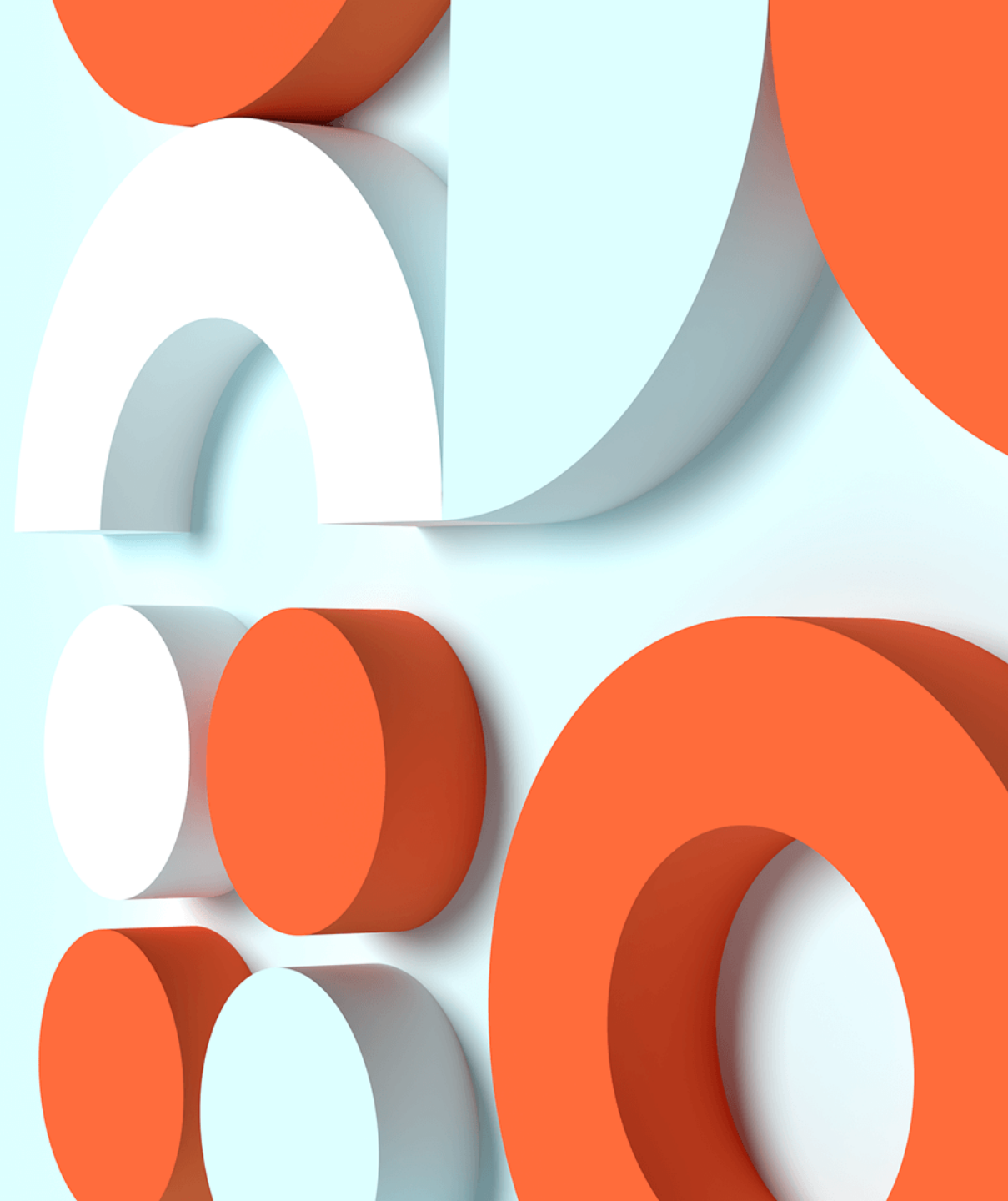




The Optum Difference

Helping people live healthier lives and helping
make the health system work better for everyone

September 2025



Introductions and agenda



Kerri Villeneuve
Optum Care Washington
*VP – Growth and Retention
Pacific Northwest*



Heather Tomson-Gavino
Optum Care Washington
*Growth and Retention Manager
Washington*

Who is Optum?	3 minutes
Our vision – Living Healthier Lives	10 minutes
The local market overview	15 minutes
How we support our patients and your clients	25 minutes
How we support you	5 minutes

UNITEDHEALTH GROUP®



Optum

Empowering people, partners
and providers with the
guidance and tools they need
to achieve better health.



 **United
Healthcare**

Enabling a full range of
affordable health benefits and
simplifying the health care
experience for everyone.

What is Optum?



Health care

- Primary, specialty, surgical and urgent care
- Behavioral health
- Home and community
- Social health needs



Financial + Insights

- Medical claims management
- Consumer health benefit accounts
- Bill pay



Pharmacy

- Home delivery
- Specialty and infusion pharmacy services
- Genoa mental health pharmacy services

600K new Medicare patients¹

16M home care visits²

\$2,000 avg. customer drug savings³

25M gaps in care closed with care enablement tools⁴

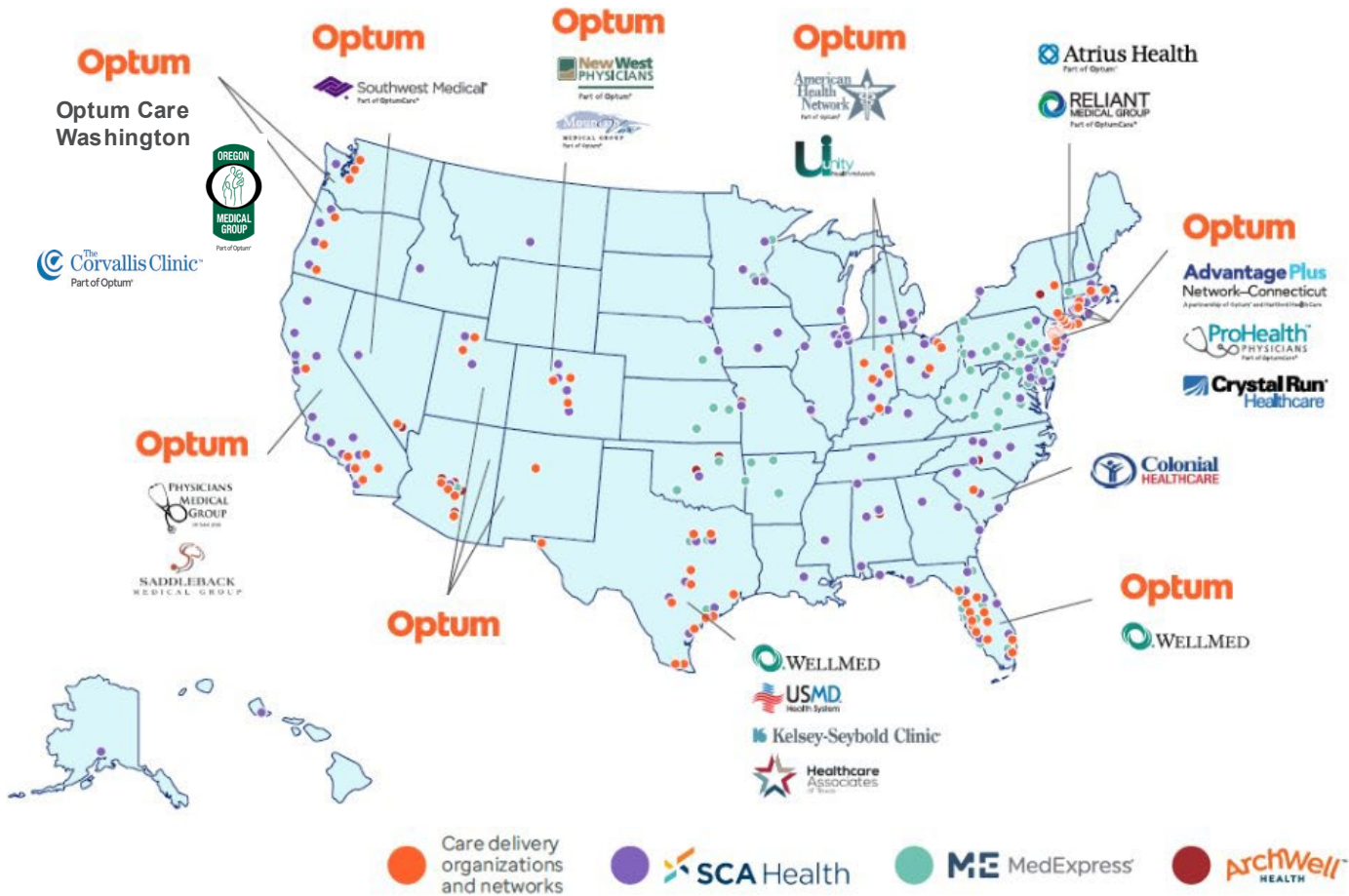
¹UnitedHealth Group Reports 2024 Results, Jan. 2025

