



The Power of Partnership

WEA and UnitedHealthcare





Advocate4Me

The Power of Partnership – Advocate4Me

WEA participants will get more support with someone at their side

With Advocate4MeSM, participants are at the center of a circle of caring.

91.9%

of members have a high level of trust in information received from their advocate.

96.3%

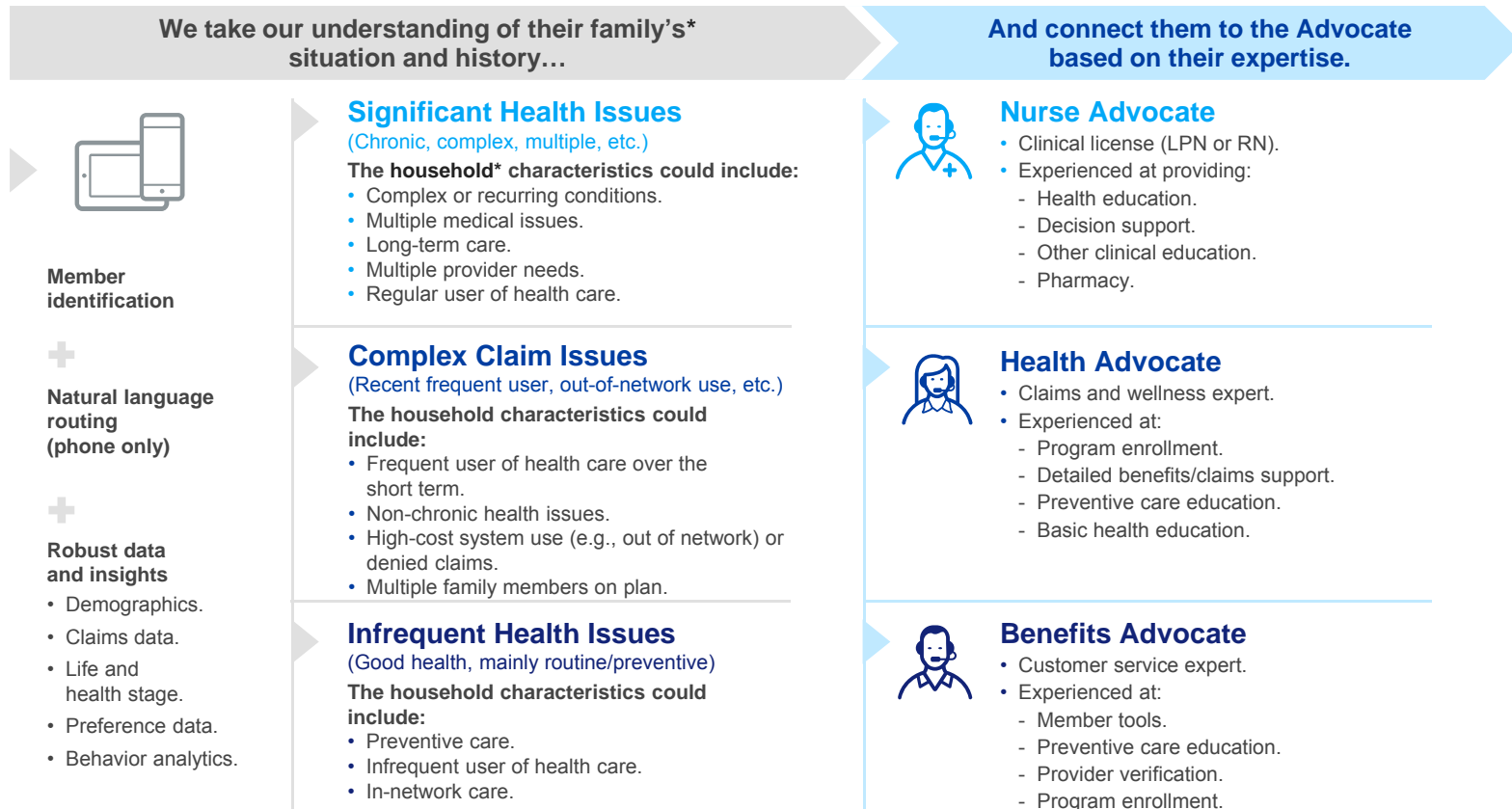
overall satisfaction rate with the Advocate4Me program.



Advocate4Me: A uniquely personalized experience



Made possible through Intelligent Routing, a part of our exclusive Predictive Personalization.

