

## 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)  
Call **1-855-776-9503** (for PEBB Members) or  
**1-877-345-8760** (for SEBB Members)

\* **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 – PSHVN is offered to PEBB benefits-eligible members who are one of the following:

- Public and state employees and their covered dependents
- PEBB Continuation Coverage members and their dependents
- PEBB 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

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

- Current Washington State school district, charter school, or union-represented ESD employee
- Current or former Washington State school district, charter school, or union-represented ESD employee subscribed to continuation coverage

In 2020, UMP Plus – PSHVN offers eligible members access to two Accountable Care Networks available in six Washington state counties: King, Kitsap, Pierce, Snohomish, Thurston and Yakima.\*

- One of these networks is Puget Sound High Value Network (PSHVN)

### Our Commitment to You

UMP Plus – PSHVN connects you to high quality primary and specialty care close to where you 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 six counties across Washington state.



THE POLYCLINIC



Signal+Health



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 six counties and includes:

- More than 700 primary care providers
- Over 5,500 physician specialists
- More than 900 clinics
- 12 hospitals and emergency departments
- Over 25 urgent care clinics



“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.
- Hundreds of primary care and multispecialty clinics, where physicians coordinate services for patients to help them manage chronic disease.
- Dozens of urgent care clinics conveniently located throughout Washington state.
- 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*.
- Two of 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.
- Network includes two of the top three highest ranked medical groups in the state on a range of quality measure for commercially insured patients in the Washington Health Alliance’s (WHA) 2018 Community Checkup report.
- Access to 24-hour nurse navigator and health line in the Puget Sound region.
- Dedicated phone numbers to support scheduling and appointments:  
1-855-776-9503 for PEBB Members  
1-877-345-8760 for SEBB Members

“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.”



Focus on Prevention

An important part of health care is prevention, which is designed to help patients avoid serious or chronic illnesses. Preventive care focuses on the health of individuals or communities and involves care to help prevent illness or the worsening of existing conditions. This includes exams and screening tests tailored to your age, health and family medical history.

At PSHVN, we have a comprehensive set of primary care providers to ensure your preventive care needs are met. UMP Plus – PSHVN offers 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.

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	U.S. 90th Percentile	WA State Average	Puget Sound High Value Network
Provider communication	81%	76%	84.7%
Office staff	74%	60%	76.8%
Overall provider rating	69%	50%	75.5%

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