²Optum Health Overview, pg. 3, Jan. 2025

³Optum Health Overview, pg. 6, Jan. 2025

⁴Optum Health Overview, pg. 4, Jan. 2025

Optum Group Clinics Nationally



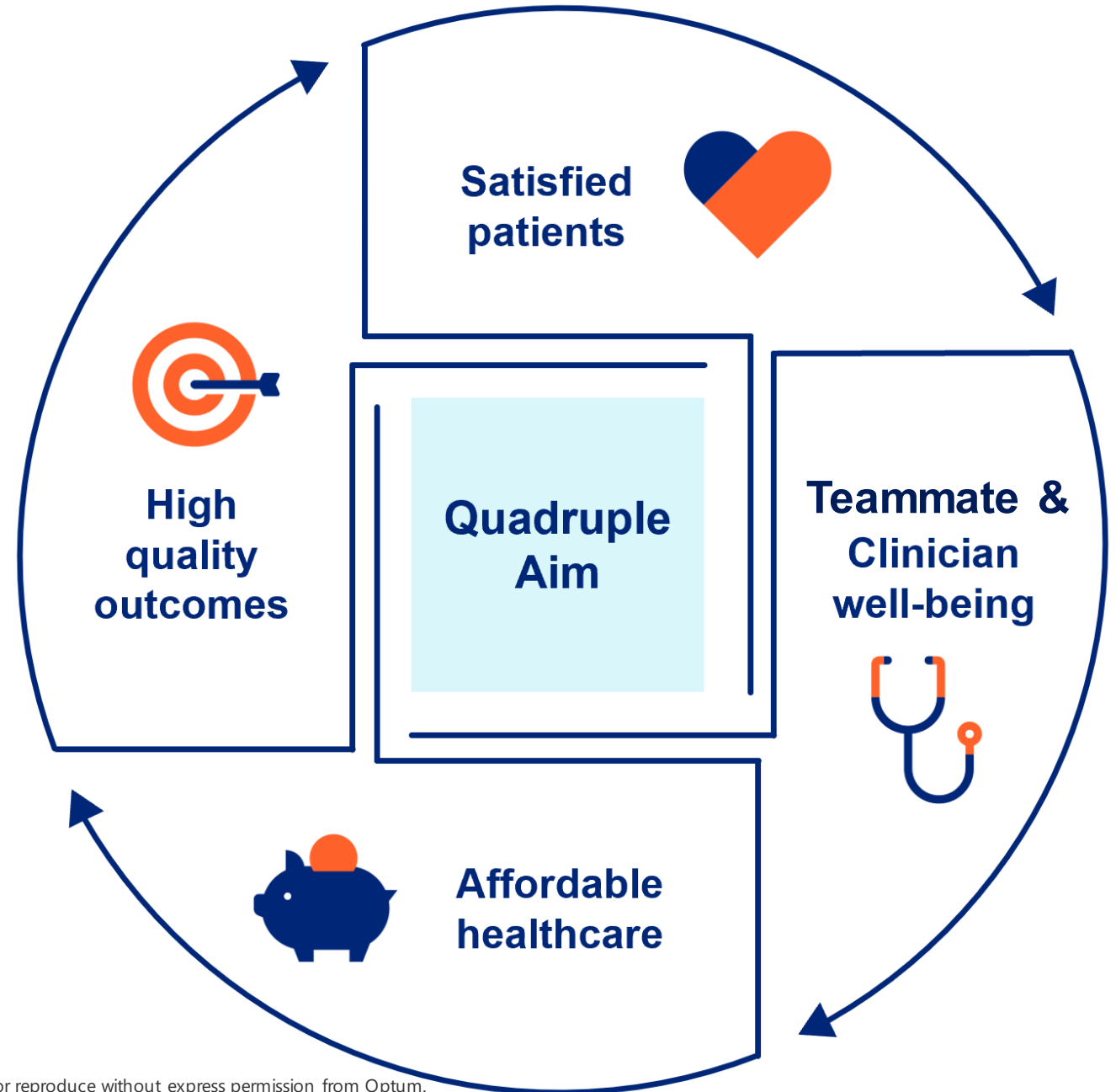
Delivering care when and where your clients need it—in the office, virtually or at home.

- 88,000 doctors
- 1,600+ locations
- 4.2 million risk members
- 121 strategic payer partnerships
- Primary care
- Urgent care
- Specialty care
- Surgical care

Source: Optum Source of Truth, Q1 2024



Quadruple Aim Corner



What is value-based care?



Value-based care

e.g., Medicare Advantage HMO

Rewards doctors for the quality of care they provide rather than the volume.¹

Revenue is generated by effectively preventing illness and promoting health.²

Statistically proven to lower overall costs and improve outcomes.³



Fee-for-service

e.g., Original Medicare

Reimburses providers based on the number of services provided.⁴

Focuses on episodic care, rather than a holistic view of a patient's health.

Does not consider health outcomes as a metric for success.

Prioritizes quantity of care over quality.

Discover the Optum difference

Our goal is to help your clients live a healthy, active life. We'll make sure they get the care they need, when they need it, at a lower cost.



The difference that matters to your clients

18%▼

lower chance of
hospital admission for
Optum VBC patients

11%▼

less likely to visit an
emergency department than
fee-for-service patients

35%▼

lower estimated cost of
care for your clients

Understanding Optum Care Clinics



Group clinics

- Clinic typically has "Optum" in their name.
- Patients cared for by Optum care teams

The Growth team supports patient education, organizes events and fosters relationships.

