you may self-refer by calling 1-866-543-5765. For more information, read the Diabetes Control Program section in your plan's 2021 certificate of coverage by visiting Forms and publications at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

### Preventing diabetes

Eligible UMP members may enroll in the Diabetes Prevention Program through Omada Health. This program combines the latest technology with ongoing support to help you build healthy habits that last. You'll get a professional health coach, a wireless smart scale, and a supportive peer group. To see if you meet the program's criteria, take the online screening questionnaire by visiting Omada Health's website:

- PEBB members visit the Omada Health website at [omadahealth.com/wapebb](https://omadahealth.com/wapebb).
- SEBB members visit the Omada Health website at [omadahealth.com/wasebb](https://omadahealth.com/wasebb).

To learn more, read your plan's 2021 certificate of coverage by visiting Forms and publications at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

## Low- to no-cost knee replacement, hip replacement, and spine care

If you qualify for services, the UMP Centers of Excellence (COE) Program covers single knee and single hip replacement surgery, and spine care evaluation and/or surgery for low to no cost. This program is available for all UMP members except those enrolled in UMP Plus and UMP members enrolled in Medicare as their primary coverage. Medicare and UMP Plus members have access to covered services related to joint replacement and spine care outside of this program. To learn more, read your plan's 2021 certificate of coverage by visiting Forms and publications at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

## Get medical advice 24/7 through Advice24 nurse line

UMP's nurse line, provided by Advice24, offers 24/7 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. They can also serve as an early warning system to flag health conditions before they become serious. Advice24 does not replace 911 for emergencies. Access the nurse line by calling 1-800-267-6729 (TRS: 711).

UMP Plus–UW Medicine ACN PEBB members should call 1-855-520-9500 (TRS: 711) for 24-hour nurse line care. UMP Plus–UW Medicine ACN SEBB members should call 1-855-520-9400 (TRS: 711) for 24-hour nurse line care.

## Find the right behavioral health care for you with Quartet

UMP has partnered with Quartet to make it easier for you to get the behavioral health care you need. Quartet's navigation team works alongside your primary care provider to find an in-person or telemedicine behavioral health specialist that is in your plan's network, has availability and offers an array of services, including mental health counseling, substance use disorder, and psychiatry services. There is no cost to participate in the program; you will pay the standard rate for behavioral health services. To learn more, read your plan's 2021 certificate of coverage by visiting Forms and publications at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

**For more information about any of these programs or services, call UMP Customer Service Monday through Friday 5a.m.- 8p.m. and Saturday 8a.m. - 4:30 p.m. (Pacific):**

- PEBB members call 1 (888) 849-3681 (TRS: 711)
- SEBB members call 1 (800) 628-3481 (TRS: 711)

You can also visit the UMP website at [ump.regence.com](https://ump.regence.com) for more information.

Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-344-6347 (TTY: 711).

Advice24, Doctor on Demand, Omada Health, Quit for Life, and Quartet are separate and independent companies that provide services for Regence UMP members.

COE program and SmartHealth are separate and independent companies; they do not provide Blue Cross and Blue Shield products or services and are solely responsible for their services.

UMP-21-300