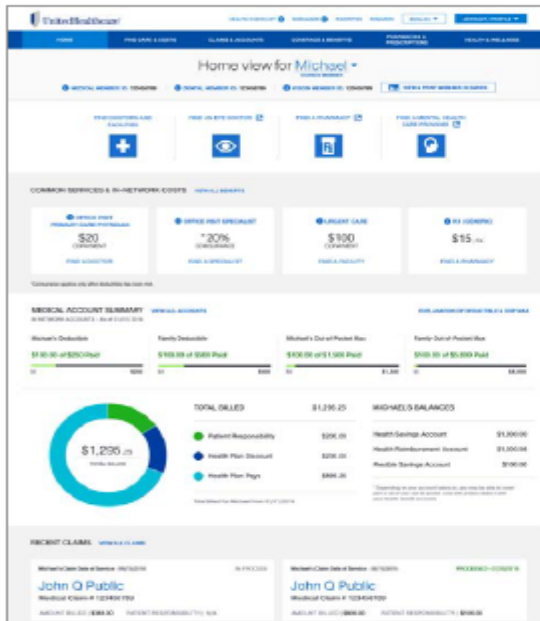


MYUHC.COM

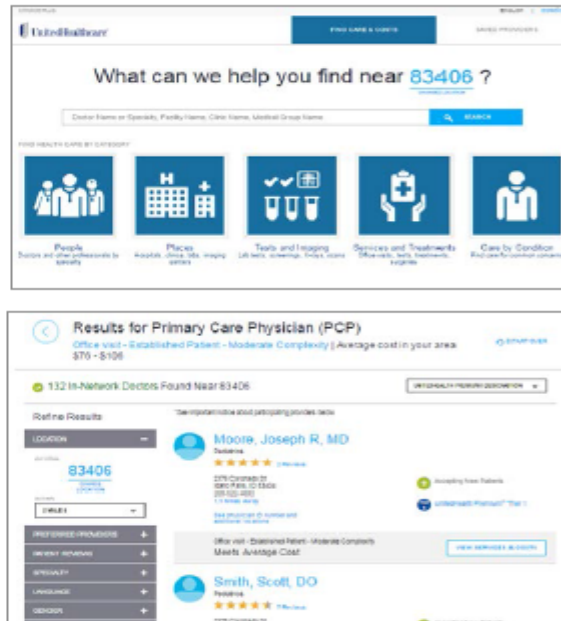
An integrated digital experience



Dashboard with Claims Management



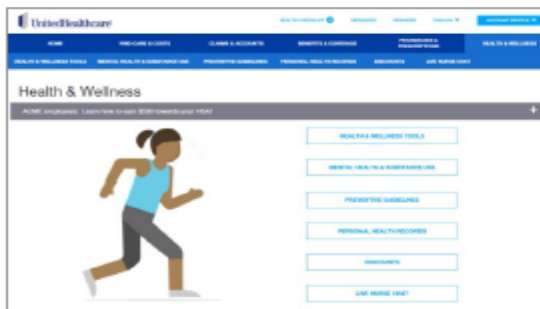
Find a Provider



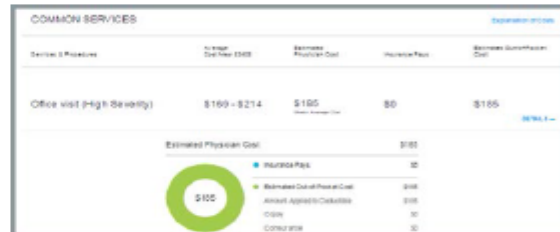
What you see at a glance:

- Deductible
- Out of pocket
- Claims status
- Explanation of Benefits

Health & Wellness Tab



Price Transparency



Find a Provider

Physicians, Facilities & More



People
Doctors, medical groups, and other professionals by specialty



Places
Hospitals, clinics, labs, imaging centers



Tests and Imaging
Lab tests, screenings, X-rays, scans



Services and Treatments
Office visits, tests, treatments, surgeries



Care by Condition
Find care for common concerns

[Message Center](#) : [Account Settings](#) : [Print](#) : [Help](#) : [Contact Us](#) : [Feedback](#) : [Sign Out](#) [En Español](#)

[Home](#)

[Claims & Accounts](#)

[Physicians & Facilities](#)

[Pharmacies & Prescriptions](#)

[Benefits & Coverage](#)

[Personal Health Record](#)

[Health & Wellness](#)

Searches

[Find Physician or Facility](#)

[Búsqueda de Médicos e Instalaciones de Salud](#)

[Find Pharmacies](#)

[Find a Dentist](#)

[Find Vision Care](#)

[Find Mental Health Health Clinician](#)

[Find Health and Wellness discounts](#)

[Non-Network Savings](#)

Tools and Information

[UnitedHealth Premium Designated Physicians](#)

[Tips for Choosing Healthcare](#)

[Nominate a Dentist](#)

Find Physicians & Facilities

Virtual Visit

When you don't feel well, or your child is sick, the last thing you want to do is leave the comfort of home to sit in the doctor's waiting room. Now, you don't have to.

A virtual visit lets our members see a doctor 24 hours a day, 7 days a week, 365 days a year.