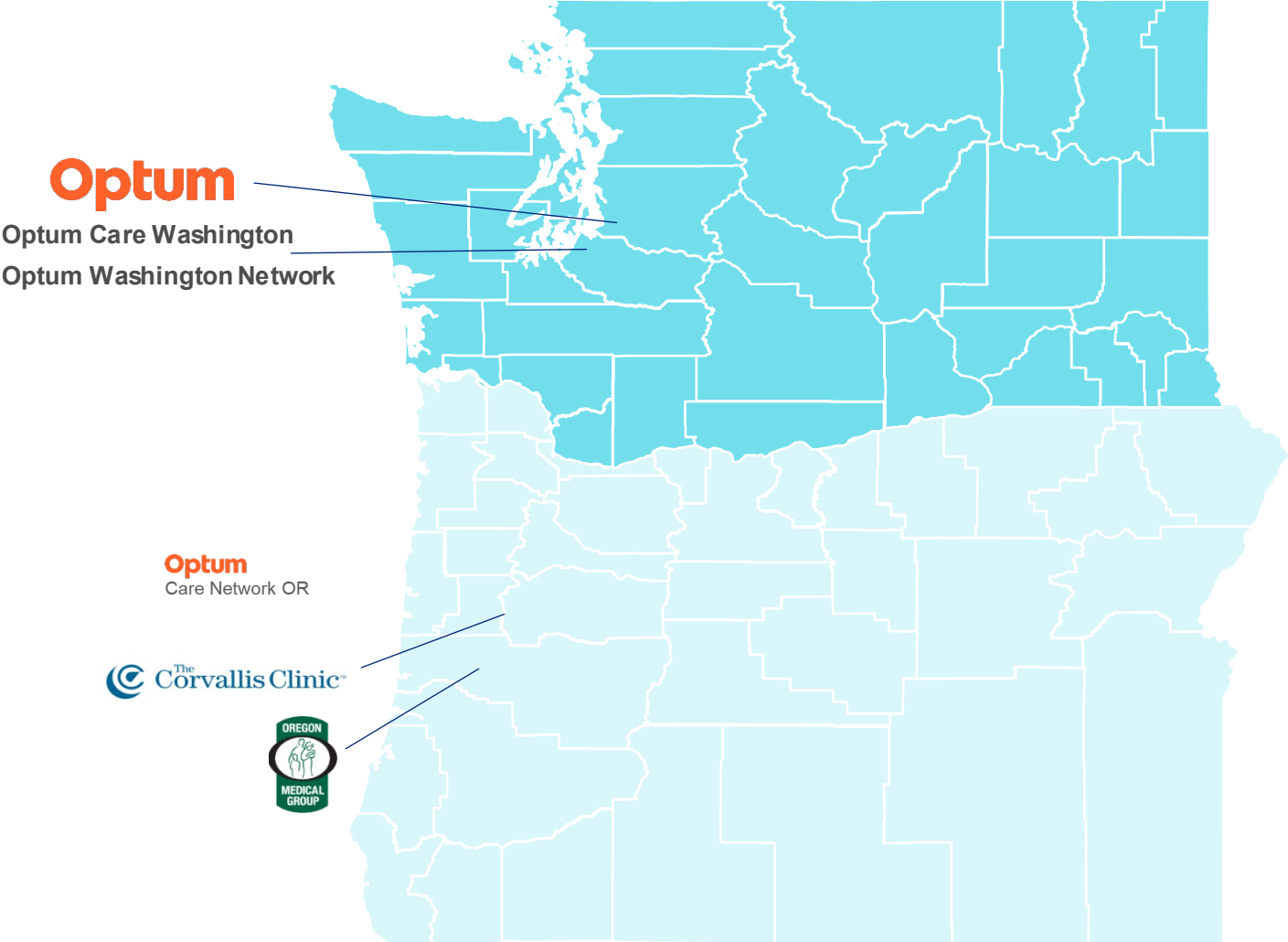
Affiliated Provider clinics

- Independent Providers who are contracted with Optum
- Patients cared for by OCN providers

Optum clinical teams may offer specific types of additional support to patients and providers, designed to improve health outcomes.

Agents who need assistance supporting patients at these contracted clinics should contact the Growth team.

Pacific Northwest Region



Washington

1M+ Patients	45 Washington clinics
6K Physicians & APCs	3.1K Staff

Oregon

277K Patients	22 Oregon clinics
724 Physicians & APCs	897 Staff

2026 Optum Washington Accepted Medicare Advantage Plans



Optum Care Washington, formerly The Everett Clinic and The Polyclinic, PLLC, d/b/a Optum Care Washington, contracts with original Medicare as well as select Medicare Advantage plans



- Humana Medicare Advantage HMO, PPO & D-SNP
- UnitedHealthcare Medicare Advantage HMO, PPO, *D-SNP*, & *I-SNP*, *C-SNP*
- *Aetna Boeing Retiree MA*
- Kaiser Permanente Medicare Advantage HMO
Kaiser Permanente Medicare Advantage HMO (accepted at limited Everett Clinic locations only)

**There may be exceptions to this list for individual practices or locations*

Medicare Advantage Plans Delegating to Optum Care Network of WA

- Humana Medicare Advantage HMO & D-SNP
- UnitedHealthcare Medicare Advantage HMO, PPO, D-SNP & I-SNP

Washington Delegated Plan Options

ID Cards and Referral process

Health Plan ID Card Example

Sample ID Card Front



UCard

MEMBER A SAMPLE

Member ID 123456789-00

AARP Medicare Advantage Essentials from UHC WA-8 (HMO-POS)
With Dental

Group Number: 90153 H3805-033-000 Payer ID: LIFE1

RxBIN	RxPCN	RxGRP
610097	9999	COS

PCP \$0 Specialist \$35



MedicareRx
Prescription Drug Coverage X

Sample ID Card Back

Benefit Award Card #: 6102 3300 0000 0799

Printed: 10-22-2024

For Members: myAARPMedicare.com
1-877-370-3249, TTY 711

Earned rewards expire 1 mo. after plan terminates

Providers: onehealthport.com 1-877-836-6806

Provider Authorization: 1-877-836-6806

Dental Providers: uhcdental.com 1-877-816-3596

For Pharmacists: 1-877-889-6510

Med Claims: P.O. Box 30788, Salt Lake City, UT 84130-0788

Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287



Medicare
National
Network

00000001



Health Plan ID Card Example



UCard®

MEMBER A SAMPLE

Member ID 123456789-00

AARP Medicare Advantage from UHC WA-0001 (PPO)
With Dental

Group Number: 90361 H1278-028-000 Payer ID: LIFE1

RxBIN	RxPCN	RxGRP
610097	9999	COS

PCP \$0 Specialist \$40



MedicareRx
Prescription Drug Coverage

PROOF

Benefit Award Card #: 6102 3300 0000 0799

Printed: 10-22-2024

For Members: myAARPMedicare.com

1-877-370-3249, TTY 711

Earned rewards expire 1 mo. after plan terminates

Providers: onehealthport.com 1-877-836-6806

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For Pharmacists: 1-877-889-6510

Med Claims: P.O. Box 30788, Salt Lake City, UT 84130-0788

Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287

Medicare limiting charges apply.



00000001



Health Plan ID Card Example



Humana.

HUMANA GOLD PLUS (HMO)

A Medicare Health Plan with Prescription Drug Coverage

See Back for Dental

CARD ISSUED: 1/1/2025

MEMBER A SAMPLE

Member ID: H12345678

Plan (80840) 9140461101

RxBIN: XXXXXX

RxPCN: XXXXXXXX

RxGRP: XXXXX

Medicare^{Rx}
Prescription Drug Coverage
CMS XXXXX XXX



Set up your member account: **Humana.com/myaccount**

Member/Provider Service: 1-800-457-4708 (TTY:711)

Suicide and Crisis Lifeline: 988

Pharmacist/Physician Rx Inquiries: 1-800-865-8715

IPA/Center Name: XXXXXXXXXX-HMO

Primary Physician: XXXXXXXXXX

CLAIMS: PAYER ID LIFE1 PO BOX 30539 SALT LAKE
CITY UT 84130

For Dental: **Humana.com/sb**

Additional Benefits: DENXXX VISXXX HERXXX

EyeMed Vision: 1-888-289-0595

Specialist Referral and Prior Authorizations

Prior authorization requirements

Servicing provider	OCN contracted/plan contracted (Provider is contracted with OCN or the health plan)	Non-contracted/non-par (Provider is not contracted with OCN or the health plan)
UnitedHealthcare	Follow UHC PA Guidelines UHC PA List Applies	All services provided by non-contracted providers require prior authorization (except for emergencies, urgently needed services when the network is not available, and dialysis).
Humana	Follow Humana PA Guidelines Humana PA list applies	

Please note: Not all plans have out-of-network benefits.

OCW Primary Care Providers accepting new MA patients (September 2026)

Optum – Schmidt Medical (Mill Creek)



1025 153rd St SE Ste 200
Mill Creek, WA 98012



1-425-338-4000



<https://pnwlookup.optumbrokerportal.com/>



Swapna Bobba, MD

Family Medicine

"I invest time to get to know my patients, learning about their personal lives, their families and what's important to them. Establishing a relationship is an important part of helping them manage their health and reach their health goals."



Ashlea O'Shea, ARNP

Family Medicine

"I practice with the philosophy that my patients and I are on the same healthcare team. My goal is to help my patients to meet their goals by maximizing my patients' health and wellness using evidence-based and holistic practices that are personally tailored to them."



Matthew G. Price, MD

Family Medicine

"I believe the best care results from a cooperative relationship between physician and patient, one in which decisions are guided by the patient's values, integrated with the best medical evidence and treatments."



Stephen Stukovsky, MD

Family Medicine

"I believe that integrating a healthy lifestyle with proven, evidence-based treatment is the best way to maximize your health. I collaborate with my patients to set realistic goals and work with them to achieve those milestones."

Optum – Downtown



**509 Olive Way Ste 900
Seattle, WA 98101**



1-206-329-1760



<https://pnwlookup.optumbrokerportal.com/>



Anne Balentine, ARNP, FNP-BC

Family Medicine

"Patient care should be patient led. I bring together medical evidence with a patient's goals and find where the two overlap. If they don't, I provide information and recommendations so the patient can make the choice that works for their unique circumstances."



