



Optum Care Washington agent guide

Discover how Optum Care Washington can make a difference for your Medicare Advantage clients.

Optum

Compassionate care for your clients



We specialize in caring for adults age 65+. You specialize in helping your clients find the best Medicare plan for their individual needs. Together, we can improve your clients' health and well-being through quality care that's affordable and accessible.

Who is Optum?

We're a family of dedicated physicians working together to help people across the nation live healthier lives. Our networks include:

 **88,000**
Doctors and advanced practice clinicians

 **2,000+**
Neighborhood clinics across 17 states offering high-quality primary and specialty care

 **20 million**
Members who trust us with their care

 **130+**
Insurance carrier relationships offering the most comprehensive Medicare plan choices

 **455,000+**
Medicare Advantage members

What does Optum Care Washington do for your clients?

You want the best for your clients, and we do too

Our doctors focus on building deep relationships with each patient and spend time listening to their concerns and answering all their questions.

We elevate well-being. With a personalized action plan, each patient can keep on top of their health issues and prevent new ones.

Optum Care Washington teams from across the health care landscape work together to innovate and simplify the care delivery process. Your clients can feel better about care that's more predictable and affordable.

Providing accessible, coordinated and personalized care to Medicare beneficiaries in the communities we serve

Medicare Advantage plans are among the most popular and fastest growing health plans in the country.¹ Through our care delivery organizations, Optum Care Washington and our extensive contracted provider network, Optum Care Network, we are able to serve Medicare Advantage patients across Washington state.

- **2,000+** primary care and specialty care providers
- **11** urgent care centers across Optum Care Washington
- **500+** clinical sites between Optum Care Washington and Optum Care Network throughout Washington state
- **55+** different specialties offered at Optum Care Washington locations

Providing personalized and convenient support to our patients

Trust that your clients can access care when and how they want it

Our services include:²

- The convenience of messaging providers, scheduling appointments and viewing test results through MyChart®
- Easy and timely specialist referrals
- Toll-free patient support line
- Virtual care options
- Walk-in urgent care clinics conveniently located within our clinical sites



Optum Care Washington offers award-winning health care services across the regions we serve

We've been consistently recognized for providing outstanding care to our patients. Our awards reflect our dedication to putting our patients care above all else.

We received top 5 quality score in Washington Health Alliance (WHA) Community Checkup 5 years in a row³

146 providers on Seattle Met Top Doc List⁴

We received No. 1 composite quality score in Washington Health Alliance (WHA) Community Checkup 2 years in a row⁵

Care management programs

We offer patient-centered care that's designed to assist patients and their families in managing medical conditions more effectively.

Collaborative care for your patients

Our team of nurses, pharmacists, social workers and health educators work with each patient to develop a care plan that puts them on a path for a healthier future. This plan may include:

- Annual Wellness Visits, in-home care and virtual care
- Medication management
- Preventive care, general and high-risk screenings and immunizations

Complex care⁶

We teach patients how to manage conditions such as congestive heart failure, chronic obstructive pulmonary disease, kidney disease and diabetes.

We also offer in-home and telephonic programs for patients who need more support in managing their complex or chronic diseases. These programs are led by experienced registered nurses, social workers and health advocates who assist patients and their families in managing their condition through education, coordinated care and community resources.

Call Us First⁷

Our Call Us First team is a 24-hour care advice line that helps our patients find the right level of care at the right time. Patients have peace of mind knowing that the Call Us First team is always available to help determine next steps, no matter what their care plan is.

Pre-visit planning⁷

A telephone call with a clinical staff member (medical assistant or nurse) will prepare patients for their upcoming visit by reviewing screening forms and their medications from the comfort of their home. This ensures their primary care provider has the time to address the patient's concerns and questions during their Annual Wellness Visit.

Hospitalist and post-discharge programs⁷

Our case managers oversee the care of patients while they're in the hospital or a skilled nursing facility. Our team ensures patients receive care and safely transition from the hospital to their home.

