



# 2025 UMP PEBB (Medicare) Newsletter

## 2025 changes to your UMP benefits

**On January 1, 2025**, changes are coming to your UMP benefits. To learn more about these changes, read your plan's 2025 certificate of coverage by visiting forms and publications at [hca.wa.gov/ump-pebb-coc](https://hca.wa.gov/ump-pebb-coc).

### **⚠️ Open enrollment is now October 28 to November 25.**

Your concerns about the challenges of making open enrollment changes at the end of November and during the Thanksgiving holiday have been heard. To make sure you have help and support when making changes, the PEBB Program is moving open enrollment to October 28 through November 25, 2024. Make all your changes before Thanksgiving!

**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.

**UMP Classic Medicare with Part D (PDP) replacing UMP Classic Medicare:** UMP Classic Medicare with Part D (PDP) is replacing the old UMP Classic Medicare plan, which will no longer be available for retirees. You may see changes in which generic prescriptions are covered, prior authorization requirements, or your pharmacy network. You will see expanded services in addition to the services you are used to with the current UMP Classic Medicare plan.

Due to CMS regulations for Part D benefits, drugs purchased outside the United States and its territories will not be covered under this new plan and subscribers must have a physical address on file that is within the United States and its territories. All existing UMP Classic Medicare members will be automatically enrolled in the UMP Classic Medicare with Part D (PDP) plan if they do not select a different plan during open enrollment.

You will receive two separate ID cards, one from Regence that you will use for medical services, and one from ArrayRx to use when filling prescription

drugs at a network pharmacy. It's important to keep both ID cards. You can fill your prescriptions before you travel when requested and approved by ArrayRx.

**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](https://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 drug's cost or limiting the amount of drug available per refill. **UMP Classic Medicare with Part D (PDP) has a separate formulary.**

**All UMP Classic Medicare with Part D (PDP) members will be automatically enrolled in Medicare Part D prescription drug coverage.**

- Prescription drugs filled outside the United States or its territories are not covered.
- Prior Authorization will not transfer from your current plan to the UMP Classic Medicare with Part D (PDP) plan. Member's prescribers will need to submit a new prior authorization if prior authorization is required under the Part D plan.
- A physical address within the United States and its territories is required for coverage under CMS Part D rules.
- Members must be enrolled in both Medicare Part A and Part B.
- Enrollees will receive a Regence medical ID Card and a pharmacy Membership Card.

**⚠️ Benefits 24/7, the new online enrollment system, has replaced PEBB My Account.**

You can use it to access your PEBB UMP benefits anytime. Benefits 24/7 is there when you need it, such as when you have a change in employment or when you experience a life event (for example, getting married or the birth of a child). Log in at [benefits247.hca.wa.gov](https://benefits247.hca.wa.gov).

## Drug Price Estimator Tool

Even when you go to network pharmacies, the price you pay may vary based on which pharmacy you use. To get an estimate of what you will pay at network pharmacies in your area, use the Drug Price Estimator Tool at [ump.regence.com/pebb/benefits/prescriptions](https://ump.regence.com/pebb/benefits/prescriptions) by selecting *Prescription drug coverage and price check tool*. The Drug Price Estimator Tool provides an estimated cost of prescription drugs based on the average price paid to pharmacies based on the average wholesale price from manufacturers. The Drug Price Estimator Tool can compare costs across different network pharmacies within the search area you indicate.

## Have questions about your 2025 benefits?

### Attend a Benefits fair!

Attend a PEBB benefits fair to meet with plan representatives and learn more about your options for 2025. Benefits fairs will be held across Washington between **October 21 and November 7**. All fairs will run from 10 a.m. to 6 p.m. except the fairs held at the University

of Washington, which will run from 10 a.m. to 5 p.m.

Get presentation schedules, parking information, maps, and additional details at [hca.wa.gov/pebb-fairs](https://hca.wa.gov/pebb-fairs).