Appointments can take place by webcam or mobile device. Most visits take 10 minutes. Doctors can even write a prescription that members can pick up at their local drug store!

Click [here](#) for more information.

Search for Network Providers

Find **doctors and facilities** in your network by **name, specialty, facility, or condition.**

[Find a Provider](#)

Search for Dentist

Find **dentists and practices** in your network by **name, specialty, locations, office hours, or provider feature.**

[Find a Dentist](#)

Also See

- [See if a treatment is covered](#)
- [Estimate health care costs](#)
- [Tips for choosing a physician](#)
- [Tips for choosing a hospital](#)
- [Patient Safety Information](#)

Common Questions [more](#)

- [Where can I get a mammogram?](#)
- [Should I use emergency or urgent care?](#)
- [What if my physician or facility isn't lis...?](#)
- [Do I need a referral to see a network phys...?](#)
- [How can I add my doctor to my network?](#)

Healthcare Cost Estimator

Reducing healthcare costs not quality of care



About myHealthcare Cost Estimator

Quickly and easily estimate your health care costs before you see a provider.



Search
Procedures



Select
Providers



Save and Print
Your Estimate

Play Video

This tool gives you the information to make more informed choices about your health care. Using your benefits, it generates a personalized out-of-pocket cost estimate for treatments and procedures.

The estimates displayed show how costs are impacted by:

- your deductible
- your coinsurance
- and your out-of-pocket maximum.

myHealthcare Cost Estimator can help you understand your health care costs and help you make decisions to reduce the amount you have to pay for healthcare, without sacrificing your quality of care.

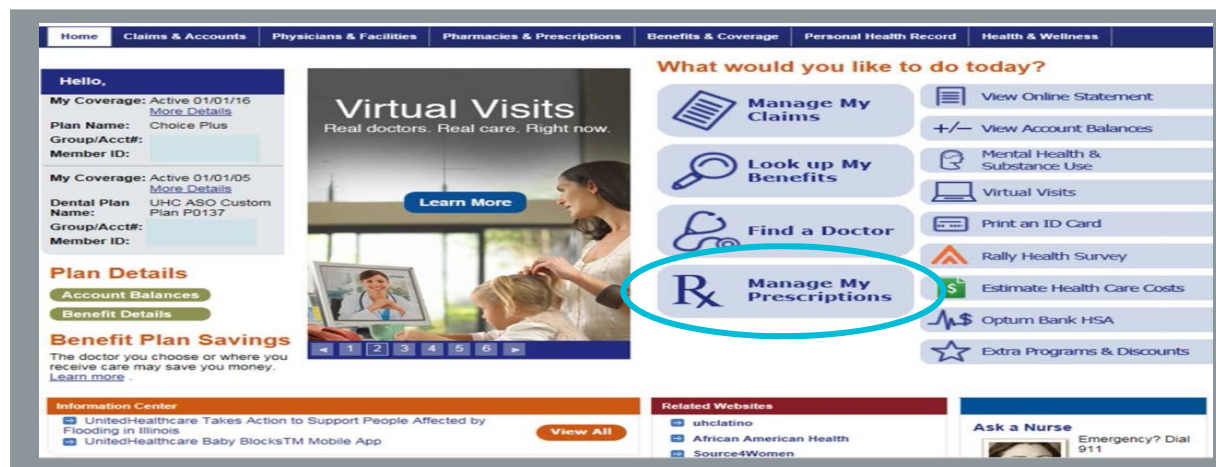
Estimated costs include:

- Deductible
- Coinsurance
- Out of pocket maximums
- [How it works](#)

MEMBER PORTAL FOR PHARMACY

Integrated Online Experience

- ✓ Review benefit highlights and coverage
- ✓ Enroll or access Home Delivery prescriptions
- ✓ My Prescription Dashboard to refill, renew and manage prescriptions
- ✓ My Medicine Cabinet to manage and price prescription and OTC medications
- ✓ Locate a retail pharmacy
- ✓ Explore lower-cost alternatives and options
- ✓ Specialty pharmacy refills for select medications
- ✓ Store multiple credit cards for online payment



