



1800 Ninth Avenue
P.O. Box 91015
Seattle, WA 98111-9115



Dear UMP Plus–UW Medicine Accountable Care Network (ACN) Member,

Welcome, and thank you for choosing Uniform Medical Plan (UMP) Plus–UW Medicine ACN for your health care coverage in 2018. Enclosed is your welcome packet from Regence BlueShield, the company that administers the medical portion of your UMP Plus–UW Medicine ACN benefits.

We’ve enclosed in this packet reference materials we hope you find helpful:

1. **UMP Plus Quick Start Guide:** A reference guide to your medical and prescription drug benefits.
2. **Notice of Privacy Practices:** How UMP may use or disclose your personal information.

ID cards: If you are new to the UMP Plus–UW Medicine ACN plan this year, you will receive your new ID card(s) within two weeks. If you were on this plan last year, please continue to use your current ID card. If you do not receive a new ID card or you would like to order more, call UMP Customer Service or log in to your account through **regence.com**. You use the same card for both medical services and prescription drug purchases.

Do you have other medical coverage?

If you or a covered family member has other medical coverage, it is important that you let us know right away to ensure your claims are processed correctly. You may call UMP Customer Service or download the *Multiple Coverage Inquiry* form from **www.hca.wa.gov/ump-forms**.

If you need a copy of the *UMP Plus–UW Medicine ACN 2018 Certificate of Coverage*, you can view or print it at **www.hca.wa.gov/ump**. You can also request a hard copy by contacting UMP Customer Service.

Thank you for choosing UMP Plus–UW Medicine ACN. We look forward to serving you in the coming year. Again, please let us know if there’s anything we can do for you.

Sincerely,

Regence BlueShield
Plan Administrator for Uniform Medical Plan

Public Employees Benefits Board (PEBB) Program
Washington State Health Care Authority

Enclosures

Questions? (all times are Pacific)

UMP Customer Service (medical benefits)	1-888-849-3681 (TTY: 711)	Monday–Friday 5 a.m. - 8 p.m.
	Live chat at regence.com	Saturday 8 a.m. – 4:30 p.m. Chat: Monday-Friday 7 a.m. – 5 p.m.
UW Medicine ACN	1-855-520-9500 (TRS: 711) www.uwmedicine.org/umpplus	Monday-Saturday 6:30 a.m. - 5 p.m.
Wa State Rx Services (prescription drugs)	1-888-361-1611 (TRS: 711)	24 hours a day, 7 days a week