



Network Organizations:
Edmonds Family Medicine
EvergreenHealth Partners
MultiCare Connected Care
Overlake Medical Center
Seattle Children's
Virginia Mason

Frequently Asked Questions

What is UMP Plus – Puget Sound High Value Network?

Uniform Medical Plan (UMP) is a health plan offered to eligible Washington state public employees (active and retired), Leave Without Pay members, non-Medicare retirees or COBRA members. Starting in 2016, UMP is offering eligible state employees access to two Accountable Care Programs (ACPs), one of which is UMP Plus – Puget Sound High Value Network.

UMP Plus – Puget Sound High Value Network is a group of industry leading medical providers located throughout the Puget Sound region — Edmonds Family Medicine, EvergreenHealth Partners, MultiCare Connected Care, Overlake Medical Center, Seattle Children's and Virginia Mason — that are committed to providing value through systems designed to ensure accountable care to Washington state public employees and their dependents in King, Snohomish, Pierce, Kitsap and Thurston Counties.

In addition to the member organizations of UMP Plus – Puget Sound High Value Network, Capital Medical Center in Olympia has been designated as an in-network hospital facility for Thurston County. As a result, all hospital services received at Capital Medical Center will be processed as in-network.

Supported by Regence as the third-party administrator, UMP Plus – Puget Sound High Value Network connects eligible Washington state public employees to high-quality primary and specialty care close to where people live and work. Our commitment is to provide patients easy access to the right provider at the right time.

What is an Accountable Care Program (ACP)?

An ACP is a set of health care providers — including primary care physicians and specialists at hospitals and clinics — that work together collaboratively and accept collective accountability for the cost and quality of care delivered to a specific population of patients. An ACP can be formed around a variety of existing provider organizations, multispecialty groups, hospitals, emergency departments, trauma centers, urgent care clinics, etc.

What are the goals of the ACP?

The ACP supports UMP Plus – Puget Sound High Value Network's (UMP – PSHVN) mission of providing patients access to the most comprehensive health care network in Washington state. By creating an ACP with leading health care organizations throughout the Puget Sound region — which includes a full range of health care services from preventive and primary care to highly specialized specialty care — UMP – PSHVN provides patients with increased access to high-quality, affordable care. The goals of UMP – PSHVN include:

- Build healthier communities and people through prevention and early attention to disease.
- Integrate care and social support for individuals who have both physical and behavioral health needs.
- Reward quality health care over quantity, with state government leading by example as Washington state's largest purchaser of health care.

What does UMP Plus – Puget Sound High Value Network provide patients access to?

In addition to primary care, UMP Plus – Puget Sound High Value Network provides patients access to:

- A variety of highly specialized services including cancer care, cardiovascular care, endocrinology, rheumatology, orthopedics and surgical services
- Urgent, emergency and trauma care
- Obstetrics, pediatrics and specialty pediatrics

UMP Plus – Puget Sound High Value Network includes:

- More than 600 primary care providers
- Almost 2,650 specialists
- More than 400 clinics
- 11 hospitals
- 33 urgent care clinics
- 13 emergency departments
- Five trauma centers

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What Puget Sound area health care organizations are included in UMP Plus – Puget Sound High Value Network?

UMP Plus – Puget Sound High Value Network is a group of industry-leading medical provider organizations located throughout the Puget Sound region. Medical groups and hospitals included in UMP – PSHVN include:

- **Edmonds Family Medicine**
EdmondsFamilyMed.com
- **EvergreenHealth Partners**
EvergreenHealth.com/EHP
- **MultiCare Connected Care**
MultiCareConnectedCare.com
- **Overlake Medical Center**
OverlakeHospital.org
- **Seattle Children's**
SeattleChildrens.org
- **Virginia Mason**
VirginiaMason.org

In addition to the member organizations of UMP Plus – Puget Sound High Value Network, Capital Medical Center in Olympia (CapitalMedical.com) has been designated as an in-network hospital facility for Thurston County. As a result, all hospital services received at Capital Medical Center will be processed as in-network.

What services does UMP Plus – Puget Sound High Value Network provide patients/employees access to?

UMP Plus – Puget Sound High Value Network provides patients/employees access to a comprehensive array of services available throughout the region, including:

- One of the most comprehensive health care networks in Washington state, including services ranging from primary care to the most advanced specialty care available
- Free primary care visits when you see a provider in the primary care network
- Dozens of medical home clinics, where physicians coordinate many services for patients to help manage chronic disease
- Access to 33 urgent care clinics located throughout the Puget Sound region
- The largest home health and hospice agency in the Puget Sound area
- The first skilled-nursing and outpatient chronic care management program in the U.S. designed and built specifically to meet the needs of people with HIV/AIDS and other chronic or terminal illnesses
- Comprehensive network of pediatric providers and

pediatric hospitals, including one of the nation's leading facilities as ranked by *U.S. News & World Report*

- Proactive support for preventive care and chronic disease management
- Shared decision-making to help patients choose the right treatment options for their lifestyle goals
- The largest, most comprehensive, 24-hour nurse navigator and health line in the Puget Sound region
- A dedicated phone number to support scheduling and appointments

Why is the ACP considered “accountable”?

Accountable Care Programs (also called Accountable Care Networks) use specific measurements to hold themselves accountable for improving the quality and coordination of care for individuals they serve. Measurements include improved health outcomes and patient satisfaction. The performance measurements are used to drive continuous improvement of services.