George Lau, MD

Internal Medicine

"I view my relationship with my patients as a collaboration. I listen to the patient's concerns and I advise them of their options and what the current best standard of care is."



Rosalie Medina Carvalho, PA-C

Family Medicine

"I value open discussion and personal collaboration with each patient, using evidence-based medicine as well as an individual approach to achieve the most successful outcomes for each patient."



Nguyethang V. Pham, MD

Family Medicine

"My practice philosophy is to apply the most up-to-date research evidence in medicine to each of my patients and tailor my approach to my patients' unique needs. I believe a well-fostered therapeutic relationship between a physician and a patient is vital to healing."

Optum - Ballard



**1448 NW Market St Ste 200
Seattle, WA 98107**



1-206-329-1760



<https://pnwlookup.optumbrokerportal.com/>



Jorielle Bautista, MD
Family Medicine



Stephen T. Carter, MD
Family Medicine



Ruby Farooqi, MD
Family Medicine



Maria Gutierrez Rivas, MD
Family Medicine



Shane Jhooty, MD
Family Medicine



Mark Moscovitz, MD
Family Medicine



Mena Salib, MD, MBA
Family Medicine



Matthew Noell, MD
Internal Medicine

Optum – Tacoma



**1812 S J St Ste 102
Tacoma, WA 98405**



1-253-552-4900



<https://pnwlookup.optumbrokerportal.com/>



Frederick M. Chancellor III, MD

Family Medicine

"My interest is in helping people achieve as much as possible for themselves, their families and the community. Viewing patients and families holistically, we work to understand challenges and devise plans for success through metabolic, physical and emotional balance."



J'aime Moehlman, DO

Family Medicine

"I treat each visit as a chance to understand my patients, learn what matters to them, and help them be their healthiest. I care for them like my own family, listening to their concerns and focusing on disease prevention."



Reid D. Holtzclaw-Swan, MD

Internal Medicine

"I believe that listening to the patients is extremely important. I treat patients with respect and compassion. Education is also key to ensure the patients understand the treatment plan and have realistic expectations."



Kara Zada, PA-C

Family Medicine

Optum – Summit View (Puyallup)



**11019 Canyon Rd E Ste A
Puyallup, WA 98373**



1-253-537-0293



<https://pnwlookup.optumbrokerportal.com/>



Annalyse Quintero, MD

Family Medicine

"My goal is to provide quality medical care as well as patient education, the more patient's understand why we do certain things, the better equipped they are to take care of themselves."



Brian Y. Kim, MD

Family Medicine

"My practice philosophy is to establish a foundation of trust with my patients. Working together, we discuss treatment options and then formulate a care plan that helps them achieve their health care goals."



Carol Hungerford, DO

Family Medicine

"I approach patient care as a member of a team. Patients get to ask questions, voice concerns, and explain their goals and I provide advice to educate and inform them while helping them to reach their goals. I want to help patients live their best lives."



Erin Durch, PA-C

Family Medicine

"I am a patient-centered and team-driven. I enjoy partnering with patients to help them stay healthy and reach their health and wellness goals."



Mohamed Anees Ahmed, MD

Family Medicine

"I strive to have a trusting relationship with my patients. I enjoy working as a team to protect their health. It's important to me to prioritize education, preventive care and screenings to help them maintain overall health and well-being."

How does Optum support our patients and your clients?

Our commitment to care



“

“Value-based care is good for patients. It focuses on patient wellness and preventing illness with early intervention of care for the patient.

We work with specialists and other members of the care team including nurses, pharmacists, and social support professionals to create a care plan focused on the patient’s specific health needs and wellness goals.”

– Kristen Wyrick, MD

Regional Medical Director, Primary Care

Doctors who are focused on relationships and results

With Optum, each client has access to:



A primary care doctor and care team
focused on their unique needs.



Faster, easier ways to get care on their terms
in the office, by phone or at home.



Extra support beyond the exam room
to help each person reach their health goals.



Lower medical costs
with data-driven best practices and quality metrics.

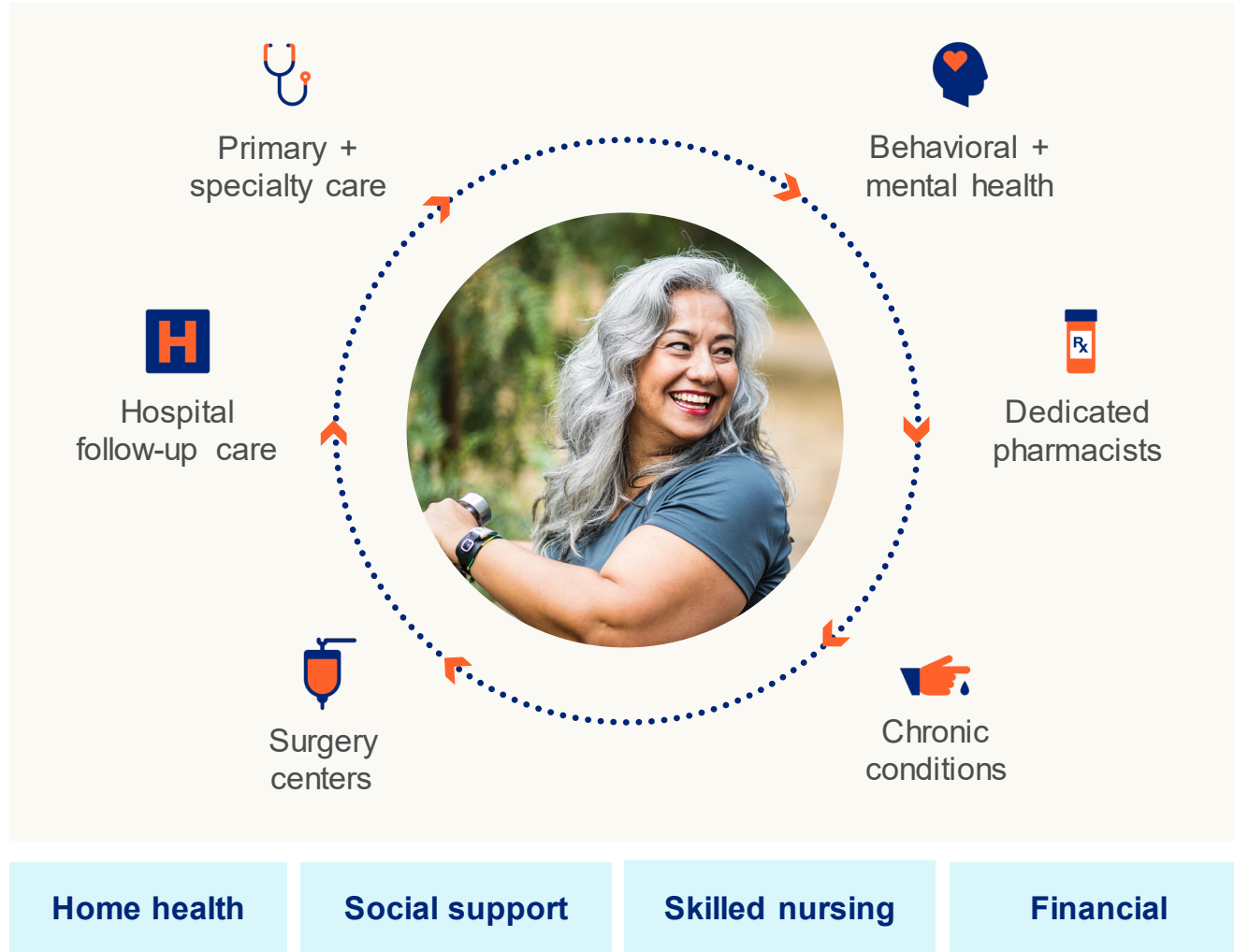


We use data to elevate how we care

Optum has more than 600 clinicians working behind the scenes, carefully studying health data, measuring how well treatments are working and spotting trends early.

Our care teams use this information to personalize care and provide the right level of support for each client. **So they can keep living their healthiest life.**

Coordinated care that puts patients at the center



Prevention

Our goal is to prevent health problems before they start. That means managing pre-existing conditions, keeping up-to-date with vaccines, screenings and more.

