

## UMP offers programs to keep you healthy

### Get rewards for living well

**SmartHealth** is Washington State's voluntary wellness program that supports whole person well-being. Participate in activities that support all of you, including managing stress, building resiliency, and adapting to change. As you progress in your wellness journey, you may qualify for wellness incentives. Learn more on the SmartHealth webpage. PEBB members visit [hca.wa.gov/pebb-smarthealth](https://hca.wa.gov/pebb-smarthealth). SEBB members visit [hca.wa.gov/sebb-smarthealth](https://hca.wa.gov/sebb-smarthealth).

### Get medical advice 24/7

**Advice24** provides access to registered nurses by phone 24 hours a day, 7 days a week or by secure chat from 8 a.m. to 8 p.m. (Pacific) at no cost to you. Nurses provide immediate symptom assessment, health information, and advice. They can help you decide if you need to go to the emergency room, see a doctor either virtually or in-person, or care for your symptoms at home. Access the Advice24 nurse line by calling 1-877-375-2599 (TRS: 711) or through live chat by signing in to [ump.regence.com/ump/signin](https://ump.regence.com/ump/signin). **Note:** UMP Plus–UW Medicine ACN members have their own 24-hour nurse line. PEBB members call 1-888-402-4237 (TRS: 711). SEBB members call 1-888-402-4238 (TRS: 711).

**Doctor On Demand** is a virtual care service that gives you access to providers 24 hours a day, seven days a week. It is a good option to consider 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 via the Regence website or Doctor On Demand smartphone application. All UMP members are eligible for this service except for UMP Plus members (UMP Plus members have access to similar services through their network). To learn more, visit [ump.regence.com](https://ump.regence.com), select your group, then select **Telemedicine (Virtual care)** within the **Explore your benefits** menu for more information. You can also read your plan's 2025 certificate of coverage by visiting Forms & publications at [hca.wa.gov/ump-coc](https://hca.wa.gov/ump-coc).

### Find the right behavioral health care for you

As a UMP member, you have access to tools and resources that make it easier for you to get the behavioral health care you need. Whether you need to find a virtual or in-person therapist in your network or see what your plan covers, we can help. Check out our mental and behavioral health resources by signing in or creating an account at [ump.regence.com/ump/signin](https://ump.regence.com/ump/signin).

**Teladoc Health Mental Health** (formerly known as myStrength) 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 Mental 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 the Teladoc Health Mental Health website at [TeladocHealth.com/start/mental-health-digital](https://TeladocHealth.com/start/mental-health-digital), click Register Now and use the Teladoc health code to sign up and learn more. PEBB members use health code: **WAPEBB**. SEBB members use health code **WASEBB**.

## Get support for preventing and managing diabetes with Omada Health

### Preventing diabetes

Eligible UMP members may enroll in the Diabetes Prevention Program. This program combines the latest technology with ongoing support to help you build healthy habits that last. You'll get a professional health coach, a wireless smart scale, and weekly online classes with a supportive peer group.

### Managing diabetes

If you are age 18 or older and have Type 1 or Type 2 diabetes, you may be eligible to participate in the online Diabetes Management Program. The program includes extensive support tools such as glucose tracking, live coaching, and mental and emotional care to help you improve health and manage your diabetes.

Visit Omada Health's website to learn if you are eligible for these programs. PEBB members visit [omadahealth.com/wapebb](https://omadahealth.com/wapebb). SEBB members: [omadahealth.com/wasebb](https://omadahealth.com/wasebb). **Note:** UMP Classic Medicare with Part D (PDP) members are not eligible for the Omada diabetes prevention and management programs.

## Quit tobacco and nicotine for good

Ready to make a change? UMP is offering a new virtual tobacco cessation program, accessible from anywhere in the U.S., to help you quit tobacco and nicotine use. This program is personalized to your needs and includes live virtual counseling sessions related to quitting tobacco or nicotine use. There are also additional support options that may include certain nicotine replacement therapies and products, in-person and phone counseling related to tobacco cessation, and a Smokefree Teen program for UMP members ages 17 and under. Visit the UMP website at [ump.regence.com](https://ump.regence.com), select your group, then select **Care programs** within the **Explore your benefits** menu for more information.

## For more information about any of these programs or services

Call UMP Customer Service Monday through Friday 5 a.m.- 8 p.m. and Saturday 8 a.m.- 4:30 p.m. (Pacific). PEBB members call 1-888-849-3681 (TRS: 711). SEBB members call 1-800-628-3481 (TRS: 711). You can also visit the UMP website at [ump.regence.com](https://ump.regence.com) for more information.

Omada Health and Teladoc Health are separate companies that provide care and disease management services.

Doctor on Demand is a separate company that provides telehealth services.

SmartHealth does not provide Blue Cross Blue Shield services and is a separate company solely responsible for its products/services.