Palliative care education⁸

This specialized program is most commonly used for patients and their families facing advanced stages of metastatic cancer, chronic diseases or cognitive impairment. Patients and family members receive mental health and symptom management support.

Acute Care at Home

This program brings healing and hospital-level care to a patient's home and includes screenings and tests (like blood draws, X-rays and ultrasounds), medicine, antibiotics and IV infusions (medicine or fluid given in the veins), check of vital signs (like heart rate, temperature and blood pressure), video visits with our care team and 24/7 support. We'll work closely with the patient's primary care doctor on all care.

Memory Health Support Program

Optum Care Washington primary care physicians and neurologists are trained to diagnose cognitive issues so patients can get answers without waiting to see a specialist. Our unique memory loss and caregiver support program is designed to streamline the path to care for patients and their caregivers. Optum Care Washington works side-by-side with Rippl Care to provide patients with a team of care navigators and social workers to help facilitate memory care with our clinicians.



A warm welcome from Optum

Our comprehensive onboarding program⁹ makes sure your Medicare Advantage clients start their patient journey on the right track.

Here's what your clients receive when they join Optum Care Washington:



Welcome call from our onboarding team

- Get them oriented with programs that help round out their care such as transportation assistance, in-home assessment and care management
- A welcome packet mailed to their home
- Referral and medical records transfer, if needed
- Referral coordination support to a specialist



Help checking off their Annual Wellness Visit

- Personalized call from our AWV outreach team to provide assistance with scheduling their appointment
- Letters and email messages to remind patients to schedule their AWV and to explain the benefits of getting an exam
- Post-visit call to ensure all AWV follow-up appointments are scheduled

Optum Care Washington

The Everett Clinic was founded in 1924 and The Polyclinic was founded in 1917. Together, they are now Optum Care Washington, a nationally known group of doctors whose focus is on personalized health care. Their mission is to help people live healthier lives and make the health system work better for everyone.

Primary care locations throughout King, Pierce, Skagit, Snohomish and Whatcom counties

Whatcom County

- Bellingham

Skagit County

- Stanwood
- La Conner
- Island Internal Medicine

Snohomish County

- Mill Creek
- Thomas Lake
- Everett (Founders and Gunderson)
- Snohomish
- Harbour Pointe (Mukilteo)
- Lake Stevens
- Marysville
- Smokey Point
- Soper Hill

Primary care locations throughout Seattle and Tacoma.

Seattle locations:

- Downtown
- Madison Center
- Ballard
- Northgate Plaza

Outside Seattle Metro:

- Tacoma



To find accepted Medicare health plans in these counties, scan the code

King County

- Eastside (Bellevue)
- Totem Lake
- Bothell
- Shoreline

Pierce County

- Puyallup (Summit View Clinic)



To find accepted Medicare health plans in these counties, scan the code

Locations

- 1 **Bellingham**
3130 Ellis St.
Bellingham, WA 98225
- 2 **Island Internal Medicine**
912 32nd St., Ste. A
Anacortes, WA 98221
- 3 **La Conner Medical Center**
528 Myrtle St.
La Conner, WA 98257
- 4 **Stanwood Urgent care**
7205 265th St. NW
Stanwood, WA 98292
- 5 **Smokey Point Urgent care**
2901 174th St. NE
Marysville, WA 98271
- 6 **Harbour Pointe Urgent care**
4410 106th St. SW
Mukilteo, WA 98275
- 7 **Harbour Pointe Pediatrics**
4430 106th St. SW
Mukilteo, WA 98275
- 8 **Edmonds**
Edmonds Surgery Center
21401 72nd Ave. W.
Edmonds, WA 98026
- 9 **Shoreline Urgent care**
1201 N. 175th St.
Shoreline, WA 98133
- 10 **Mill Creek Urgent care**
15418 Main St, Ste 200
Mill Creek, WA 98012
- 11 **Bothell**
9924 NE 185th St
Bothell, WA 98011
- 12 **Marysville Urgent care**
4420 76th St. NE
Marysville, WA 98270
- 13 **Snohomish Urgent care**
401 2nd St.
Snohomish, WA 98290
- 14 **Silver Lake Urgent care**
1818 121st St. SE
Everett, WA 98208
- 15 **Thomas Lake**
3916 148th St. SE, Bldg 2
Mill Creek, WA 98012
- 16 **Totem Lake**
11800 NE 128th St, 5th Floor, Suite 560.
Kirkland, WA 98034
- 17 **Eastside**
1200 112th Ave. NE
Bellevue, WA 98004
- 18 **Summit View Clinic**
11019 Canyon Road E., Ste. A
Puyallup, WA 98373
- 19 **Providence Regional Cancer Partnership Everett**
1717 13th St.
Everett, WA 98201
- 20 **Medical Office Building**
1330 Rockefeller Ave.
Everett, WA 98201
- 21 **Marina Village**
1728 W Marine Dr, Ste 106
Everett, WA 98201