Health4Me App

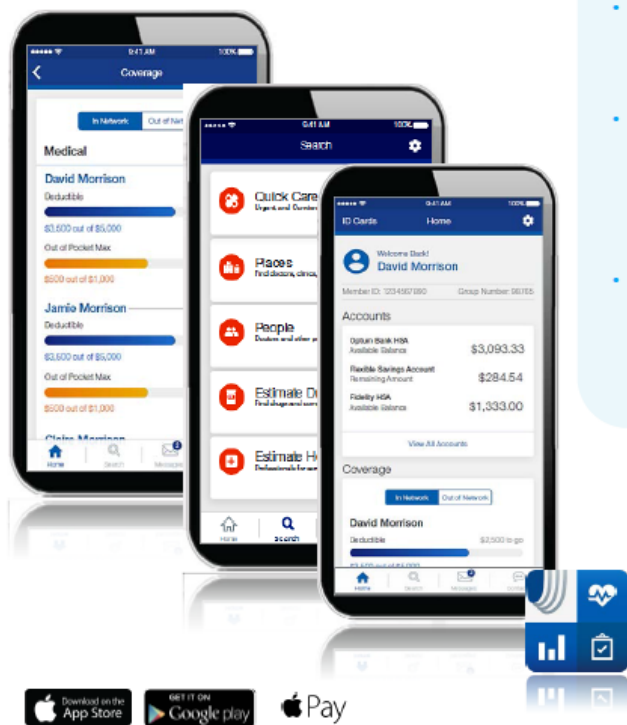
Making healthcare portable



THE HEALTH4ME APP

Your health information in the palm of your hand

- View, manage and pay claims
- Secure and easy-to-access



Health4Me

- Has most of the same features currently available on myuhc.com®
- Includes the "Contact Us" feature for quick access to customer service
- Uses HealthSafe ID™ to help protect member information and allow access to all HSID sites using the same log-in
- Available for download to members' smartphones (iOS and Android)

Mobile Application

- Personalized Information
- Virtual id card access
- Compare prices
- Search physicians & facilities through your phone's GPS
- Skip hold times with in app features

Virtual Visits Making healthcare convenient



VIRTUAL VISITS

Virtual visits benefit

- \$0 Administrative Costs
- \$40-\$50 cost per visit
- Member pays based on current OV copay or deductible and out of pocket levels
- Integrated into directory search and cost transparency tool
- Available in Washington D.C. and all states except AK and AR

Virtual visits network

American Well® Doctor on Demand

Access Virtual Visits

With a virtual visit you can see and talk to a doctor online, any time.



- Allergies
- Bladder infection
- Bronchitis
- Cough/cold
- Diarrhea
- Fever
- Nausea
- Pink eye
- Rash
- Seasonal flu
- Sinus infection
- Sore throat
- Viral illness

Virtual Visits

- Save time & money
- No appointment required
- Certified medical professionals
- Available on MyUHC.com or the Health4Me app

Sample member communication materials:

Welcome [company name] Employees!

Virtual Visits

Access to care online at any time

Access Virtual Visits

Access to care online at any time

24/7 hours a day, 7 days a week

1. Choose a virtual visit provider
2. See and speak to a doctor
3. Obtain a diagnosis and Rx, if necessary

... all from the convenience of a computer, tablet or smartphone

Health & Wellness

Information just a click away



[Message Center](#) | [Account Settings](#) | [Print](#) | [Help](#) | [Contact Us](#) | [Feedback](#) | [Sign Out](#) | [En Español](#)

[Home](#) | [Claims & Accounts](#) | [Physicians & Facilities](#) | [Pharmacies & Prescriptions](#) | [Benefits & Coverage](#) | [Personal Health Record](#) | [Health & Wellness](#)

Overview

[Health & Wellness Tools](#)
[Preventive Guidelines](#)
[Mental Health & Substance Use](#)
[Dental Education](#)

Related Web Sites

[African American Health](#)
[Source4Women](#)

Other Languages

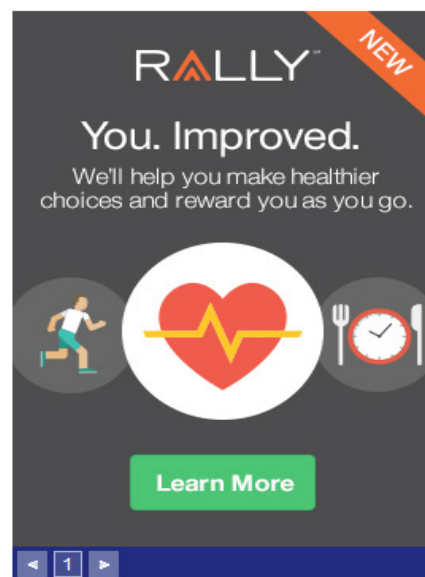
[Español](#)
[中文](#)
[한국어](#)
[Tiếng Việt](#)

Health & Wellness



Introducing [Rally](#)! A new, personalized health benefit offered to UnitedHealthcare members. [Rally](#) is here to help you create positive habits that can improve your health and well-being.

We'd love to get your feedback on the new Health & Wellness tools - please [take our brief survey](#).



