



Regence

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



Dear UMP Plus–UW Medicine ACN Member,

Thank you for choosing the Public Employees Benefits Board (PEBB) Program’s Uniform Medical Plan Plus–UW Medicine Accountable Care Network health plan (UMP Plus–UW Medicine ACN), administered by Regence BlueShield (Regence), for your health care coverage in 2020.

### **How to get the most from UMP Plus–UW Medicine ACN**

- Choose a Primary Care Provider (PCP). By managing your health care, your PCP gets to know you and promotes your overall health and well-being.
- Use network providers for the best value. You pay less when you see network providers. Visit [regence.com/ump/pebb](https://regence.com/ump/pebb) and select Find a Doctor to find network providers.
- Remember, the plan pays 100 percent for covered preventive care services when you see a network provider. Covered preventive care includes annual physicals, covered immunizations, and more. Read your certificate of coverage (COC) for more details.
- Counties served: UMP Plus-UW Medicine ACN now serves Spokane County, as well as King, Kitsap, Pierce, Skagit, Snohomish, and Thurston counties.
- Provider group changes:
  - MultiCare Connected Care (Rockwood, Deaconess, Valley) are now in the UW Medicine ACN for Spokane County.
  - Island Hospital in Skagit County EvergreenHealth, and Overlake Medical Center and Clinics will no longer participate in the UW Medicine ACN.

### **UMP Member ID Cards**

If you are new to the UMP Plus–UW Medicine ACN plan this year, you will receive your UMP member ID card(s) within two weeks. If you were on this plan last year, you may use the card you have. You use the same card for medical and prescription drug services. Always show your UMP member ID card when 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.

### **Certificate of Coverage (COC)**

The COC describes how your plan covers services. To view your COC, visit [regence.com/ump/pebb](https://regence.com/ump/pebb) and select Find Forms, or call UMP Customer Service at 1-888-849-3681 (TRS: 711) to request a copy.

### **Let us know right away if you have other medical coverage**

Regence coordinates benefits for members who are covered by more than one medical plan. To make sure your claims are paid correctly, provide us other coverage information by calling UMP Customer Service. Or visit [regence.com/ump/pebb](https://regence.com/ump/pebb) and select Find Forms to print, fill out and mail us the UMP Medical Multiple Coverage Inquiry Form.

We look forward to serving you in the coming year.

Sincerely,

Regence BlueShield  
Plan Administrator for Uniform Medical Plan

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

**Questions?** (all times are Pacific)

<b>Medical benefits</b>	1-888-849-3681 (TRS: 711) Live Chat: sign in to your Regence account at <a href="https://www.regence.com">regence.com</a> Visit <a href="https://www.regence.com/ump/pebb">regence.com/ump/pebb</a>	Monday-Friday 5 a.m. - 8 p.m. Saturday 8 a.m. - 4:30 p.m. Chat: Monday-Friday 7 a.m. - 5 p.m.
<b>UW Medicine ACN</b>	1-855-520-9500 (TRS: 711) <a href="https://www.pebb.uwmedicine.org">pebb.uwmedicine.org</a>	Monday-Friday 7 a.m. - 7 p.m.
<b>Prescription drugs</b>	Washington State Rx Services 1-888-361-1611 (TRS: 711)	24 hours a day, 7 days a week

Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association.

## NONDISCRIMINATION NOTICE

Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Regence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### Regence:

#### **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats, other formats)

#### **Provides free language services to people whose primary language is not English, such as:**

- Qualified interpreters
- Information written in other languages

If you need these services listed above, please contact:

#### **Medicare Customer Service**

1-800-541-8981 (TTY: 711)

#### **Customer Service for all other plans**

1-888-334-6347 (TTY: 711)

If you believe that Regence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our civil rights coordinator below:

#### **Medicare Customer Service**

Civil Rights Coordinator

MS CS B32AG, P.O. Box 1827

Medford, OR 97501

1-866-749-0355 (TTY: 711)

Fax: 1-888-309-8784

medicareappeals@regence.com

#### **Customer Service for all other plans**

Civil Rights Coordinator

MS CS B32B, P.O. Box 1271

Portland, OR 97207-1271

1-888-344-6347 (TTY: 711)

CS@regence.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW,  
Room 509F HHH Building  
Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>.

**Language assistance**

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)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-344-6347 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-344-6347 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-344-6347 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-344-6347 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-344-6347 (ATS : 711)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-344-6347 (TTY:711) まで、お電話にてご連絡ください。

Díí baa akó nínízin: Díí saad bee yánilti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, koji' hódíílnih 1-888-344-6347 (TTY: 711.)

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea te ke lava 'o ma'u ia. ha'o telefonimai mai ki he fika 1-888-344-6347 (TTY: 711)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-344-6347 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-344-6347 (TTY: 711)។

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-344-6347 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Rufnummer: 1-888-344-6347 (TTY: 711)

ማስታወሻ:- የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፤ በሚከተለው ቁጥር ይደውሉ- 1-888-344-6347 (መስማት ለተሳናቸው:- 711)::

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-344-6347 (телетайп: 711)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-344-6347 (टिपिवाइ: 711)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-344-6347 (TTY: 711)

MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-344-6347 (TTY: 711)

โปรดทราบ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-344-6347 (TTY: 711)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄວບຄຸມ, ຄວນມີເລື່ອມໃຫ້ທ່ານ. ໂທ 1-888-344-6347 (TTY: 711)

Afaan dubbattan Oroomiffaa tiif, tajaajila gargaarsa afaanii tola ni jira. 1-888-344-6347 (TTY: 711) tiin bilbilaa.

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-344-6347 (TTY: 711) تماس بگیرید.