22 **1303 Pacific Building**
1303 Pacific Ave.
Everett, WA 98201

23 **Pavilion for Women & Children**
900 Pacific Ave.
Everett, WA 98201

24 **3726 Colby Building**
3726 Colby Ave.
Everett, WA 98201

25 **Vision Center Building**
3802 Colby Ave.
Everett, WA 98201

26 **Founders Building**
3901 Hoyt Ave.
Everett, WA 98201

27 **Gunderson Building**
Urgent care and Kemp
Surgery Center
3927 Rucker Ave.
Everett, WA 98201

28 **4004 Colby Building**
4004 Colby Ave.
Everett, WA 98201

29 **4027 Hoyt Building**
4027 Hoyt Ave.
Everett, WA 98201

30 **Evergreen Building**
7600 Evergreen Way
Everett, WA 98203

31 **Schmidt Medical Center**
1025 153rd St SE, Ste 200
Mill Creek, WA 98012

32 **Soper Hill**
Urgent care
8923 Soper Hill Rd
Marysville, WA 98270

33 **Arlington**
Helen Holm Pumphrey
Surgery Center
4011 172nd St NE
Arlington, WA 98223

34 **Ballard**
Imaging and lab
1448 NW Market St., Ste. 200
Seattle, WA 98107

35 **Broadway**
1145 Broadway
Seattle, WA 98122

36 **Downtown**
Imaging and lab
509 Olive Way, Ste. 200, 900
Seattle, WA 98101

37 **Edmonds**
21401 72nd Ave. W.
Edmonds, WA 98026

38 **Madison Center**
Imaging and lab
904 7th Ave.
Seattle, WA 98104

39 **Northgate Plaza**
Imaging and lab
Polyclinic Now Urgent Care
9709 3rd Ave. NE
Seattle, WA 98115