Try Our Health Tools

[Live Nurse Chat >>](#)
[Healthy Mind / Healthy Body Newsletter >>](#)



Health & Wellness

Tools

[Go to Rally >>](#)



Mental Health & Substance Use

[Read More >>](#)



Preventive Guidelines

[Read More >>](#)



Discounts

[Read More >>](#)

Explore The Education Center

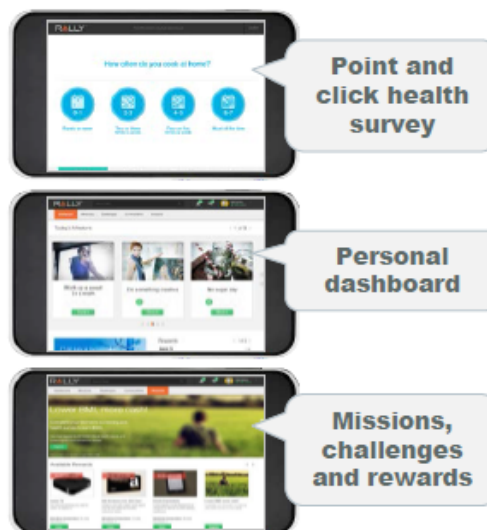
[Just Plain Clear Glossary >>](#)
[UHC.tv >>](#)

RALLY

RALLY™

Let's Rally!

- **A user-friendly digital interface** to help engage through online tools via **myuhc.com®**
- **Personalized health goals**
- **Reward individuals** with coins to achieve their goals
- **Step-by-step support** making the experience fun and encouraging greater levels of engagement
- **Tracking of individual results**



- Personalized health and wellness
- Consumer centric experience
- Makes wellness fun
- Create missions
- Exchange coins for prizes

Real Appeal Taking Charge of Health & Wellness



Real Appeal

- 12 month program
- Effective strategies
- 20 years of research
- Personalized support
- Personal coach
- Health tips
- Lifestyle changes
- Healthier consumers

Communication Resources Bringing Awareness to Health



COMMUNICATION RESOURCE CENTER

Hundreds of materials ready for employers to easily download, print or post electronic versions on their Intranet or within email communications.

Many formats to choose from:

- Brochures
- Flyers
- Email articles
- Posters
- Videos (150+)
- Payroll stuffers and more...



Create a custom newsletter in minutes or select monthly pre-built newsletters by health observance topics.



www.uhctools.com

- Wellness initiatives
- Health observance materials
- Prebuilt & custom newsletters

www.uhctools.com

Choice Plus PPO Freedom of Choice



Get more protection with a national network and out-of-network coverage.

A network is a group of health care providers and facilities that have a contract with UnitedHealthcare. You can receive care and services from anyone in or out of our network, but you save money when you use the national network. The Choice Plus network includes:

- ✓ **840,000+ doctors and health care professionals**
(clinics, labs, care centers, etc.)
- ✓ **5,700+ hospitals**
- ✓ **30,000+ pharmacies**



There's coverage if you need to go out-of-network.

Out-of-network means that a provider does not have a contract with us. Choose what's best for you. Just remember, out-of-network providers will likely charge you more and can even bill you for amounts higher than what your plan will cover.



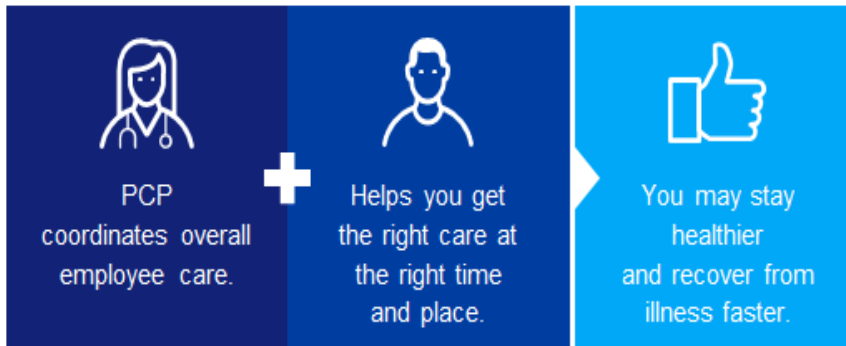
There's no need to choose a primary care physician (PCP) or get referrals to see a specialist.

Consider a primary care physician (PCP); they can be helpful in managing your care.

Choice Plus

- 99% statewide provider match with Premiera
- Over 28,000 providers statewide
- Preventive Care covered at 100% at a Network facility
- No PCP required
- No referrals needed to see a specialist

Navigate Balanced High-Performing Network Promoting Better Health



Connects you to a primary care physician (PCP) that you can trust who will provide and manage most of your care

The Navigate Plan

- Stresses delivery of quality care
- Coordinates care across specialists, hospitals and other health care providers
- Helps to improve the overall health care experience
- Helps set a path to better health outcomes

Navigate Balanced

- Over 22,000 providers statewide
- Preventive Care covered at 100% at a Network facility
- PCP required
- Referrals needed to see a specialist

