

# Weighing treatment options for severe chronic joint or back pain?

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Uniform Medical Plan (UMP) and Premera Blue Cross have teamed up to offer a Centers of Excellence Program for eligible UMP members.



## The Centers of Excellence Program difference

UMP already provides coverage for eligible members for knee and hip replacements and spine care. So, what's different about the Centers of Excellence (COE) Program?

The COE Program contracts with providers who specialize in treating certain medical conditions. These providers are named Centers of Excellence because they have proven their ability to provide exceptional service with successful results for patients with those conditions.

UMP members who meet certain medical and other criteria can receive their treatment, including pre- and post-surgical care, at low to no cost. The COE Program also includes a travel and lodging benefit for eligible expenses.

### The COE Program currently includes:

- **Capital Medical Center** (Olympia) – for **spine care**. Capital Medical Center has a history of serving state employees. It is owned and operated by RCCH HealthCare Partners, a national leader in the delivery of high-quality, compassionate care in non-urban communities.
- **Virginia Mason** (Seattle) – for **knee and hip replacement and spine care**. Virginia Mason is recognized as one of the nation's best healthcare facilities. Its network of primary and specialty care medical centers offers superior treatment results.

If eligible for the COE Program, you will get to choose where you receive services (depending on the procedure).

### COE Program eligibility

Currently, you can take part in the COE Program if you:

- Have as your primary health coverage:
  - UMP Classic
  - UMP Select
  - UMP CDHP
  - UMP Achieve 1
  - UMP Achieve 2
  - UMP High Deductible
- Are age 18 or older
- Can arrange for a family member or friend to act as your care companion\*

If you are not eligible for or do not choose to participate in the COE Program, other UMP benefits are available to you.

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### Find out more about the COE Program

Visit [premera.com/hca](https://premera.com/hca) or call **1-855-784-4563 (TRS: 711)**

The Premera concierge team is a group of specially trained case managers and customer service representatives. The team can talk to you about your eligibility, covered services, requirements, any costs associated with this benefit,\*\* and the assistance available throughout your entire COE Program experience.

### What's included in the COE Program

Eligible members, who meet medical and other criteria, can receive low- to no-cost treatment\*\*.

The COE Program includes:

- **Hospitalization and surgery**, including anesthesia.
- **All inpatient care**.
- **Post-surgical assessments**, such as your discharge visit.
- **Lodging expenses** at select hotels near your COE.
- **Travel costs** within Washington may be covered or partially reimbursed if you need to travel more than 60 miles to your COE.
- **Concierge team** to assist you.

### Visit your provider

If you're having knee, hip, or back pain, see your regular health care provider. If you and your provider agree that surgery might be an option for you, contact Premera to find out about your knee and hip replacement or spine care benefit through the COE Program.

\*A care companion should be: 18 years of age with a valid driver's license; mentally aware and capable of remembering care instructions; physically capable of bending, lifting, squatting, and walking approximately two blocks to travel to appointments and pick up prescriptions; and able to dedicate time toward your recovery, including staying in the hospital during surgery and recovery and dedicating at least a week of in-home care for you after surgery.

\*\*UMP CDHP and UMP High Deductible members must meet their deductible before the plan begins to pay for services.

**Discrimination is Against the Law**

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator – Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto:AppealsDepartmentInquiries@Premera.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Language Assistance**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711).

**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-722-1471 (TTY: 711).

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-722-1471 (телетайп: 711).

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-722-1471 (TTY: 711)។

**注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。

**ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በገን ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።

**XIYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711).  
*ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).

**ਬਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-722-1471 (TTY: 711).

**ໂປດຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍ່ລົງການຊ່ວຍເຫຼືອ ອັດຕະໂນພາສາ, ໂດຍບໍ່ເສັ້ນປັດ, ຄ່າ ນັ້ນ ມີ ອັນໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS: 711).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).

**توجہ:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.