It's small steps that lead to big results.

Total well-being

We offer home and community-based care, social support programs and more. We're committed to supporting total well-being, with care *beyond* the exam room.

Specializing in chronic condition support

Our clinical insights team analyzes national, regional and local health data, combining resources and sharing best practices.

So our doctors are always equipped to provide the right level of support.

Virtual Health Services

Future State of Health Care – Clinical staff shortages

Provider shortages	Nurse shortages	Other healthcare worker shortages	Burnout/Retirement
<div>124k</div> <div>Shortage of physicians in the U.S. by 2033</div>	<div>1.1 mil</div> <div>Shortage of nurses overall in the U.S. in 2022</div>	<div>29k</div> <div>Estimated shortage of nurse practitioners in the U.S. by 2025</div>	<div>30%</div> <div>Health care workers are considering leaving their profession altogether</div>
<div>83.7 mil</div> <div>People in the U.S. live in a designated primary-care health professional shortage area.</div>	<div>200k</div> <div>Nurses needed to be hired per year to meet increased demand and to replace retiring nurses</div>	<div>3.2 mil</div> <div>Shortage of health care workers by 2026</div>	<div>35%-54%</div> <div>U.S. nurses and physicians have symptoms of burnout</div>

Sources:
<https://www.usnews.com/news/health-news/articles/2022-07-28/staff-shortages-choking-u-s-health-care-system>
<https://www.aha.org/fact-sheets/2021-05-26-fact-sheet-strengthening-health-care-workforce>
<https://time.com/6199666/physician-shortage-challenges-solutions/>
<https://www.aamc.org/news/press-releases/aamc-report-reinforces-mounting-physician-shortage>

Future State of Health Care -- Patient Population



42.4%

increase in the population of people aged 65 and above by 2034.



2035

There will be more seniors aged 65 or older than children aged 17 or younger in 2035.



6 in 1

Adults will have one or more chronic conditions such as diabetes, cancer, heart disease, lung disease, or Alzheimer's by 2035.



35%

of public opinion research survey respondents said they or someone they knew had trouble finding a doctor in the past year or two in 2019.

Sources:
<https://time.com/6199666/physician-shortage-challenges-solutions/>
<https://www.aamc.org/news/press-releases/aamc-report-reinforces-mounting-physician-shortage>

MyChart  | Optum

Easy access with MyChart: Same day virtual care services

Get virtual care now using the app or go online: myhealthchart.com

On-demand care,
on your schedule



On-Demand Video Visit

Open Scheduling

Anytime E-Visit

Optum

MyChart

MyChart is an online tool that gives secure access to your online video appointments, medical records, test results and more. This allows you to have a complete picture of your health and make informed decisions about your care.

Online Scheduling

Online scheduling conveniently allows you to schedule appointments through MyChart without having to call the clinic.

E-Visits

E-visits offer a convenient way to get care through secure messaging with a clinician for basic concerns without needing to schedule an appointment, complete a video visit or come into the clinic.

Video visits

On-demand video and **Video visits** are both great options for getting the care you need from the comfort of your home. With On-demand video, you can get a video visit without an appointment. Video visits are scheduled appointments with your physician.

E-Consults

E-Consults allows your primary care provider to quickly consult a Specialty provider about your care. E-Consults help get you answers sooner and may even save you a visit!

E-Consults - Live

Asynchronous, formalized, reimbursable consults between PCPs and specialists, aiming to improve access, enhance patient experience, reduce low complexity visits in specialty, share knowledge, and overcome geographic limitations.



Anesthesiology



General Surgery



Orthopedics



Anticoagulation



Gynecology (18+)



Physiatry



Cardiology



Hand / Thoracic Surgery



Podiatry



Comprehensive Pain Center



Hematology / Oncology



Psychiatry



Dermatology



Lifestyle and Metabolic Medicine



Pulmonology



Endocrinology



Lipid Clinic



Rheumatology



ENT



Nephrology



Sports medicine



Gastroenterology



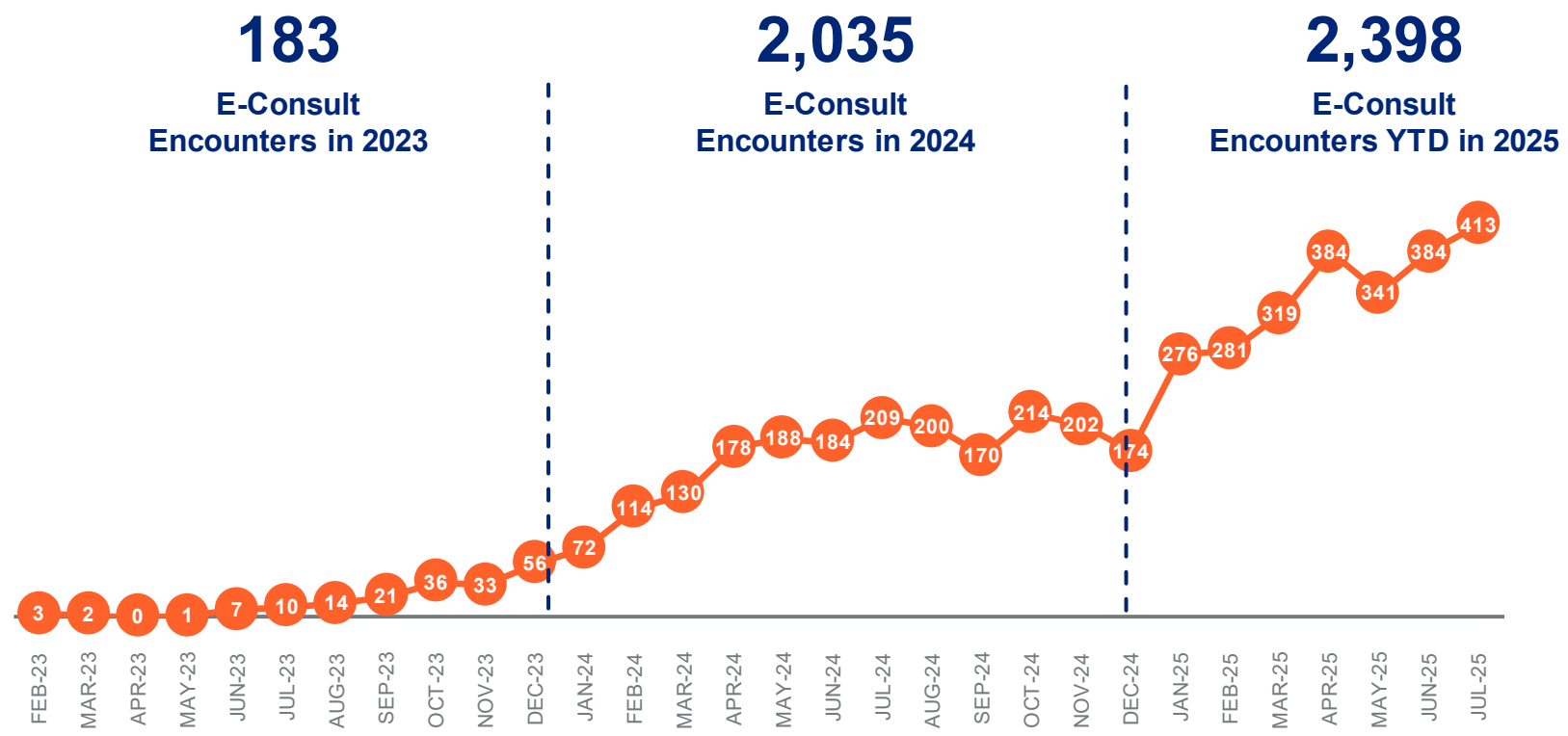
Neurology



Urology

E-Consults Performance

Primary care providers and specialists work together through asynchronous consultations to make it easier for patients to get the care they need, avoid unnecessary visits and be more prepared for necessary ones, and ensure expert advice is always available—no matter where a patient lives.