VIDEOS AND DEMONSTRATIONS

Communication
Resource Center



UHC Latino



myHealthcare
Cost Estimator
Demo



myHealthcare
Cost Estimator
Video



Preventive Care
Guidelines



Virtual Visits
Video



Advocate4Me
Video



Real Appeal
Video



Health4Me Mobile
App Video



myuhc.com Demo

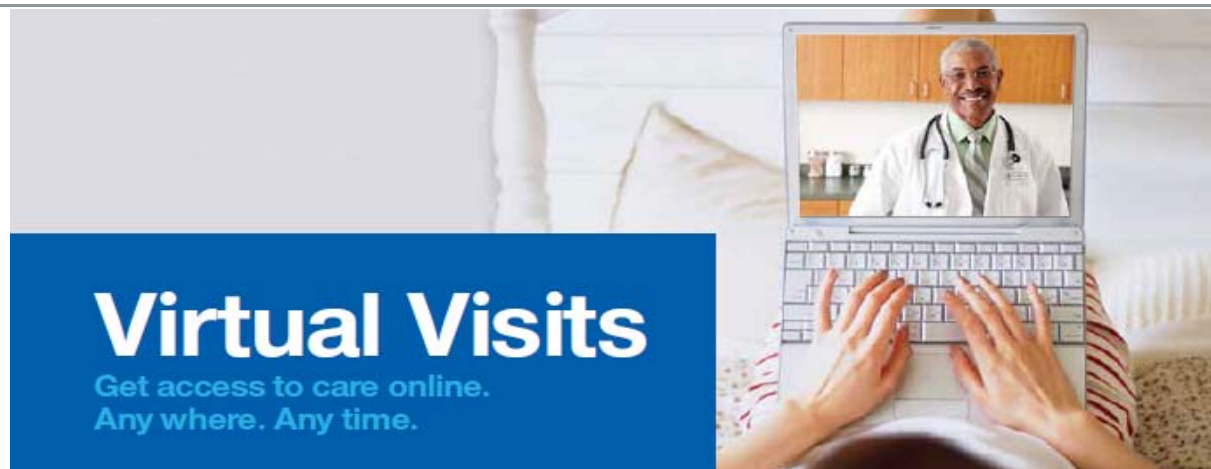


RALLY Video



Appendix

Virtual Visits



Virtual Visits

Get access to care online.
Any where. Any time.

When you don't feel well, or your child is sick, the last thing you want to do is leave the comfort of home to sit in a waiting room. Now, you don't have to.

A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment. Most visits take about 10-15 minutes and doctors can write a prescription*, if needed, that you can pick up at your local pharmacy. And, it's part of your health benefits.

Conditions commonly treated through a virtual visit

Doctors can diagnose and treat a wide range of non-emergency medical conditions, including:

- | | | |
|---|----------------------|------------------|
| • Bladder infection/
Urinary tract infection | • Diarrhea | • Rash |
| • Bronchitis | • Fever | • Sinus problems |
| • Cold/flu | • Migraine/headaches | • Sore throat |
| | • Pink eye | • Stomach ache |

Access virtual visits

Log in to myuhc.com® and choose from provider sites where you can register for a virtual visit. After registering and requesting a visit you will pay your portion of the service costs according to your medical plan, and then you will enter a virtual waiting room. During your visit you will be able to talk to a doctor about your health concerns, symptoms and treatment options.

Use virtual visits when:

- Your doctor is not available
- You become ill while traveling
- You are considering visiting a hospital emergency room for a non-emergency health condition

Not good for:

- Anything requiring an exam or test
- Complex or chronic conditions
- Injuries requiring bandaging or sprains/ broken bones

Appendix Real Appeal.



Get everything you need for lasting weight loss with Real Appeal.SM



FREE!*

A simple, step-by-step program that helps you lose weight without turning your life upside down.

Enroll now at uhc.realappeal.com to get this program for FREE!*

**LOST
50
LBS**



Dave L.
Age 47

*"I'm stronger. I have a lot more energy.
Thank you, Real Appeal."*

**LOST
37
LBS**



Tashawna O.
Age 37

*"This is no diet — this is not a gimmick.
I feel great!"*

Appendix

Real people. Real results. Real Appeal.



Real Appeal gives you everything you need to lose weight and keep it off.

Your program includes:



Personalized weight loss coaching.

Your coach will guide you through the program step by step, customizing it to fit your needs, preferences and goals. Plus, you can access your coach for an entire year so you'll have all the support and motivation you need whether you're losing weight or simply maintaining your results.



24/7 online support and mobile app.

Staying accountable to your goals is easier than ever with:

- Customizable food, activity, weight and goal trackers
- Unlimited access to digital content, including streaming workout videos
- Success group support, which lets you chat with others who are doing the Real Appeal program
- The weekly Real Appeal All-Star Show featuring healthy tips from celebrities, athletes and health experts
- Weekly analysis, feedback and goal reporting



Success kit.

