

Health insurance can seem complicated, especially if you're new to the plan. Below are some tips to help you get the most out of your benefits and save money.

1. Always use your UMP member ID card.

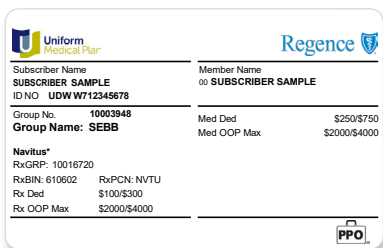
You will receive a new UMP ID card from Regence for the 2025 plan year.

You use the same ID card for both medical and prescription drug services. You do not use your UMP

ID card for dental services or for routine vision services, such as your annual vision exam or getting glasses or contact lenses.

Be sure to show your ID card whenever you see a provider or fill a prescription. Providers and pharmacies use the information on the card to make sure they bill for the service correctly.

Note: PPO stands for preferred provider organization. The PPO in the suitcase icon on your ID card means you are a PPO BlueCard member and have access to Blue Cross or Blue Shield plan providers worldwide.



2. Use preferred providers whenever possible.

When you see a preferred provider, you'll pay much less than what you would pay if you see an out-of-network provider. At a preferred provider you'll pay 15 percent coinsurance for most covered services after meeting your deductible. Preferred providers also cannot bill you more than the plan allows (called the allowed amount).

If you see an out-of-network provider, you'll pay 40 percent coinsurance for most covered services

after meeting your deductible. Out-of-network providers may also bill you for any amounts above the allowed amount (called balance billing) and your coinsurance will not count toward your deductible or out-of-pocket limit.

To find preferred providers, visit the UMP provider search at ump.regence.com/go/sebb/UMP-Achieve2 or call UMP Customer Service at 1-800-628-3481 (TRS: 711).

Preferred versus out-of-network provider cost comparison examples

Provider type	Provider's billed charge	Allowed amount	What you pay after deductible is met	Amount the plan pays (% of allowed amount)
Preferred provider	\$150	\$100	\$15 (15% of \$100) The provider cannot balance bill you.	\$85 (85% of \$100)
Out-of-network provider	\$150	\$100	\$90 (40% of \$100 plus \$50, the amount the provider may balance bill you for costs above the allowed amount)	\$60 (60% of \$100)

3. Check out UMP's website and helpful online tools.

Visit UMP's website at ump.regence.com/sebb to find resources that help you understand your health benefits, find providers, and more.

- **Want an overview of your plan benefits in 2025?** Visit the UMP Achieve 2 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2 for 2025 information.
- **Want to sign in to your Regence account?** Select "Sign in" at the top-right corner of any page.
- **Need UMP forms and publications?** Select the "Find forms" link at the top of any page to find commonly used forms or access HCA's searchable forms and publications page.

4. Learn about new benefits for 2025.

UMP has new benefits to help you stay healthy and reach your wellness goals. For more information about these and other benefits, read your 2025 UMP Achieve 2 Certificate of Coverage, available by visiting forms and publications at hca.wa.gov/ump-sebb-coc.

- **Changes to coverage for supplemental and diagnostic breast exams.** Starting January 1, 2025, you will pay \$0 for medically necessary diagnostic and supplemental breast exams.
- **Washington State Rx Services (WSRxS) is changing its name to ArrayRx.** Your prescription drug benefits are not changing, but you will see ArrayRx referenced instead of Washington State Rx Services on benefit documents and on your new member ID card.
- **Deductible waived on the covered prescription drugs listed below:**
 - Epinephrine product containing at least two autoinjectors
 - Inhaled corticosteroids (asthma inhalers)

5. Get preventive care, including covered vaccines, at no cost to you.

Get covered vaccines, such as flu, COVID vaccines, and other preventative vaccinations that are recommended by the Centers for Disease Control and Prevention (CDC), at select network pharmacies. Find a network vaccination pharmacy by using the Pharmacy Locator Tool located on the 2025 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2 or by calling ArrayRx Customer Service at 1-888-361-1611 (TRS: 711).