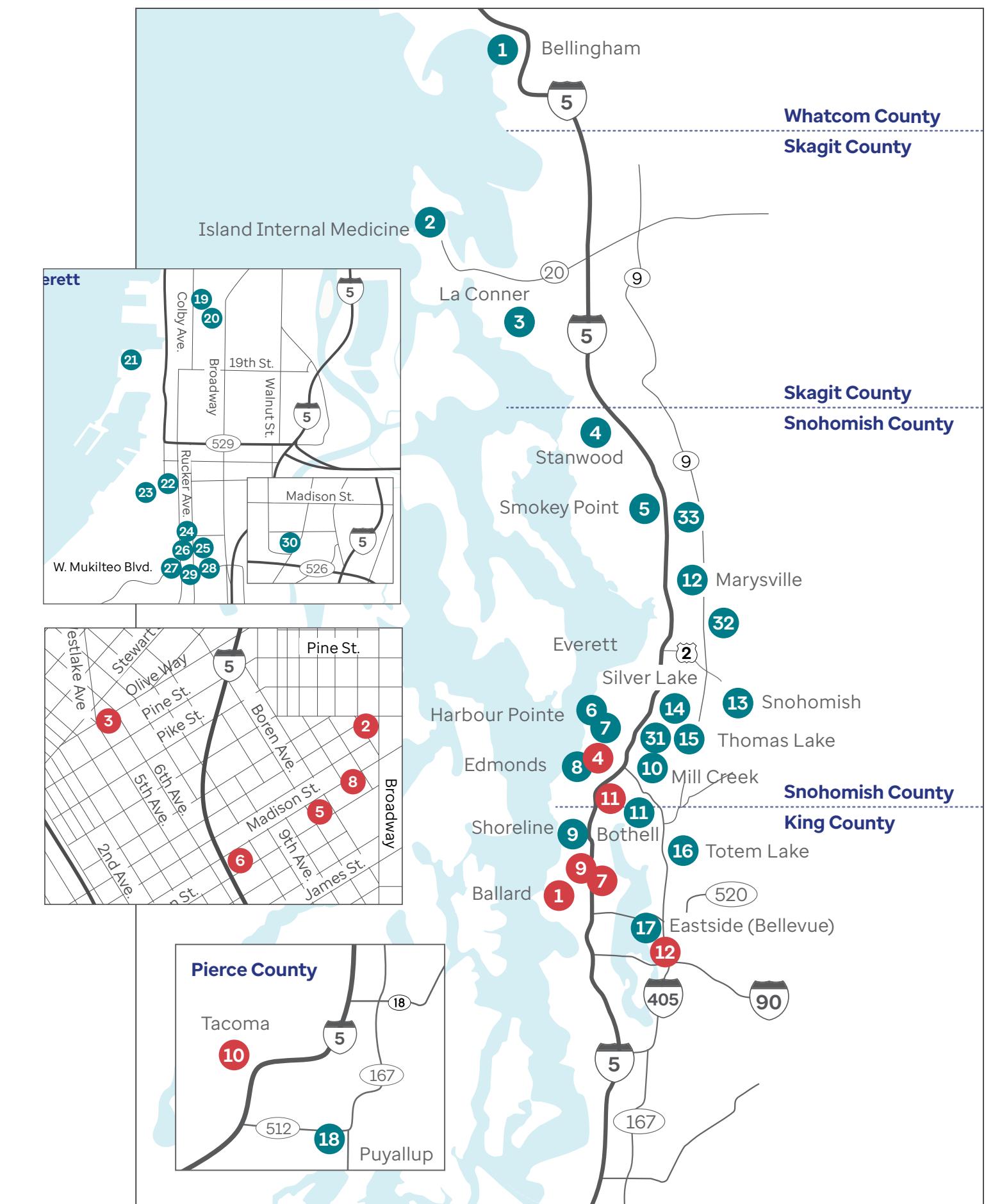
40 **Nordstrom Tower**
1229 Madison St., Ste. 1090, 1600
Seattle, WA 98104

41 **Physical Therapy Northgate Annex**
10700 Meridian Ave. N., Ste. 105
Seattle, WA 98133

42 **Tacoma**
Lab
1812 S. J St., Ste. 102
Tacoma, WA 98405

43 **Northgate Sleep Center**
10720 5th Ave NE
Seattle, WA 98125

44 **The Polyclinic Nephrology at**
The Everett Clinic Eastside
1200 112th Ave NE, Ste C160
Bellevue, WA 98004



Optum Care Network

The Optum Care Network (OCN) of Washington strives to help people live their healthiest lives. OCN coordinates a state-wide ambulatory care network of employed clinicians and affiliated medical groups for multiple payers under one umbrella. It provides programs that help these OCN practices reinforce the high-quality care they are providing to their patients. OCN practices also have access to a national team of doctors connecting their patient care to the latest evidence-based breakthroughs to support affordable, high-quality health care.