Everything you need to kick-start your weight loss and keep yourself on the road to results! Your kit will be delivered right to your front door. It includes:

- Step-by-step Success Guides
- Fun and easy workout DVDs
- And much more
- Quick and simple recipes
- Nutrition guide

Network Comparison Tool

As of May 18, 2017

UnitedHealthcare
Network Comparison

Washington/NW Oregon

Washington/NW Oregon

Participating Medical Group and Hospital	Area	Navigate	Choice Plus
EAST ADAMS RURAL HOSPITAL	Adams	x	x
OTHELLO COMMUNITY HOSPITAL	Adams	x	x
TRI STATE MEMORIAL HOSPITAL	Asotin	x	x
KADLEC CLINICS	Benton	x	x
KADLEC REGIONAL MEDICAL CENTER	Benton	x	x
KENNEWICK GENERAL HOSPITAL - TRIOS HEALTH	Benton	x	x
KGH PHYSICIAN CLINICS - TRIOS HEALTH	Benton		x
PROSSER MEMORIAL HOSPITAL	Benton	x	x
CASCADE MEDICAL CENTER	Chelan	x	x
CENTRAL WASHINGTON HOSPITAL CONFLUENCE HEALTH	Chelan	x	x
LAKE CHELAN COMMUNITY HOSPITAL	Chelan	x	x
WENATCHEE VALLEY HOSPITAL CONFLUENCE HEALTH	Chelan	x	x
FORKS COMMUNITY HOSPITAL	Clallam	x	x
OLYMPIC MEDICAL CENTER	Clallam	x	x
LEGACY SALMON CREEK	Clark	x	x
PEACEHEALTH SOUTHWEST WASHINGTON MEDICAL CENTER	Clark		x
PROVIDENCE MEDICAL GROUP	Clark		x
DAYTON GENERAL HOSPITAL	Columbia	x	x
PEACEHEALTH - MEDICAL GROUP	Cowlitz		x
PEACEHEALTH ST JOHN MEDICAL CENTER	Cowlitz		x
COULEE COMMUNITY HOSPITAL	Douglas	x	x
FERRY COUNTY PUBLIC HOSPITAL DISTRICT 1	Ferry	x	x
OUR LADY OF LOURDES HOSPITAL	Franklin	x	x
COLUMBIA BASIN HOSPITAL	Grant	x	x
QUINCY VALLEY HOSPITAL	Grant	x	x
SAMARITAN HOSPITAL	Grant	x	x
GRAYS HARBOR COMMUNITY HOSPITAL	Grays Harbor	x	x

Participating Medical Group and Hospital	Area	Navigate	Choice Plus
SUMMIT PACIFIC MEDICAL CENTER	Grays Harbor	x	x
PEACE ISLAND MEDICAL CENTER	Island	x	x
WHIDBEY GENERAL HOSPITAL	Island	x	x
JEFFERSON HEALTHCARE	Jefferson	x	x
EVERGREEN MEDICAL GROUP	King	x	x
EVERGREENHEALTH MEDICAL CENTER	King	x	x
HARBORVIEW MEDICAL CENTER	King	x	x
HARBORVIEW MEDICAL CENTER PHYSICIANS	King		x
HIGHLINE MEDICAL CENTER	King		x
KINDRED HOSPITAL	King	x	x
LAKE SHORE CLINIC	King	x	x
MINOR & JAMES MEDICAL	King	x	x
MULTICARE AUBURN MEDICAL CENTER	King	x	x
NORTHWEST HOSPITAL AND MEDICAL CENTER	King	x	x
NORTHWEST HOSPITAL CLINICS	King		x
OVERLAKE HOSPITAL MEDICAL CENTER	King	x	x
OVERLAKE MEDICAL GROUP	King	x	x
PACMED	King	x	x
POLYCLINIC	King	x	x
PROLIANCE	King	x	x
SEATTLE CANCER CARE ALLIANCE	King	x	x
SEATTLE CHILDREN'S HOSPITAL	King	x	x
SEATTLE CHILDRENS MEDICAL GROUP	King	x	x
SNOQUALMIE VALLEY HOSPITAL	King	x	x
ST ELIZABETH HOSPITAL	King		x
ST FRANCIS COMMUNITY HOSPITAL	King		x
SWEDISH HEALTH SERVICES	King	x	x
SWEDISH MEDICAL CENTER - BALLARD	King	x	x
SWEDISH MEDICAL CENTER - CHERRY HILL	King	x	x

Notes:

Some of the medical group services expand to other counties. Please refer to myuhc.com® for a complete list of service areas. This document is a listing of the medical groups available in the network and does not reflect every county they service.



