

# Introducing Peak Care

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IT'S TIME FOR A HEALTH PLAN THAT TRULY MAKES  
YOU FEEL LIKE YOU'RE THE TOP PRIORITY.

We know you have options when it comes to choosing healthcare coverage for you and your family. Consider a plan that delivers a more personalized and streamlined health plan experience. Through an exclusive partnership between Premera Blue Cross and MultiCare Health System, Peak Care integrates your provider with your health plan, so you aren't caught in the middle.

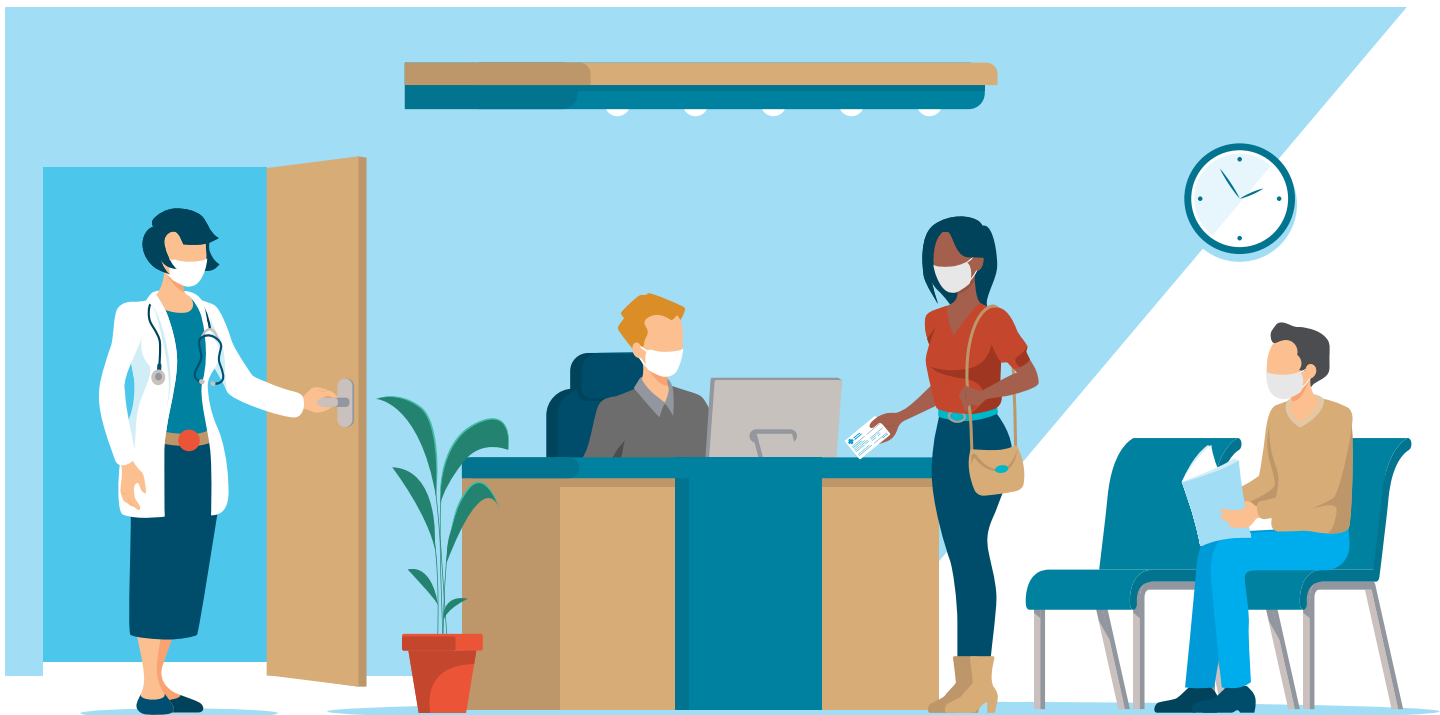




# VIP experience

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- Free rides to and from appointments
- Care teams that come to your home
- Round-the-clock healthcare access
- Concierge-like customer service
- Convenient digital tools to manage your plan
- Priority appointment booking without referrals