4,616

E-Consult
Total Encounters

26

Specialty Departments

Chronic and Complex Care Programs



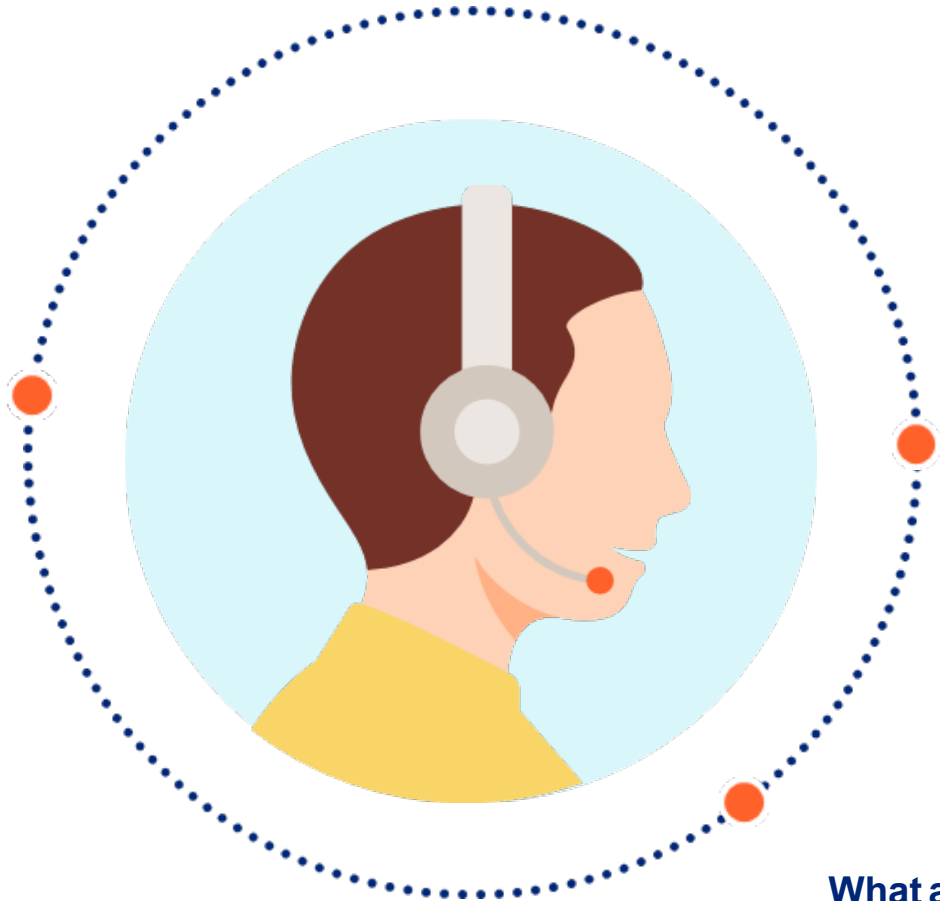
Call Us First (CUF)



What is Call Us First (CUF)?
A dedicated phone line created for Medicare patients to care services including medical advice, appointment scheduling, prescription refills, referrals, and transportation requests.



Who qualifies?
Medicare Part B patients and delegated Medicare Advantage patients



Who is the CUF team?
The team consists of PSRs, RNs, and certified care management RNs (RN CCMs).



What are the CUF telephone numbers?
Optum Care Washington; formally
The Everett Clinic – 425-304-1113
The Polyclinic – 206-401-3220



What is a Personalized Care Team (PCT)?

The Personalized Care Team:

An interdisciplinary team in Everett, Marysville, and Seattle, led by clinicians who focus on a specific group of patients who need extra support to achieve optimal health.

The Medical Providers:

Provide comprehensive and coordinated care to patients with multiple complex medical issues.

The Personalized Care Team (PCT):

Provides a customized and unique patient experience while reducing the cost of care.

How it's making our members feel



“

The first time we saw the doctor, he mentioned in-home care. It happened immediately; you couldn't ask for it to happen faster.

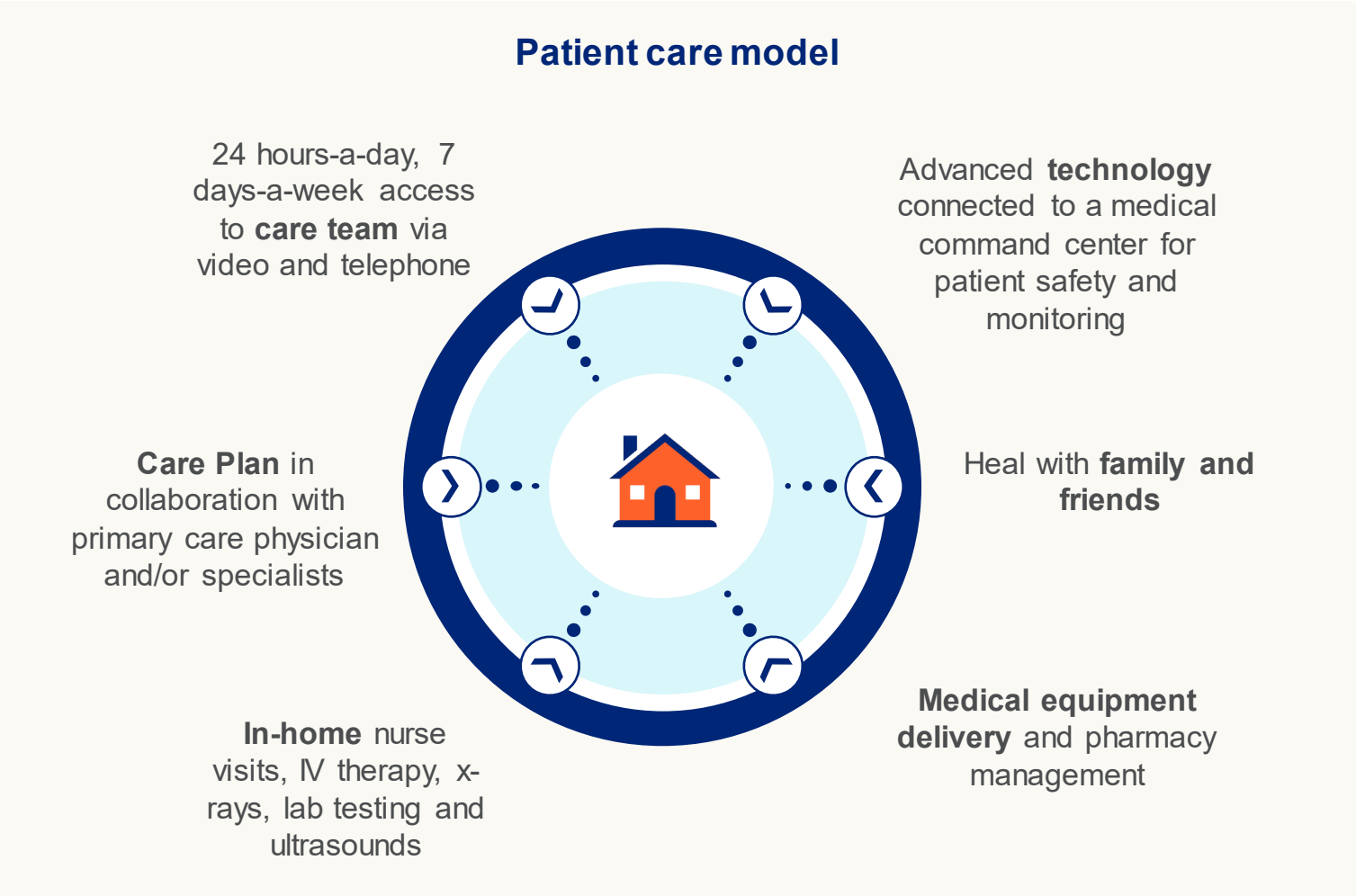
Now our father looks forward to seeing the doctor. And it's much more affordable than we expected.

That relief has been so amazing.



Chabrie + Austin Westwong
Optum WA

Optum Acute Care at Home*



Bring healing **home** around family and friends with care that comes to our patients.



Patients cared for in their homes report higher levels of **satisfaction** than those who stayed in the hospital.

**This program is available to patients who meet clinical and program requirements determined by their provider.*



Palliative Care Consults

Palliative Care Consultants help patients and families:



Build a comprehension and understanding of what is medically happening to the patient.



Navigate what to expect as the patient deals with aging.