Medicare health plans accepted

- Humana Medicare Advantage (HMO)
- Humana Medicare Advantage (PPO)
- UnitedHealthcare Medicare Advantage (HMO)
- UnitedHealthcare Medicare Advantage (PPO)

How we partner with practices

Bringing vetted programs to reinforce care

- Clinical quality action planning
- Targeted measure improvement
- Remote EMR access
- Bandwidth extenders for performance
- Collective Medical®
- Real-time admit tracking
- Detection and diagnosis of peripheral arterial disease
- Patient experience action planning
- Customized patient satisfaction support
- Regional collaboration
- Medical community partnership and learning
- Patient onboarding outreach
- AWV reminder outreach

Locations

We contract with practices across the state¹⁰

Northwest region:

- Island (6)
- Skagit (6)
- Whatcom (2)

Puget Sound region:

- King (107)
- Kitsap (15)
- Pierce (42)
- Snohomish (27)
- Thurston (8)

Southwest region:

- Clark (10)
- Cowlitz (2)
- Lewis (6)

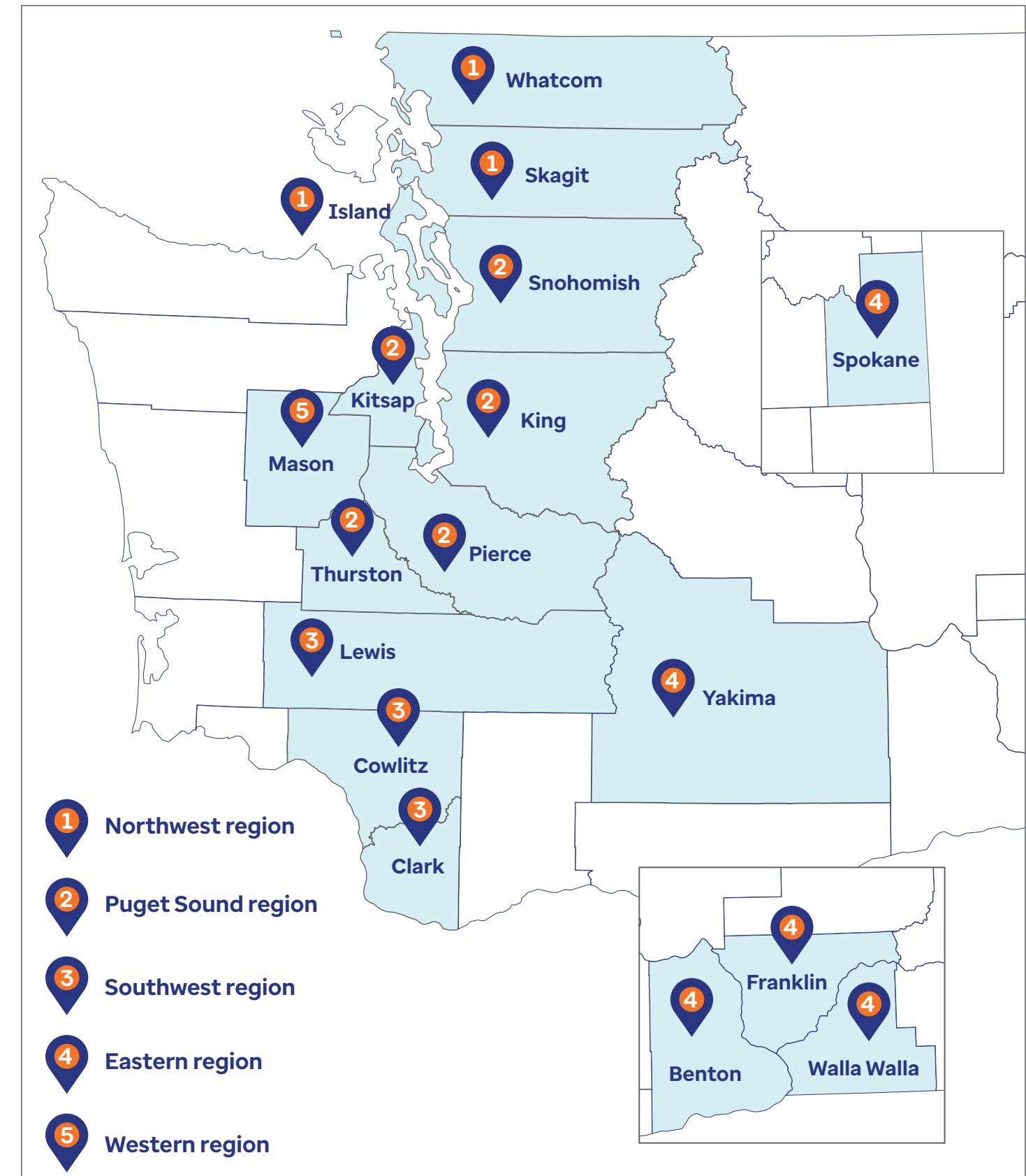
Eastern region:

