

## IMPORTANT

To receive the highest level of coverage, you and your covered dependents must receive health care services from primary care and specialty providers through any of the participating organizations listed on the inside of this brochure.

In addition to these participating organizations, **Capital Medical Center** in Olympia is designated as a network hospital for Thurston County. UMP Plus – PSHVN covers facility charges at Capital Medical Center in Olympia at the network level. However, other services at Capital — including all physician charges — are considered out of network, unless the services are due to a medical emergency. Emergency services are covered at the network rate.



### For More Information and to Find a Network Provider\*

Visit [PugetSoundHighValueNetwork.org](https://PugetSoundHighValueNetwork.org)  
or call 1-855-776-9503

\* **Note:** UMP Plus – PSHVN is unable to provide access to adult primary care providers in Thurston County at this time due to very limited access. Pediatric primary care as well as adult and pediatric specialty care remains available in the Olympia area. Members living in Thurston County are encouraged to select a primary care provider in South Pierce County or consider another available medical plan.



# FLEXIBLE. PARTNERSHIP. ALL-STARS.

Three words that define the UMP Plus – Puget Sound High Value Network and its commitment to improve patient experience, achieve a healthier population and make health care more affordable.



## What is the UMP Plus – Puget Sound High Value Network?

UMP Plus is offered to PEBB benefits-eligible members who are one of the following:

- Employees and their covered dependents
- PEBB Continuation Coverage members and their dependents
- Retirees and their covered dependents not enrolled in Medicare Part A or Part B
- PEBB Continuation Coverage (COBRA) members and their covered dependents not enrolled in Medicare Part A or Part B

In 2019, UMP Plus offers eligible PEBB members access to two Accountable Care Networks available in seven Washington state counties.\* One of these networks is Puget Sound High Value Network (PSHVN).

### Our Commitment to You

UMP Plus – PSHVN connects eligible Public Employees Benefits Board (PEBB) Program members to high-quality primary and specialty care close to where people live and work.

Our commitment is to provide you and your eligible covered dependents with easy access to the right provider at the right time.

*\* For enrollment eligibility, must be a resident of one of the participating counties.*

The UMP Plus – Puget Sound High Value Network is a group of industry-leading medical organizations committed to serving as your coordinated provider network, providing excellent customer service at an affordable cost in seven counties across Washington state.



King County



Puget Sound Region and  
Inland NW (Spokane)



King County



Puget Sound Region



Yakima County



King, Kitsap and  
Snohomish Counties

In addition to these participating organizations, **Capital Medical Center** in Olympia is designated as a network hospital for Thurston County. See the back panel of this brochure for details.





Revolutionizing the Overall Approach to Patient Care

UMP Plus – PSHVN’s participating medical organizations share a vision to provide comprehensive patient-centered care. Our network providers are committed to coordinating care and using best practices founded on research-based medicine to ensure the best care for you. This approach, combined with participating in quality-improvement measures, means providers are focused on improving your overall health, together, as your health care partner.

Convenient Access to More Care Options Throughout Washington State

- For your convenience, UMP Plus – PSHVN spans seven counties and includes:
- More than 1,200 primary care providers
  - Over 5,500 physician specialists
  - More than 1,200 clinics
  - 16 hospitals
  - Over 45 urgent care clinics
  - 18 emergency departments and eight trauma centers



“My primary care provider makes sure that all of my health care issues are addressed and refers me to any other providers in the network for any other issues I might have.”

Comprehensive Array of Services

UMP Plus – PSHVN provides members and their covered dependents access to a comprehensive array of services, 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 office visits when you see a primary care provider for primary care services. Related services, like X-rays or labs, may be subject to the medical deductible and coinsurance.
- Dozens of multispecialty clinics, where physicians coordinate services for patients to help them manage chronic disease.
- Over 45 urgent care clinics conveniently located throughout Washington state.
- The largest home health and hospice agency in the Puget Sound area.
- The first skilled-nursing and outpatient chronic care management program in the United States planned, funded, built and staffed to meet the needs of people living with HIV-AIDS, and other chronic or terminal illnesses.
- Comprehensive network of pediatric providers and hospitals, including one of the nation’s leading facilities as ranked by *U.S. News & World Report*.
- The top bariatric surgery program in Washington state based on clinical performance by Comparion® Medical Analytics.
- The only multispecialty clinic in Yakima County, integrating community clinical health care services through innovative communication systems and population health initiatives. This facilitates appropriate, convenient access to services for patients.
- The largest, most comprehensive, 24-hour nurse navigator and health line in the Puget Sound region.
- Dedicated phone number to support scheduling and appointments (1-855-776-9503).

“We are extremely satisfied with the choice of providers in PSHVN. They pay a lot of attention to detail and they take care of our health issues at a reasonable price.”



Lower Costs, Higher Patient Experience

Now in its third year, UMP Plus – PSHVN is offered at the following rates:

	2019 UMP Classic Premium	2019 UMP Plus Premium	Annual Savings
Subscriber only	\$107 (\$102 in 2018)	\$50 (\$45 in 2018)	\$684
Subscriber and spouse*	\$224 (\$214 in 2018)	\$110 (\$100 in 2018)	\$1,368
Subscriber and child(ren)	\$187 (\$179 in 2018)	\$88 (\$79 in 2018)	\$1,188
Full family**	\$304 (\$291 in 2018)	\$148 (\$134 in 2018)	\$1,872

\* or state-registered domestic partner  
\*\* subscriber, spouse/state-registered domestic partner, and children

Premier Patient Experience

Providers and support staff within PSHVN are ranked by members in the top 10 percent in Washington state in how well they communicate. In fact, three out of four members also rate their PSHVN provider at least nine out of 10. UMP Plus – PSHVN is committed to ensuring that members receive the highest-quality experience in Washington state.

Patient Experience Measure	WA State Health Care Authority Target	WA State Average	Puget Sound High Value Network
Provider communication	81%	76%	85.8%
Office staff	74%	60%	79.1%
Overall provider rating	69%	50%	77.3%

“Puget Sound High Value Network is a one-stop health provider network that takes care of all our health-related issues.”