**Important:** Please check the website for any late changes before you go!

### Visit the virtual benefits fair

Find out more about all of UMP's plans online with the Public Employees Benefit Board (PEBB) Program's virtual benefits fair. The virtual benefits fair is a good way to learn about your benefit options through an online, interactive, and personalized experience. It's available anytime, day or night, on the Health Care Authority's website at [hca.wa.gov/vbf-pebb](https://hca.wa.gov/vbf-pebb) beginning on September 30.

Use your computer, tablet, or smartphone to visit UMP's virtual benefits booth. Once there, you can view UMP's short videos to get an overview of all UMP plans or select a specific plan to see more detailed information.

### Learn about all UMP plans

To learn more about UMP's plans and benefit options, attend the UMP (PEBB) Open Enrollment online webinar.

**UMP (PEBB) Live webinar:** Friday, November 1, Noon to 1 p.m. (Pacific).

- Register in advance for the Zoom webinar at [regence.zoom.us/webinar/register/wn\\_dbky-iykgsusmxnld33wcq](https://regence.zoom.us/webinar/register/wn_dbky-iykgsusmxnld33wcq). After registering, you will receive a confirmation email containing information about joining the webinar.
- The recorded session will be available by Wednesday, November 6.
- If you need a transcript of the webinar, send an email to [UMPCustomerService@regence.com](mailto:UMPCustomerService@regence.com) no later than Friday, October 25.
- Transcripts will be sent by email on Wednesday, October 30.



## Mental health: tools to support your path to wellness

UMP provides behavioral health support you can use at home.

### Find Care

Find additional behavioral health resources, get connected to an in-network facility, office, or virtual behavioral health provider, or ask for help when you sign in to your [regence.com](https://www.regence.com) account. If you are having difficulty finding a care provider or are not sure what type of provider you need, UMP Customer Service and the team of Regence behavioral health experts can help match you to in-person or virtual behavioral health providers that offer a variety of behavioral health resources.

### Teladoc Health Mental Health

Teladoc Health Mental Health is a self-guided health and resiliency online tool clinically proven to improve emotional health. This secure resource is available 24 hours a day, 7 days a week to members age 13 or older at no cost to you. Teladoc Health's interactive and activity-based tools are personalized to you and address conditions such as depression, anxiety, stress, substance use disorders, and chronic pain. Visit Teladoc Health's Mental Health website at [TeladocHealth.com/start/mental-health-digital](https://www.TeladocHealth.com/start/mental-health-digital), click *Register Now* and use the Teladoc Health code **PEBB: WAPEBB** to sign up and learn more or download the app in the Apple App Store or on Google Play.



### Virtual care options

Virtual therapy can be more comfortable than going in person, and it can also be a faster way to get care. Many behavioral health providers offer virtual appointments. To find providers in your network, visit [regence.com/registration](https://www.regence.com/registration) or sign in at [ump.regence.com/ump/signin](https://ump.regence.com/ump/signin) to your [regence.com](https://www.regence.com) account and select *Get care now*, then select *Find behavioral health support*. You can then select *Find a behavioral health provider* or *In-network virtual care*.

When you see a network virtual behavioral health provider, services are paid at the network rate. If you see an out-of-network provider, telemedicine services are paid at the out-of-network rate. See the "Summary of services and payments" section in your plan's certificate of coverage for more details.

### Doctor on Demand

Doctor On Demand is a virtual care service that gives UMP Classic, UMP Select, and UMP Consumer-Directed Health Plan (CDHP) members 24/7 access to providers. Doctor On Demand covers primary care and behavioral health services. It is a good option when you need medical attention, but not emergency room or urgent care.

Doctor On Demand providers are board-certified, U.S.-based providers who are specifically trained in video medicine. Members can connect in minutes with doctors face-to-face through a smartphone, tablet, or computer. You can activate Doctor On Demand by downloading the app for iOS, Android, or Windows or by signing in to your Regence account at [ump.regence.com/ump/signin](https://ump.regence.com/ump/signin).

During a virtual appointment, providers review a member's history and symptoms, perform an exam, and recommend treatment, which may include prescription drugs and lab work. Doctor On Demand providers can treat most common physical health conditions like asthma, colds and allergies, diabetes, migraines, and more. Providers can also treat mental health conditions like depression, anxiety, and attention-deficit/hyperactivity disorder (ADHD).