- Benton (3)
- Franklin (expansion)
- Spokane (17)
- Walla Walla (expansion)
- Yakima (5)

Western region:

- Mason (2)

Optum Care Network locations





Working together to improve health, one client at a time

Thank you for supporting Optum Care Washington and ensuring your community has access to great doctors and high-quality, affordable health care.

What we ask of our partners

You are key in helping our patients find quality care and coverage. We depend on you to:

- Be a trusted advisor to our patients on their Medicare journey.
- Place the patient first at every interaction while providing white glove service.
- Participate in Optum Care Washington events and initiatives to better understand our model by working collaboratively with our providers and clinical staff.
- Use Optum tools and resources to the best of your ability.

Our commitment to you

At Optum Care Washington, we're committed to investing in your success. Here's how:



Client service support

We support you with any needs or questions you have.



Marketing programs for lead generation

We provide the marketing support you need to help generate leads.



Provider relationship development

We help you strengthen relationships with our care teams through our provider communications and on-site engagement.



Consumers and industry insights

The Optum Insight team provides the latest consumer and industry trends to help you grow your business.



Partner recognition program

Become one of our top agents we feature at our flagship community events and in regional provider communication.

Contact us

We look forward to partnering with you. If you have questions or need additional resources, please email us at pnwgrowth@optumpnw.com.

Optum Care Washington growth and retention team

Kerri Villeneuve

VP Growth

Email: Kerri.Villeneuve@optum.com

Heather Tomson-Gavino

Growth Manager

Email: Heather.Tomson@optum.com





[optum.com](https://www.optum.com)

1. Better Medicare Alliance. State of Medicare Advantage 2021. bettermedicarealliance.org/wp-content/uploads/2021/05/BMA-State-of-MA-Report-2021.pdf. Published May 2021. Accessed Dec. 2022.
2. Only available at Optum Care Washington
3. <https://www.wacommunitycheckup.org/highlights/>
4. Optum Care Washington
5. <https://www.polyclinic.com/about/news/wha-top-score.html>
6. Referral based program available to Everett Clinic patients who meet the criteria
7. Only available for Optum Care Washington's MA delegated patient population
8. Limited locations.
9. Only available at Optum Care Washington for MA Delegated patient population
10. List below reflects primary care locations

Optum Care Washington, formerly The Everett Clinic, is a physician owned and led practice having complete authority for all medical decision-making and patient care through their physicians and other licensed professionals. Optum Care Washington, through its management organizations ("Optum") provides non-clinical administrative services to support the Practices and their physicians. Neither Optum nor its management companies employ, engage, or supervise physicians or other licensed professionals or determine or set the methods, standards, or conduct of the practice of medicine or health care provided by the Practices or by any of their licensed professionals.

The Polyclinic , PLLC, d/b/a Optum Care Washington is a physician owned and led practice having complete authority for all medical decision-making and patient care through their physicians and other licensed professionals. Optum, through its management organizations ("Optum") provides non-clinical administrative services to support the Practices and their physicians. Neither Optum nor its management companies employs, engages, or supervises physicians or other licensed professionals, or determines or sets the methods, standards, or conduct of the practice of medicine or exercise of medical judgment or health care provided by the Practices or by any of their licensed professionals.

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