You will need to call and verify that your pharmacy offers vaccinations. You can also visit a preferred provider, participating provider, or a public health department to get vaccinated. For a list of vaccines, visit the CDC website at cdc.gov/vaccines/imz-schedules to see the CDC immunization schedules

- **Looking for a provider?** Select "Find a doctor" at the top-right corner of any page or visit the UMP provider search at ump.regence.com/go/sebb/UMP-Achieve2 to find a new provider or see if your provider is in your plan's network.
- **Curious about prescription drug coverage?** To find a network pharmacy or get a general idea of drug prices and drugs on the Preferred Drug List, visit the 2025 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2.

To learn more about medical benefits, you can also call UMP Customer Service at 1-800-628-3481 (TRS: 711). For questions about prescription drug coverage, contact ArrayRx at 1-888-361-1611 (TRS: 711).

- Inhaled corticosteroid combinations
- **Check** the UMP Preferred Drug List for more information on covered prescription drugs and if the deductible applies.
- **See changes to the UMP Preferred Drug List** Starting in November, you can view a list of anticipated changes to the UMP Preferred Drug List. Visit ump.regence.com/sebb/benefits/prescriptions, select "Find Forms" at the top of the page, then click "Visit HCA's website to access UMP's forms & publications database." Type "preferred drug list changes" into the search box and click the "Search" button. The list is updated monthly and is subject to change. It does not contain every anticipated change to the UMP Preferred Drug List. It only contains changes that may negatively impact members, such as increasing a drug's cost or limiting the amount of drug available per refill.

or call UMP Customer Service at 1-800-628-3481 (TRS: 711). UMP does not cover immunizations for travel or employment.

In addition to covered vaccines, you pay \$0 for some preventive care services when you see a preferred or participating provider. These include services such as wellness visits and tobacco cessation products. To see which services are covered under the preventive benefit, call UMP Customer Service or visit the [Healthcare.gov](http://healthcare.gov) website at healthcare.gov/preventive-care-benefits.

6. Online mental health tool.

Teladoc Health Mental Health is a self-guided health and resiliency online tool clinically proven to improve emotional health. Teladoc Health’s interactive and activity-based tools are personalized and address conditions such as depression, anxiety, stress, substance use disorders, and chronic pain. This secure resource is available 24 hours a day, 7 days a week to members

age 13 or older at no cost. Visit Teladoc Health’s Mental Health website at TeladocHealth.com/start/mental-health-digital, click *Register Now* and use the Teladoc Health code: **WASEBB** to sign up and learn more or download the app in the Apple App Store or on Google Play.

7. Use network pharmacies.

Check which pharmacies are available in our 2025 pharmacy network by using the Pharmacy Locator Tool located on the 2025 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2. The pharmacies listed on the 2025 Pharmacy Locator Tool are subject to change.

Pharmacies are part of a different network than medical providers. That means pharmacies listed on the medical provider search on Regence BlueShield’s website are **not** network pharmacies.

Non-network pharmacies and prescription drugs purchased from a non-pharmacy register are paid at the out-of-network rate. You pay all amounts above the allowed amount (known as balance billing). You will be billed the out-of-network rate for prescription drugs purchased at a non-pharmacy register. Balance billing amounts do not apply to your prescription drug deductible or out-of-pocket limit.

8. Learn about your prescription drug benefit.

To save money, try these tips:

- Talk to your provider about prescribing generic or lower-cost brand-name prescription drugs.
- Ask your pharmacist to substitute a brand-name prescription drug with a generic whenever possible.
- Purchase your continuous glucose monitor (CGM) supplies at a network pharmacy. To find

a network pharmacy, visit the Prescription drug coverage webpage at ump.regence.com/sebb/benefits/prescriptions and use the Pharmacy Locator Tool.

- Check how much your prescription drugs will cost in 2025 by using the Drug Price Estimator Tool located on the 2025 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2.

9. Find out what you pay for prescription drugs.

Prescription drug deductibles:

\$100 individual, \$300 maximum for a family of three or more. The prescription drug deductible only applies to Tier 2 prescription drugs except certain drugs. Once you meet your deductible, you only pay your coinsurance.

The prescription drug deductible does not apply to certain prescription drugs. Review your preferred drug list (PDL) for a list of prescription drugs that the deductible does not apply to. If you have not met your

deductible, coinsurance for these prescription drugs will be applied to your prescription drug deductible when you fill your prescription at a network pharmacy. See the table below for more details.