All Doctor On Demand providers are considered preferred providers and services are paid at the standard rate. Doctor On Demand does not include the use of audio-only telephone, fax, or email, and it is not available to UMP Plus members.

## Telemedicine

Telemedicine is a delivery of health care services through video chat, allowing real-time communication between the patient at the originating site and a provider for the purpose of diagnosis, consultation, or treatment. Telemedicine includes audio-only telemedicine. Telemedicine does not include the use of fax or email.

UMP's telemedicine benefit allows health care providers to share your medical information like lab reports, imaging, and other records with a doctor, radiologist, or specialist at another location. This approach gives you access to a care team that can be made up of providers in different locations, even across long distances. It also uses technology that has security features to ensure patient confidentiality.

If you see a network provider, telemedicine services are paid at the network rate. If you see an out-of-network provider, telemedicine services are paid at the out-of-network rate.

## Ready to get started?

To learn more about how telemedicine and Doctor On Demand work, you can visit UMP's Telemedicine (virtual care) webpage at [ump.regence.com/pebb/benefits/telemedicine](http://ump.regence.com/pebb/benefits/telemedicine). If you have additional questions, call UMP Customer Service at 1-800-628-3481 (TRS: 711).

## Can I get a vaccine at a pharmacy?

You can get covered, preventive vaccinations at no cost at a network vaccination pharmacy. Not all pharmacies offer vaccinations, so check with the pharmacy before you go. Present your UMP member ID card at the pharmacy counter before receiving a vaccine. You can also get vaccinations through your preferred or network provider.

To find out which vaccinations are considered preventive, check the Centers for Disease Control (CDC) immunizations schedules at [cdc.gov/vaccines](http://cdc.gov/vaccines). Note that some covered immunizations are classified as "may be recommended" depending on medical condition or lifestyle. For those immunizations to be covered as preventive, you must meet the criteria described on the CDC schedule.

The plan does not cover immunizations for travel or employment, even when recommended by the CDC or required by travel regulations.

## Authenticated site

Once you've received your member ID card in the mail, have it handy and create an account at [ump.regence.com/ump/signin](http://ump.regence.com/ump/signin) or on the Regence app. You can see a timeline of your health history, check your coverage, find in-network care, and explore other resources that come with your health plan. Support is also available through live chat or over the phone.

## You've got email!

Prefer to receive emails? You can sign up to receive newsletters in your inbox by visiting Benefits 24/7 at [benefits247.hca.wa.gov](http://benefits247.hca.wa.gov). Select the *Profile* tile and then *Contact information*. Check the *Opt-in to receive email notifications* box and then click *Submit*.

## Ready to make changes for 2025?

Open enrollment starts October 28 and ends November 25 at midnight (Pacific). To learn how to make changes to your benefits, see the PEBB Program's October *For Your Benefit* newsletter or visit the Health Care Authority's website at [hca.wa.gov/pebb-oe](http://hca.wa.gov/pebb-oe).

Considering changing medical plans this year? Before you switch, visit the HCA website (web address above) to learn more about what's changing in 2025.

## UMP Notice of Privacy Practices updated

The UMP Notice of Privacy Practices is being updated and will be effective November 1, 2024. To find the notice, visit the UMP Notice of Privacy Practices webpage at [hca.wa.gov/ump-privacy](http://hca.wa.gov/ump-privacy).

## Wondering about 2025 premiums?

For the complete list of 2025 premiums, visit the Health Care Authority's website at [hca.wa.gov/pebb-oe](http://hca.wa.gov/pebb-oe).



**Uniform  
Medical Plan**

## **Uniform Medical Plan Nondiscrimination Notice and Language Access Services**

Uniform Medical Plan (UMP) and its contracted vendors comply with applicable federal and Washington State civil rights laws and does not discriminate (exclude people or treat them less favorably) on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

UMP provides reasonable accommodations and free appropriate auxiliary aids for people whose primary language is not English and people with disabilities, such as qualified sign language interpreters and written information and written information in other formats (large print, audio, accessible electronic formats, and other formats), as well as free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, or if you believe UMP or its contracted health plans has failed to provide these services or discriminated in another way, contact the appropriate health plan listed below. You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Health Care Authority Nondiscrimination Coordinator is available to help you.