Palliative Care nurses are available at:

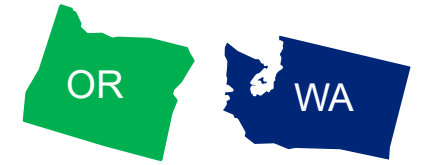
- **Snohomish County**
- **Northern King County (Seattle area)**



Consulting services that specialize in helping patients and family members truly understand the patients' medical condition by creating a thoughtful plan of care for their specific situation.

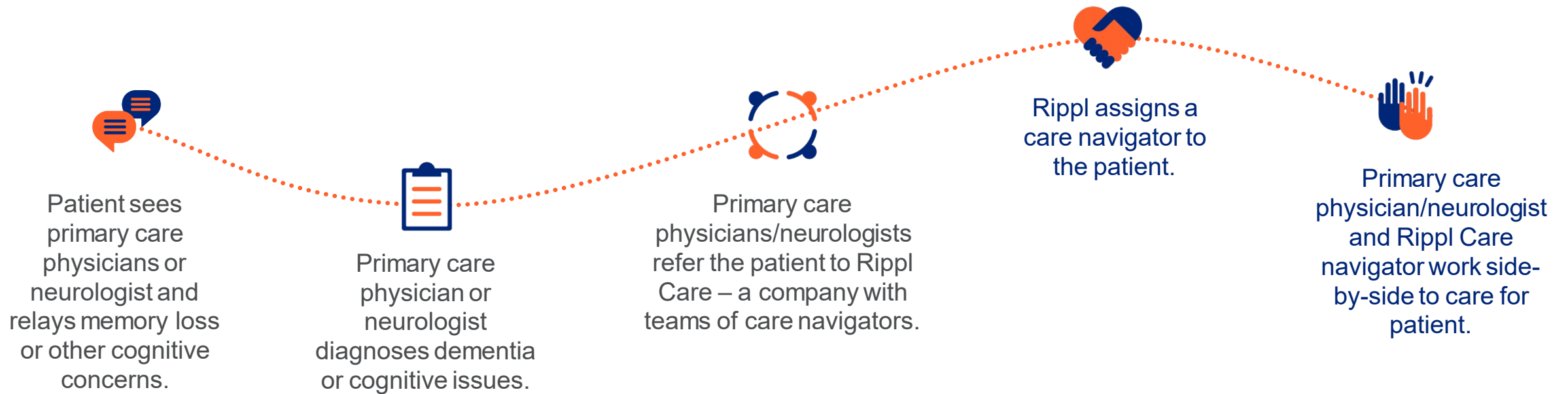
Optum Memory Health Support program

Empowering patients and families. Improving outcomes.



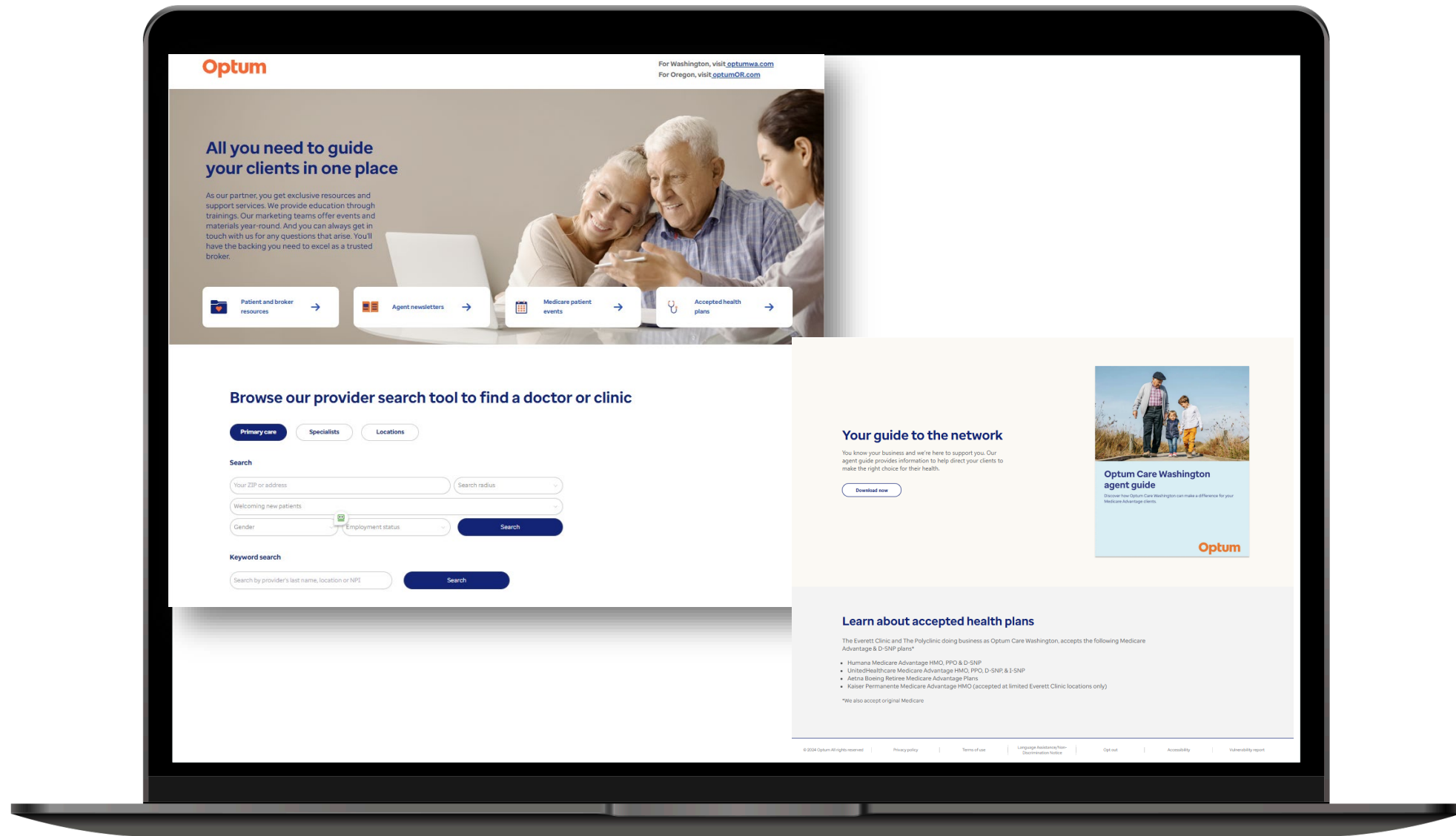
Optum Care Washington primary care physicians and neurologists are trained to diagnose cognitive issues so patients can get answers without waiting to see a specialist. Our unique memory loss and caregiver support program is designed to streamline the path to care for patients and their caregivers. Optum 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.

Website: <https://optumwa.com/innovations/memory-health-support/>

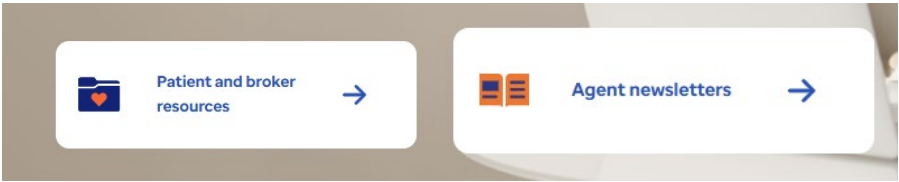


Support Tools for Brokers

Home page - <https://pnwlookup.optumbrokerportal.com/>



Patient and broker resources links



Features:

- Sign up for the broker newsletter
- View and download the Agent Guide, Optum University slide deck
- View and download the Patient Guide

Optum

January Agent Newsletter

Happy New Year from the Optum Washington Growth Team!

Wishing you a healthy and prosperous 2023.

What is the Medicare Advantage new patient onboarding program?

The Medicare Advantage new patient onboarding program sends new to Medicare Advantage patients (not new and switching) information on annual wellness visits and screenings, MA patient stories, the benefits of their MA plan and resources available to them as an Optum patient.

The program includes a welcome letter with a QR code to a digital care guide (example [HERE](#)) and a series of email and phone call touch points within a one year patient journey.

Note: Please remember to correct your clients' primary care provider (PCP) assignments, if needed, to ensure proper onboarding. This provides a more seamless process for your clients to make their first appointment to establish care.