Prescription drug out-of-pocket limit:

\$2,000 per person, \$4,000 family maximum. **Note:** Most specialty prescription drugs must be purchased through the plan’s network specialty pharmacy, Ardon Health.

Tier	All network pharmacies (retail, mail-order, and specialty)	The most you’ll pay per 30-day supply (network pharmacies only)
Preventive	No coinsurance No deductible	\$0
Value Tier (Value)	5% coinsurance No deductible	\$10
Tier 1 (Tier 1/Tier 1 specialty) Select generic drugs	10% coinsurance No deductible	\$25
Tier 2 (Tier 2/Tier 2 specialty) Preferred drugs	30% coinsurance Deductible applies (except for covered insulins)	\$75 Up to \$35 for certain drugs (see the PDL)

How to request an exception for a noncovered drug

If you are prescribed a noncovered drug, and you have tried all the alternative prescription drugs and none are found to be effective, or if the alternatives are found to not be medically appropriate, you or your prescribing provider can request an exception by calling ArrayRx Customer Service at 1-888-361-1611 (TRS: 711). Excluded prescription drugs and products are not eligible for an exception.

If an exception is approved, you will pay the Tier 2 cost share (deductible applies, 30 percent coinsurance

10. Contact us with any questions

All times are listed as Pacific.

UMP Customer Service (medical benefits)

Call: 1-800-628-3481 (TRS: 711) Monday through Friday: 5 a.m. to 8 p.m.
Saturday: 8 a.m. to 4:30 p.m.

Online: ump.regence.com/sebb

Chat now: Sign in to your Regence account at ump.regence.com/ump/signin to access chat now
Monday through Friday: 5 a.m. to 8 p.m.
Saturday: 8 a.m. to 4:30 p.m.

Email: Send secure email via your Regence account at ump.regence.com/ump/signin.

If you are outside the United States and you have questions about your benefits and coverage, you can use email, Chat now, or Skype to contact UMP Customer Service. You may request to have a customer service representative call you at a scheduled time during normal business hours.

If you are outside the United States and need to find a local provider, make an appointment, or be hospitalized, call Blue Cross Blue Shield Global® Core at 1-800-810-2583 or call collect at 1-804-673-1177, 24 hours a day, 7 days a week.

up to \$75 per 30-day supply). If an exception is not approved, UMP will not cover the drug.

Pharmacies outside of the United States are out-of-network

There are no network pharmacies available outside of the United States. If you purchase prescriptions at a pharmacy outside of the United States, you will need to submit a claim for reimbursement and you will be reimbursed at the prescription drug out-of-network rate and may be balance billed. Amounts above the allowed amount do not count toward your prescription drug deductible or out-of-pocket limit.

ArrayRx Customer Service (prescription drug benefits)

Call: 1-888-361-1611 (TRS: 711) Monday through Friday: 7:30 a.m. to 5:30 p.m. Available outside these hours with limited services.

Online: Find a link to your pharmacy account on the UMP Achieve 2 plan detail page at ump.regence.com/sebb/plans/2025/achieve-2.

Postal Prescription Services (PPS) (network mail-order pharmacy)

Call: 1-800-552-6694 (TRS: 711) Monday through Friday: 6 a.m. to 6 p.m.
Saturday: 9 a.m. to 2 p.m.

Online: ppsr.com

Costco Mail-Order Pharmacy (network mail-order pharmacy)

UMP members do not need to be Costco members to use their mail-order service.

Call: 1-800-607-6861 (TRS: 711) Monday through Friday: 5 a.m. to 7 p.m.
Saturday: 9:30 a.m. to 2 p.m.

Online: costco.com/pharmacy/home-delivery

Ardon Health (network specialty pharmacy)

Call: 1-855-425-4085 (TRS: 711) Monday through Friday: 8 a.m. to 7 p.m.
Saturday: 8 a.m. to noon

Online: ardonhealth.com

UMP is administered by Regence BlueShield and ArrayRx under contract with the Washington State Health Care Authority (HCA).

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, please contact the following:

- **Employees:** Your payroll or benefits office.
- **Continuation coverage members:** Call us at 1-800-200-1004 (TRS: 711).