**If you believe one of the below organizations has failed to provide language access services or discriminated in another way, you can file a grievance by using the contact information below.**

### **Regence BlueShield**

*For discrimination concerns about all UMP plans, except UMP Plus:*

#### **Regence BlueShield Civil Rights Coordinator**

Attn: UMP Appeals and Grievances  
Regence BlueShield  
PO Box 1106  
Lewiston, ID 83501-1106  
PEBB members: 1-888-849-3681 (TRS: 711)  
SEBB members: 1-800-628-3481 (TRS: 711)  
Fax: 1-877-663-7526

**UMPcivilrights@regence.com**

*For UMP Plus – UW Medicine ACN members only:*

#### **Embright**

Attn: UMP Plus – UW Medicine ACN Appeals and Grievances  
1037 NE 65th St.  
PMB 259  
Seattle, WA 98115

*For UMP Plus – Puget Sound High Value Network only*

Phone: 1-855-776-9503  
1149 Market St. MS 10-09  
Tacoma, WA 98405

### **ArrayRx**

*For discrimination concerns about prescription drug benefits for all UMP plans, except UMP PEBB plan, Classic Medicare with Part D (PDP):*

#### **ArrayRx**

Attn: Appeals Unit  
PO Box 40168  
Portland, OR 97240-0168  
1-855-232-9111 (TRS: 711) | Fax 1-866-923-0412  
**compliance@modahealth.com**

*For discrimination concerns about prescription drug benefits for the UMP PEBB plan, UMP Classic Medicare with Part D (PDP) members:*

#### **ArrayRx**

Attn: Appeals Unit  
PO Box 40384  
Portland, OR 97240-0384  
1-833-599-8539 (TRS: 711) | Fax 1-833-949-1888  
**compliance@modahealth.com**

**Public Employees Benefits Board (PEBB) Program or  
School Employees Benefits Board (SEBB) Program**

*You can also file a civil rights complaint with:*

**Centralized Case Management Operations  
U.S. Department of Health and Human Services**

200 Independence Avenue, S.W. Room 509F HHH Bldg.  
Washington, D.C. 20201  
1-800-368-1019 (TDD: 1-800-537-7697)  
**OCRComplaint@hhs.gov**

*To submit complaints electronically, visit the Complaint  
Portal Assistant webpage at:*  
**ocrportal.hhs.gov/ocr/portal/lobby.jsf.**

**The Washington State Office of the Insurance  
Commissioner**

*Submit complaints electronically through the Office of the  
Information Commissioner Complaint portal available at:*  
**<https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>,**  
*or by phone at 1-800-652-6900, (TDD: 360-586-0241).*

*Complaint forms are available at:*  
**<https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx> Commissioner**

Visit HCA's nondiscrimination statement webpage at **[hca.wa.gov/about-hca/non-discrimination-statement](https://hca.wa.gov/about-hca/non-discrimination-statement)** to file a grievance online.

To find information on filing a complaint, visit the Office for Civil Rights webpage at **[hhs.gov/ocr/complaints/index.html](https://hhs.gov/ocr/complaints/index.html)**.

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

**U.S. Department of Health and Human Services, Office  
for Civil Rights**

*For discrimination concerns about eligibility and  
enrollment:*

**Health Care Authority**

Attn: ADA/Nondiscrimination Coordinator PO Box 42704  
Olympia, WA 98504-2704  
1-855-682-0787 (TRS: 711) | Fax 360-507-9234  
**compliance@hca.wa.gov**





Washington State Health Care Authority  
PO Box 42684  
Olympia, WA 98504-2684

**Look inside for important information on your 2025 UMP benefits!**



## **Wondering about 2025 premiums?**

For the complete list of 2025 premiums, visit the Health Care Authority's website at [hca.wa.gov/pebb-oe](https://hca.wa.gov/pebb-oe).

