

## Call us

### **Customer Service: Medical Benefits and Claims**

#### **Uniform Medical Plan**

1-888-849-3681

(TTY 711)

Monday–Friday

7 a.m. to 5 p.m. Pacific Time

### **Customer Service: Prescription Drugs**

#### **Washington State Rx Services**

1-888-361-1611

Monday–Friday

7:30 a.m. to 5:30 p.m. Pacific Time

## Visit us online

[www.hca.wa.gov/ump](http://www.hca.wa.gov/ump)

### **UMP Plus Networks**

#### **Puget Sound High Value Network**

[www.pugetsoundhighvaluenetwork.org](http://www.pugetsoundhighvaluenetwork.org)

1-855-776-9503 (TTY 711)

Monday–Saturday 6:30 a.m. to 8 p.m. Pacific Time

Sunday 8 a.m. to 5 p.m. Pacific Time

#### **UW Medicine Accountable Care Network**

[www.uwmedicine.org/umpplus](http://www.uwmedicine.org/umpplus)

1-855-520-9500 (TTY 711)

Monday–Saturday 6:30 a.m. to 8 p.m. Pacific Time

Sunday 8 a.m. to 5 p.m. Pacific Time

## Quick tips for UMP Plus members



Health insurance can seem pretty complicated sometimes, especially for a new plan. Below are some tips to help you get the most out of your benefits and save money.

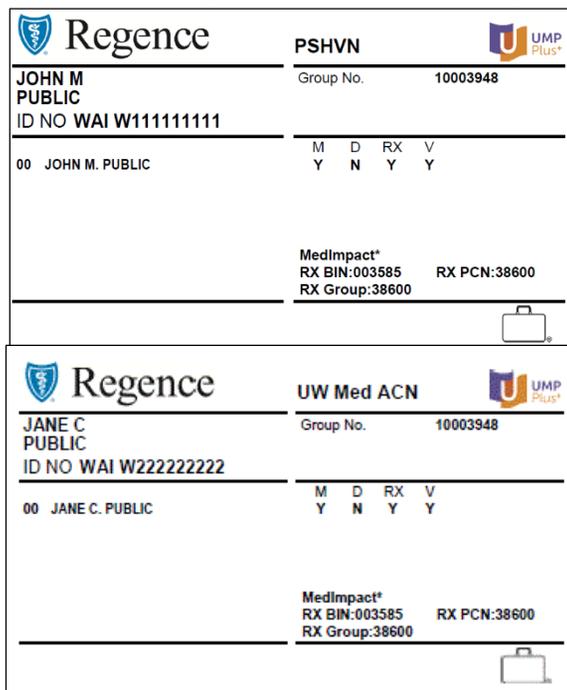
**UMP Plus networks:**

Puget Sound High Value Network (UMP Plus–PSHVN)

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

**1. Always use your UMP Plus ID card.**

Be sure to show your UMP Plus 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. Note that UMP Plus ID cards are different from other UMP ID cards and specific to each of the UMP Plus networks. (Card fronts shown below.)



**2. Save by using network providers affiliated with your UMP Plus network.**

You pay less for services from a network provider affiliated with your UMP Plus network (see above). You pay nothing for primary care office visits to a primary care network provider. However, some related services provided at an office visit may be subject to the deductible and coinsurance.

Specialty network providers are paid at the network level (you pay 15% for most services after meeting your deductible).

You may see non-network or out-of-network providers, but you'll pay more: 50% coinsurance, and out-of-network providers may bill you for any amount the provider charges above what the plan pays.

For more information about coverage for network, non-network, and out-of-network providers under UMP Plus, see your *UMP Plus 2016 Certificate of Coverage*, or visit [www.hca.wa.gov/ump](http://www.hca.wa.gov/ump).

**To find network providers:**

For primary care and specialty network providers, use the provider search on your UMP Plus network's website or call your UMP Plus network; see contact information on the first page.

**3. Get preventive care for free.**

In addition to receiving primary care office visits at no cost, you receive preventive care free when you see a network provider affiliated with your UMP Plus network.

To see which services are covered under the preventive benefit, call Customer Service or check the U.S. Preventive Services Task Force at [www.uspreventiveservicestaskforce.org](http://www.uspreventiveservicestaskforce.org). All services rated as "A" or "B" are covered 100%.

**4. Buy generic or preferred drugs to save money.**

When you purchase prescriptions that are generic (Value Tier or Tier 1) or preferred (Tier 2), UMP Plus pays a higher percentage of the cost and you'll pay less out of your pocket. You don't pay a deductible for any prescription drugs. Things you can do to save money include:

- Talk to your provider about prescribing generic or lower-cost brand name drugs.
- Check the Prescription Price Check tool online or call Washington State Rx Services for drug prices and lower-cost alternatives.
- Ask your pharmacist to substitute a generic for a brand-name drug whenever possible.

Make sure you use a network pharmacy; the pharmacy network is completely separate from the medical provider network. Find a network pharmacy at [www.hca.wa.gov/ump](http://www.hca.wa.gov/ump), or call 1-888-361-1611.

**5. Take advantage of your vision benefit.**

You don't need to meet the deductible for routine vision exams or hardware. Exams are covered 100% when you see a network provider, with an annual plan payment of up to \$65 for contact lens fitting fees (you pay any amount over that). Vision hardware for adults (over age 18) is covered up to \$150 every two calendar years. Children's vision hardware (birth through age 18) is covered as follows: One pair of eyeglasses per year paid at 100%; contact lenses are paid at 85% with no quantity limit.