Participating Medical Group and Hospital	Area	Navigate	Choice Plus
SWEDISH MEDICAL CENTER - FIRST HILL	King	x	x
SWEDISH MEDICAL CENTER - ISSAQUAH	King	x	x
UNIVERSITY OF WASHINGTON MEDICAL CENTER	King	x	x
UNIVERSITY OF WASHINGTON PHYSICIANS AKA ASSOCIATION OF UNIVERSITY PHYSICIANS	King		x
VALLEY MEDICAL CENTER	King	x	x
VALLEY MEDICAL GROUP	King		x
VIRGINIA MASON CLINICS	King		x
VIRGINIA MASON MEDICAL CENTER	King	x	x
HARRISON HEALTH PARTNERS	Kitsap		x
HARRISON MEDICAL CENTER	Kitsap		x
THE DOCTORS CLINIC	Kitsap	x	x
KITTITAS VALLEY COMMUNITY HOSPITAL	Kittitas	x	x
KLICKITAT VALLEY HOSPITAL	Klickitat	x	x
SKYLINE HOSPITAL	Klickitat	x	x
MORTON GENERAL HOSPITAL	Lewis	x	x
PROVIDENCE CENTRALIA HOSPITAL	Lewis	x	x
LINCOLN HOSPITAL	Lincoln	x	x
ODESSA MEMORIAL HEALTHCARE CENTER	Lincoln	x	x
MASON GENERAL HOSPITAL	Mason	x	x
MID VALLEY HOSPITAL	Okanogan	x	x
NORTH VALLEY HOSPITAL AND NURSING HOME	Okanogan	x	x
THREE RIVERS HOSPITAL	Okanogan	x	x
OCEAN BEACH HOSPITAL	Pacific	x	x
WILLAPA HARBOR HOSPITAL	Pacific	x	x
NEWPORT COMMUNITY HOSPITAL	Pend Oreille	x	x
GOOD SAMARITAN HOSPITAL	Pierce	x	x
MARY BRIDGE CHILD HOSPITAL/HEALTH CENTER	Pierce	x	x
MULTICARE HEALTH SYSTEM CLINICS	Pierce	x	x
ST ANTHONY HOSPITAL	Pierce		x
ST CLARE HOSPITAL	Pierce		x
ST JOSEPH MEDICAL CENTER	Pierce		x
TACOMA GENERAL ALLENMORE	Pierce	x	x

Participating Medical Group and Hospital	Area	Navigate	Choice Plus
FRANCISCAN MEDICAL GROUP	Pierce & King		x
ISLAND HOSPITAL	Skagit	x	x
SKAGIT VALLEY HOSPITAL	Skagit	x	x
UNITED GENERAL HOSPITAL	Skagit	x	x
EDMONDS FAMILY MEDICINE	Snohomish	x	x
PROVIDENCE REGIONAL MEDICAL CENTER EVERETT	Snohomish	x	x
SWEDISH EDMONDS HOSPITAL	Snohomish	x	x
THE EVERETT CLINIC	Snohomish	x	x
VALLEY GENERAL HOSPITAL	Snohomish	x	x
WESTERN WASHINGTON MEDICAL GROUP	Snohomish	x	x
COLUMBIA MEDICAL ASSOCIATES	Spokane	x	x
DEACONESS MEDICAL CENTER	Spokane	x	x
PROVIDENCE HOLY FAMILY HOSPITAL	Spokane	x	x
PROVIDENCE SACRED HEART MEDICAL CENTER AND CHILDREN'S HOSPITAL	Spokane	x	x
ROCKWOOD CLINIC	Spokane		x
VALLEY HOSPITAL AND MEDICAL CENTER	Spokane	x	x
PROVIDENCE MEDICAL GROUP *	Statewide	x	x
PROVIDENCE MT CARMEL HOSPITAL	Stevens	x	x
PROVIDENCE ST JOSEPH HOSPITAL	Stevens	x	x
ST JOSEPH HOSPITAL OF CHEWELAN	Stevens	x	x
COLUMBIA CAPITAL MEDICAL CENTER	Thurston	x	x
PROVIDENCE ST PETER HOSPITAL	Thurston	x	x
PROVIDENCE ST MARY MEDICAL CENTER	Walla Walla	x	x
WALLA WALLA GENERAL HOSPITAL	Walla Walla	x	x
FAMILY CARE NETWORK	Whatcom	x	x
ST JOSEPH HOSPITAL	Whatcom		x
PULLMAN REGIONAL HOSPITAL	Whitman	x	x
WHITMAN HOSPITAL AND MEDICAL CENTER	Whitman	x	x
SUNNYSIDE COMMUNITY HOSPITAL	Yakima	x	x
TOPPENISH COMMUNITY HOSPITAL	Yakima	x	x
YAKIMA REGIONAL MEDICAL AND CARDIAC CENTER	Yakima	x	x
YAKIMA VALLEY MEMORIAL HOSPITAL	Yakima	x	x



**For more information, contact your
UnitedHealthcare representative.**

This document is for reference only. Due to ongoing contracting activity and renewals within the network, this may not be a full representation of the network today. Please refer to myuhc.com for a complete medical group listing.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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