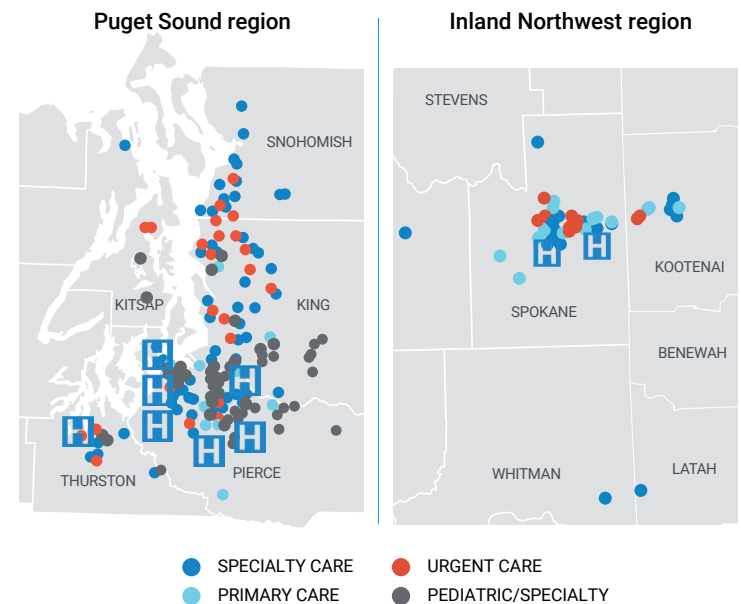


# Exclusive provider network

Peak Care offers you more than 3,800 providers across Washington state, including MultiCare Health System, MultiCare Connected Care, Indigo Urgent Care, Indigo Online Care, Capital Medical Center, and Vivacity Care Centers. No referrals are needed.

Also included with Peak Care plans:

- Chiropractors, acupuncturists, naturopaths, and massage therapists.
- Urgent care clinics that can save you money over the emergency room, and they're backed by a money-back guarantee if you're not satisfied.
- Robust virtual care solutions including primary care, urgent care, mental health care, substance use disorder and chemical dependency, physical therapy, and maternity care.
- Access to providers when traveling out of state or worldwide.



Want to know if your doctor is in the network before you decide on a health plan? Check out our [provider search tool](#).



# Virtual care options

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Access to specialized care when and where you need it—365 days a year, including weekends and holidays.

## **Free 24-Hour NurseLine**

Consultative services to guide you to the most appropriate care—available day or night.

## **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.

## **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.

## **Substance use disorder and chemical dependency**

Digital 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.

## **Maternity care**

An optional virtual maternity care program for low-risk moms. 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.



# Plan perks that count

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## VIP line

A dedicated customer service team ready to help you find doctors, schedule priority appointment bookings, schedule rides to and from appointments, answer benefit questions, and more.



## Free rides to 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 medical team that will arrive within a few hours, ready to treat your illness or injury in the privacy and comfort of your home.



## 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.



# Personalized programs

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Resources and programs tailored to meet your unique health needs.

## **Preventive care promise**

Access to important preventive care and vaccines at no additional cost.

## **Personal health support**

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

## **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.

## **Maternity program options**

Robust maternity program includes midwife care, traditional obstetrics care, virtual appointment options, and personalized tools and resources.



With Peak Care, you get a more personalized and streamlined health plan experience. Take advantage of a plan that integrates your healthcare providers with your health plan, so you aren't caught in the middle.

**JOIN PEAK CARE**  
**ENROLL. THEN RELAX.**

We'll take good care of you.



**Discrimination is Against the Law**

Premera Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. **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)。

Premera Blue Cross is an Independent Licensee of the Blue Cross Blue Shield Association.

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### 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](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>. 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).
- ໂປດອຸບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສ່ຽງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).
- ATANSYON:** Si w pale Kreyòl Ayisyen, gen sévis 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.