

## UMP offers programs to keep you healthy

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

### 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: [hca.wa.gov/pebb-smarthealth](https://hca.wa.gov/pebb-smarthealth)
- SEBB members: [hca.wa.gov/sebb-smarthealth](https://hca.wa.gov/sebb-smarthealth)

### Keep up with preventive care, screenings, and vaccinations

Staying on top of your preventive care is one of the best things you can do for your health. When you check in with your health care providers regularly, you're more likely to catch concerns before they turn into major problems. If you don't already get an annual physical to check things like blood pressure and cholesterol, that's a great place to start. It's also important to talk with your provider about screenings, like checking for breast cancer, prostate cancer, diabetes, or colorectal cancer.

Keeping up with well-child visits is an important part of your child's health care. During these routine visits, your provider can evaluate your child's development, discuss necessary vaccinations, and address any potential health issues. Young children need several vaccinations to help their immune system develop protection against serious diseases. As they grow older, children need additional doses of certain vaccines to ensure they're fully protected.

Your UMP plan covers many preventive care services at no cost to you. Be sure you see a provider in your plan's network. To learn more about these benefits, check your plan's 2024 certificate of coverage by visiting **Forms & publications** at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

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

**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 1-877-375-2599 (TRS: 711) beginning January 1, 2024. Current UMP members calling the nurse line prior to January 1, 2024, call 1-800-267-6729.

**Note:** The UMP Plus–UW Medicine ACN 24-hour nurse line phone number is not changing. PEBB members should continue to call 1-888-402-4237 (TRS: 711) and UMP Plus–UW Medicine ACN SEBB members should continue to call 1-888-402-4238 (TRS: 711).

## 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 network). To learn more, visit the Telemedicine (virtual care) webpage at:

- PEBB members: [ump.regence.com/pebb/benefits/telemedicine](https://ump.regence.com/pebb/benefits/telemedicine)
- SEBB members: [ump.regence.com/sebb/benefits/telemedicine](https://ump.regence.com/sebb/benefits/telemedicine)

You can also read your plan's 2024 certificate of coverage by visiting **Forms & publications** at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

## Find the right behavioral health care for you

UMP has partnered with myStrength and Quartet to make it easier for you to get the behavioral health care you need.

**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 age 13 or older at no cost to you. myStrength's interactive and activity-based tools are personalized to you and address conditions such as depression, anxiety, stress, substance use disorders, and chronic pain. Visit the myStrength website to sign up and learn more:

- PEBB members: [hca.wa.gov/ump-pebb-mystrength](https://hca.wa.gov/ump-pebb-mystrength)
- SEBB members: [hca.wa.gov/ump-sebb-mystrength](https://hca.wa.gov/ump-sebb-mystrength)

**Quartet** can help match you to in-person and telemedicine behavioral health providers who are in your 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 calling Quartet's Care Navigation Team at 253-248-6588 (TRS: 711) or visit Quartet's website:

- PEBB members: [qrt.care/pebb-network-providers](https://qrt.care/pebb-network-providers)
- SEBB members: [qrt.care/sebb-network-providers](https://qrt.care/sebb-network-providers)

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

## Pregnant or planning to be? The Pregnancy program gives comfort and support.

Our program offers knowledge, support, and comfort for expectant parents. Through the Pregnancy program, you 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 Pregnancy program app.

To learn more, call 1-888-569-2229 or read your plan's 2024 certificate of coverage by visiting **Forms & publications** at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

## Get support for controlling and preventing diabetes

### 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 weekly online classes with 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: [omadahealth.com/wapebb](https://omadahealth.com/wapebb)
- SEBB members: [omadahealth.com/wasebb](https://omadahealth.com/wasebb)

To learn more, read your plan's 2024 certificate of coverage by visiting **Forms & publications** at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

### Controlling diabetes (PEBB members only)

Non-Medicare UMP members age 18 or older with a diagnosis of diabetes may participate in the Diabetes Control Program administered by the Care Management Program at Regence. Case managers are trained to help you reduce the risk of complications of 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 have diabetes by visiting your primary care provider for a blood sugar laboratory test. If you qualify for the Diabetes Control Program, you may self-refer by calling 1-866-543-5765 (TRS: 711). For more information, read the Diabetes Control Program section in your plan's 2024 certificate of coverage by visiting **Forms & publications** at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

### Managing diabetes (SEBB members only)

If you have Type 1 or Type 2 diabetes, you may be eligible to participate in the online Diabetes Management Program. The program includes extensive support tools such as glucose tracking, live coaching, and mental and emotional care to help you improve health and manage your diabetes. To learn more, visit the UMP Care programs webpage at [ump.regence.com/sebb/benefits/programs](https://ump.regence.com/sebb/benefits/programs) or contact UMP Customer Service beginning January 1, 2024.

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

UMP and Premera Blue Cross have teamed up to offer a Centers of Excellence (COE) Program for eligible UMP members. If you qualify for services, the COE Program offers single knee and single hip replacement surgery, and spine care evaluation and/or surgery for low to no cost. The COE Program also includes a travel and lodging benefit for eligible expenses. This program is available for all UMP members who are age 18 or older, 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, visit [premera.com/hca](https://premera.com/hca) or call the Premera concierge team at 1-855-784-4563 (TRS: 711).

## Quit tobacco and nicotine for good

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

- Certain nicotine replacement therapies and products.
- In-person, phone, and virtual counseling related to tobacco cessation.
- 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.

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

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

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

Regence complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

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, myStrength, 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.