

Welcome to Peak Care

YOUR PERSONALIZED HEALTH PLAN EXPERIENCE AWAITS.

Through an exclusive partnership between Premera Blue Cross and MultiCare Health System, Peak Care connects your provider with your health plan, so you won't be caught in the middle.

Familiarize yourself with the benefits and services of your Peak Care health plan.

Get started

Provider network
Virtual care options

Personalized programs

Digital tools
Plan perks





Get started

Get the most out of your personalized plan with a couple quick steps, and you'll be on your way to a simplified care experience.

1 ACCESS YOUR ACCOUNT

Get your personal plan information when you create an online account. **Sign in or register at premera.com.**

2 ADD THE PEAK CARE VIP LINE TO YOUR PHONE CONTACTS

Be ready when you need support. Save the VIP line number (**855-250-7325**) to your phone so it's always handy.



Peak Care VIP line:
855-250-7325

Call the number on the back of your ID card for one-on-one support. We'll help you find doctors, get priority appointment scheduling, book transportation to and from care, answer benefit questions, and more.



Your provider network: Tahoma

With your Peak Care plan, you are always connected to great care. Access over 3,900 providers across Washington State, including the providers in MultiCare Connected Care, MultiCare Indigo Urgent Care clinics, Capital Medical Center, and Vivacity Care Centers.

MORE CARE OPTIONS

- Access to chiropractors, acupuncturists, naturopaths, and massage therapists
- Virtual access to primary care, urgent care, maternity care, mental health care, and treatment for substance use disorder and chemical dependency
- Coverage while traveling out of state with the BlueCard® Program

MONEY-SAVING CARE OPTIONS

- **Free 24-Hour NurseLine**—call the Peak Care VIP line
- **MultiCare Indigo Online Care** for on-demand virtual visits
- **MultiCare Indigo Urgent Care** clinics that cost less than the emergency room—backed by a money-back guarantee if you're not satisfied



Need to find a doctor or check if yours is in the Tahoma network? Use the [provider search tool](#) or sign in to your secure account for a customized Tahoma network provider listing.

Call the Peak Care VIP line at **855-250-7325** for help finding a provider and to get priority appointment scheduling.

- Referrals **are not** required for specialty appointments.
- Referrals **are** required for care outside of the Tahoma network.



Your virtual care options

Access to care when and where you need it—365 days a year.

FREE 24-HOUR NURSELINE

A registered nurse can help you determine whether you need care or where to go for care. Call the VIP line at [855-250-7325](tel:855-250-7325).

PRIMARY AND URGENT CARE

On-demand urgent care or virtual primary care visits with your own doctor. Receive care for minor health conditions like allergies, colds, and sinus infections, UTIs, pink eye, and more.

[MultiCare Indigo Online Care](#)

MENTAL HEALTH CARE

Text-based and video access to a variety of therapists with different backgrounds and specialties who provide talk therapy and medication management as well as support your mental well-being.

[Talkspace](#)

SUBSTANCE USE DISORDER AND CHEMICAL DEPENDENCY

Virtual care rehab and therapy to treat opioid and alcohol use disorder, plus other addictions including drugs and smoking, and behaviors like gambling. A care team can be accessed 24/7.

[Boulder Care](#)
[WorkIt Health](#)

MATERNITY CARE

An optional virtual maternity care program for moms with low-risk pregnancies. You'll be equipped with an at-home monitoring kit and a baby doppler heart rate monitor. Plus, you'll get a personalized interactive dashboard, web tools, and other resources.

[MultiCare virtual pregnancy care](#)

Check your benefit booklet on your [secure Premera account](#) to review all your virtual care options.

Call the Peak Care VIP line at [855-250-7325](tel:855-250-7325) for help navigating your virtual care provider options.



Personalized programs

Resources and programs tailored to meet your unique health needs.

PREVENTIVE CARE PROMISE

Your plan covers preventive care and tests. This includes regular checkups, vaccines such as flu and tetanus shots, and screening tests like blood pressure and cholesterol.

PRESCRIPTION HELP

Multiple ways to save you time and money— manage medications online, access specialty and generic drug options, get convenient home delivery, and more.

PERSONAL HEALTH SUPPORT

Support to help manage complex health conditions, such as diabetes, heart failure, multiple sclerosis, heart disease, cancer, HIV, or asthma.

MATERNITY PROGRAM OPTIONS

Robust maternity program includes midwife care, traditional obstetrics care, virtual appointment options, programs for diabetes care and high-risk pregnancies, and personalized tools and resources.

Access [your secure Premera account](#) to review program details and to review all your personalized benefit information.



Call the Peak Care VIP line at [855-250-7325](tel:855-250-7325) with questions about any plan benefits, programs, or services.



Your digital tools



You're on the go—and so is your health plan.

PREMERA MOBILE APP

- Show proof of coverage with your digital ID card
- See deductible and out-of-pocket balances
- Refill prescriptions and get dose reminders
- Get benefit information
- And more!

MULTICARE MYCHART APP (or your provider's digital patient website)

- Review test results, medications, and vaccination history
- Read after-visit summaries
- Stay in touch with your physician and care team
- Schedule appointments
- View and pay your bill
- Access your health information

EXPRESS SCRIPTS PHARMACY APP*

- Manage your pharmacy benefits
- View current medications
- Set dosing time and refill reminders
- Order and track medications
- Find pharmacy based on GPS location, address, or ZIP code
- Receive personalized alerts of possible health risks related to medications



Get Premera text messages on your phone — Sign up to receive text alerts for flu shot reminders, prescription savings opportunities, and other information to help you get the most out of your plan. Call **866-369-3486** to sign up. Have your member ID card ready.

*Express Scripts is an independent company that provides pharmacy benefit services on behalf of Premera Blue Cross.

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Your plan perks that count



COMPLIMENTARY VALET PARKING

Peak Care members can leave behind the hassle of getting to appointments when they take advantage of free valet parking at participating MultiCare locations.

Call your Peak Care VIP line to access:



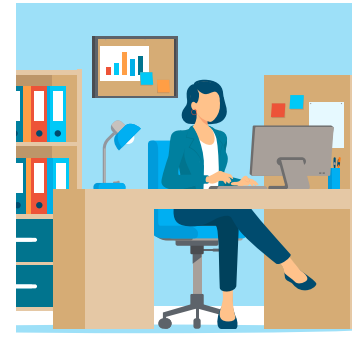
FREE RIDES TO AND FROM CARE

Eliminate transportation as a barrier to care. Get free rides within 25 miles to and from your appointments.



CARE THAT COMES TO YOU

Access to a Dispatch Health medical team that will arrive within a few hours of scheduling a visit, ready to treat your illness or injury in the privacy and comfort of your home.



PRIORITY APPOINTMENT SCHEDULING

Your life is busy and sometimes you just need to be seen by a doctor quickly. Call the Peak Care VIP line and let the scheduler know. As a Peak Care member, you have priority access to appointments.

Thank you for choosing Peak Care.

WE'RE READY TO TAKE GREAT CARE OF YOU.

Be sure to call the Peak Care VIP line at **855-250-7325**
or sign in to your Premera online account
for your personal plan details.

PREMERA | 

BLUE CROSS

An Independent Licensee of the Blue Cross Blue Shield Association

048101 (05-15-2021)

Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. 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, sex, gender identity, or sexual orientation, 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. 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>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

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:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ 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 እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።
- XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajjila 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).
- ਧਿਆਨ 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:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສິ່ງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. 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).
- توجه:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.