

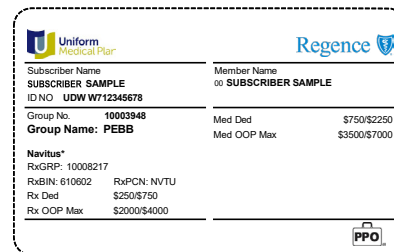
Health insurance can seem complicated, especially if you're new to the plan. Below are some tips to help you get the most out of your benefits and save money.

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 will pay 20 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 out-of-pocket limit.

To find preferred providers, visit the UMP provider search at ump.regence.com/go/pebb/UMP-Select or call UMP Customer Service at 1-888-849-3681 (TRS: 711).

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

Visit UMP's website at ump.regence.com/pebb 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 Select plan detail page at ump.regence.com/pebb/plans/2025/select.
- **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.
- **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/pebb/plans/2025/select 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 the prescription drugs and prescription drug prices on the Preferred Drug List, visit the 2025 plan detail page at ump.regence.com/pebb/plans/2025/select.

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

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 Select Certificate of Coverage, available by visiting Forms and publications at hca.wa.gov/ump-pebb-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.

A new Diabetes Management Program. The Diabetes Management Program is a new online program available in 2025 to members age 18 and older with Type 1 or Type 2 diabetes. This program includes extensive support tools such as glucose tracking, live coaching, and mental and emotional resources to help improve your health and manage your diabetes.

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)
- Inhaled corticosteroid combinations
Check the 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/pebb/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 prescription drug's cost or limiting the amount of prescription drugs available per refill.

5. 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 WAPEBB to sign up and learn more or download the app in the Apple App Store or on Google Play.

6. 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/pebb/plans/2025/select or by calling ArrayRx Customer Service. 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 and immunization schedules, visit the CDC website at cdc.gov/vaccines/imz-schedules or call UMP Customer Service. 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 website at healthcare.gov/preventive-care-benefits.

7. Use network pharmacies.

Check which pharmacies are available in our 2025 pharmacy network, by using the Pharmacy Locator tool located at ump.regence.com/pebb/plans/2025/select.

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 prescription drug 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/pebb/benefits/prescriptions

and use the Pharmacy Locator. **Note:** If Medicare is your primary coverage, your CGM supplies are covered

under your medical benefit, and you will purchase them through a durable medical equipment (DME) supplier.

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

Prescription drug deductible: \$250 individual, \$750 maximum for 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 certain drugs (see the PDL)	\$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. Excluded prescription drugs and products are not eligible for an exception.

If an exception is approved, you will pay the Tier 2 cost share. (The deductible applies, 30% coinsurance up to \$75 per 30-day supply). If an exception is not approved, UMP will not cover the drug.

Pharmacies outside 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 balanced billed. Amounts above the allowed amount do not count towards your prescription drug deductible or out of pocket limit.

Discount cards cannot be used together with your UMP benefits for covered prescription drugs.

9. 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/pebb

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 U.S. 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 U.S. 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.

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.

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.
- **Retirees and continuation coverage members:** Call us at 1-800-200-1004 (TRS: 711).