How will UMP Plus – Puget Sound High Value Network better coordinate each person's health care?

UMP Plus – Puget Sound High Value Network uses the medical home model, where a patient's health care is managed by a team of clinicians working in close coordination. By employing evidence-based preventive measures, care teams identify and treat underlying health problems before they become chronic conditions. And with more integrated data and information sharing, each member of the team also has greater access to the latest information about every patient.

This model of care is especially important for patients with chronic conditions — such as heart disease or diabetes — that often require care from multiple specialists. This model also facilitates integrated, coordinated scheduling and communication with patients.

How does UMP Plus – Puget Sound High Value Network work under the ACP?

Eligible Washington state public employees (active and retired), Leave Without Pay members, non-Medicare retirees or COBRA members who choose UMP Plus – Puget Sound High Value Network as their ACP will:

- Be encouraged, but not required, to select a primary care provider to oversee their care.
 - Primary care providers are critical to the ACP structure. If selecting an ACP, Washington state public employees are required to select a primary care provider within one of the participating

medical organizations. The selection of the primary care provider will determine the ACP network for the patient/employee.

Important: *If a patient/employee selects a primary care provider who practices outside of one of the participating medical organizations, their services will not be covered.*

- Be given access to a broad network of Puget Sound-area providers
 - Upon selecting a primary care provider within one of the participating medical organizations, the Washington state public employee will need to utilize primary care and specialty care within UMP Plus – Puget Sound High Value Network. As long as the patient remains within UMP Plus – Puget Sound High Value Network (UMP Plus – PSHVN), they may see any provider within UMP Plus – PSHVN without an approved referral from their primary care provider.
- Receive the highest level of benefit coverage
 - For services to be covered at the highest level, Washington state public employees must utilize UMP Plus – Puget Sound High Value Network providers.
- If a service is not available within one of the UMP Plus – Puget Sound High Value Network practices – or within a reasonable distance – the patient/employee may be referred outside of UMP Plus – PSHVN.
 - A referral to a non-UMP Plus – Puget Sound High Value Network provider requires that a ‘waiver request’ be submitted to Regence by the referring provider.
 - Upon receipt, Regence will review it for verification of no in-network provider availability.
 - If an in-network provider is available, Regence will advise requesting provider to redirect patient to the in-network provider.
 - If there is no in-network provider, or there is a good reason for the out-of-network referral, Regence will approve the waiver and in-network benefits will apply.
 - If a referral/waiver is not submitted or approved, patients’ out-of-network benefits will apply.

How do people search for a UMP Plus – Puget Sound High Value Network provider?

You can search for an in-network provider at PugetSoundHighValueNetwork.org.

Important: *Eligible Washington state public employees who choose UMP Plus – Puget Sound High Value Network as their Accountable Care Program are required to access primary and specialty care providers through one of the participating medical organizations or Capital Medical Center for the service(s) to be covered. Services received outside of the participating organizations will be covered at the non-network or out-of-network level and cost you more.*

Primary Care and Prevention Services

Is a primary care provider required?

While not required, UMP Plus – Puget Sound High Value Network highly encourages you to select a primary care provider to oversee and coordinate your care.

Which provider office visits qualify as no-cost primary care visits?

Office visits, preventive care services and immunizations provided by primary care network providers affiliated with your UMP Plus network or Regence-affiliated naturopathic physicians are covered in full; you pay nothing. Related services during an office visit may be subject to the deductible and coinsurance. For example, at a visit with your primary care network provider, tests are ordered. The office visit will be covered at no cost to you; tests not considered preventive are subject to the deductible and coinsurance.

Is there a limit on the 100 percent coverage of primary and preventive care?

There is no limit to the number of appointments you and your family can have under the primary care office visits coverage benefit. To receive primary care office visits at no cost to you, services must be provided by primary care network providers affiliated with your UMP Plus network or Regence-affiliated naturopathic physicians.

What services qualify as preventive?

For a list of services covered as preventive, see the Certificate of Coverage. Note that recommendations added during the calendar year may not be covered as preventive until later years. You may also see examples of services covered as preventive in the networks’ Certificates of Coverage (benefits books).

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What is coinsurance and what does it apply to?

Coinsurance is the out-of-pocket cost a member pays for medical services and prescription drugs. It is a percentage of the allowed amount for most services you pay when the plan pays less than 100 percent. To see what coinsurance applies to for the UMP Plus networks, see the Certificate of Coverage.

Does it matter if my doctor is in both Puget Sound High Value Network and UW Medicine Accountable Care Network?

No. Doctors typically contract with multiple health plans. Members who stay within their selected plan's primary care network for office visits will have no out-of-pocket costs, pay 15 percent coinsurance for in-network specialists and 50 percent co-insurance when using a non-network provider that is contracted by Regence. If a member uses a provider that is both out-of-network and not contracted by Regence, the co-insurance will be 50 percent plus any balance billing assessed by the provider.

If I have a primary care doctor, can I assume my doctor is part of one of the UMP Plus plans if their offices are located in one of the listed plan hospitals or medical buildings?

No. You need to check the provider lists for your selected plan to verify if your provider is a network provider. For more information, contact the network.

How do people get more information about UMP Plus – Puget Sound High Value Network?

For more information about UMP Plus – PSHVN and to find a network provider, visit PugetSoundHighValueNetwork.org or call 1-855-776-9503.

For information about your medical coverage, call Regence BlueShield at 1-888-849-3681.