Optum – Ballard providers accepting new patients

If your clients are looking for a new primary care provider in the Seattle area, we have many Optum – Ballard providers who are accepting new patients.

Matthew Noori, MD (Accepting MA patients only)

Ruby Farooqi, MD (Accepting MA patients only)

Jorielle Bautista, MD

Maria Gutierrez Rivas, MD

Mena Salib, MD, MBA

Nupur Garg, DO

Shane G.S. Jhoopty, MD

Stephen T. Carter, MD

Mark Moscovitz, MD

Click [HERE](#) for more information on each provider. To schedule an appointment with one of these providers, contact Optum – Ballard at 206-529-1760.

Learn More

Optum

For Washington, visit optumwa.com
For Oregon, visit optumOR.com

Home > Resources

Your guide to the network

You know your business and we're here to support you. Our agent guides provide information to help direct your clients to make the right choice for their health.

You can find them in the agent resource section below.

Two overlapping document covers. The top one is 'Optum Care Washington patient guide' with a photo of a family. The bottom one is 'Optum Care Wash agent guide' with a photo of two women looking at a phone.

A circular icon with a white plus sign on a blue background.

Agent resources

	Agent newsletter	Sign up
	Agent guide	Download
	Optum Broker University	Download

A document icon with three horizontal lines.

Patient resources

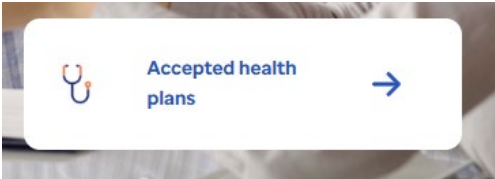
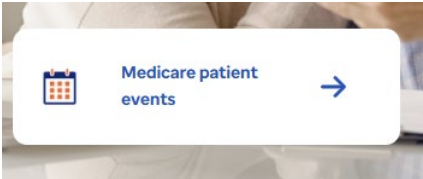
	Patient guide	Download
--	---------------	----------

Optum

For broker use only, not intended for marketing purposes.

44

Medicare patient events, Accepted health plans links



Optum

Search

Contact us

Pay your bill

MyChart

Get appointment

Find care near you

Types of care

Patient resources

About us

Wellness resources

Careers

Home

Events

The Everett Clinic offers a variety of wellness classes and support groups. Taking into consideration recommendations from public health officials regarding in-person gatherings, some classes have been postponed or changed to an online class.

Calendar

<

March 2025

>

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Filter by

Selecting a filter will change the results immediately.

Filter by Location

View

Custom

Medicare Basics: Understanding Medicare & Working Past 65

📅 Wednesday, Mar. 05

🕒 5:30 p.m.-6:30 p.m. PST

💻 Virtual event

Find out how the right Medicare plan could give you better care at lower costs. Explore your choices. Get answers to all of your Medicare questions. Find the type of plan that works best for your current health needs. Topics include Medicare eligibility, Medicare Parts A, B, C and D, Medicare Advantage plans, and more.

If you're not planning to retire at 65, there are a few things you should keep in mind so you have the confidence you need to make the right decision for your health. Topics include how to prepare for Medicare while still working, COBRA, timelines and retiree insurance.

Learn about accepted health plans

Optum Care Washington, PLLC, formerly The Everett Clinic and The Polyclinic doing business as Optum Care Washington, accepts the following Medicare Advantage & D-SNP plans*

- Humana Medicare Advantage HMO, PPO & D-SNP
- UnitedHealthcare Medicare Advantage HMO, PPO, D-SNP, & I-SNP
- Aetna Boeing Retiree Medicare Advantage Plans
- Kaiser Permanente Medicare Advantage HMO (accepted at limited Everett Clinic locations only)

*We also accept original Medicare

Features:

- View Medicare events
- View the accepted plans list

Provider look-up tool

Browse our provider search tool to find a doctor or clinic

Primary care

Specialists

Locations

Search

98104

10 miles

Welcoming new patients

Gender

Employed

Search

Keyword search

Search by provider's last name, location or NPI

Search

- Search the PLU by:
- Zip code
 - Radius from zip code
 - Provider panel status – ex. “Welcoming new patients”
 - Gender
 - Employed (Optum Care Washington) or Contracted (Optum Care Network
 - Keyword search

Provider look-up tool

Filter your results by:

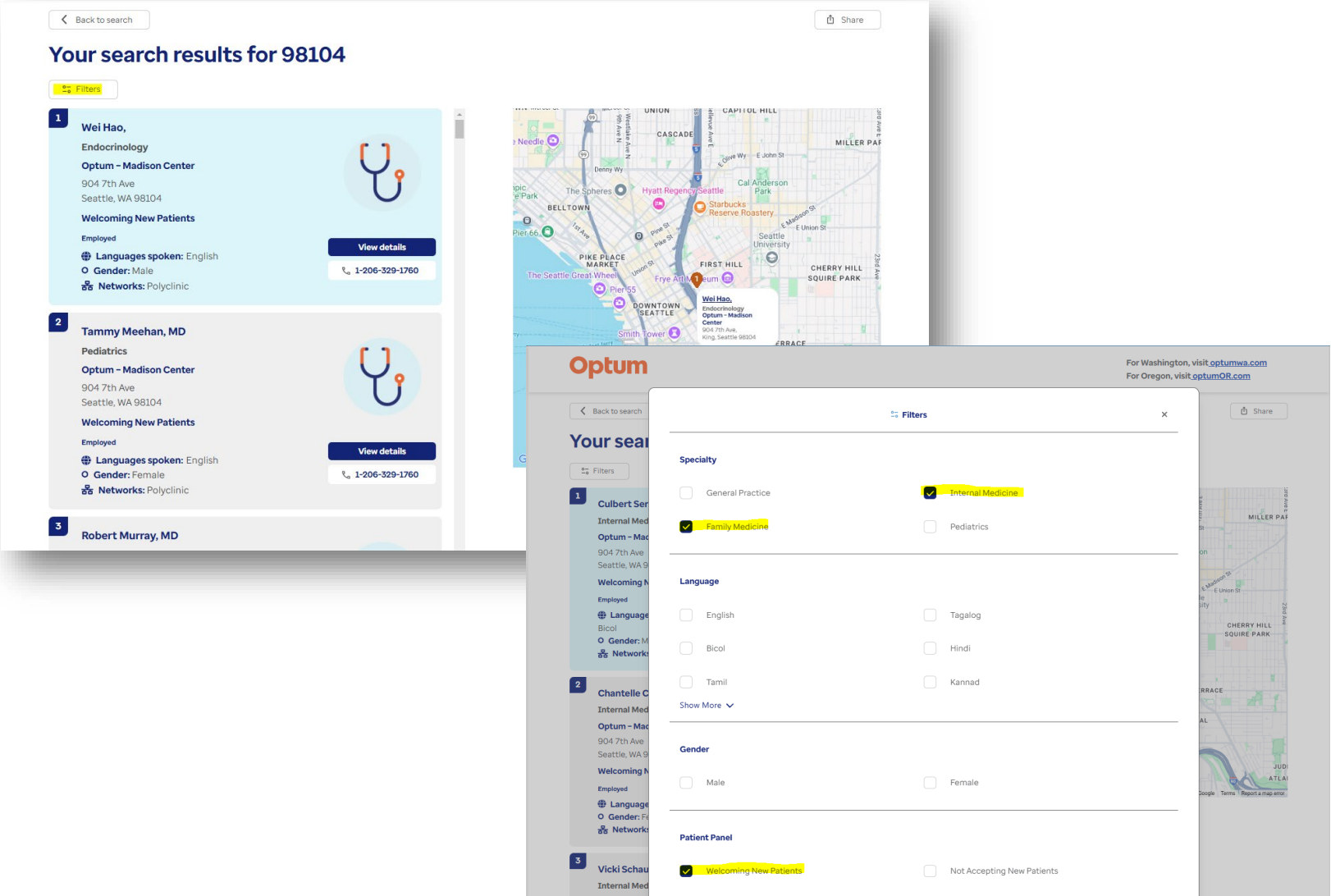
• Specialty

• Language

• Gender

• Gender

• Patient panel (ex. Welcoming new patients)



Provider look-up tool

Features:

- Share the provider profile via **text** or **email**
- Download and print provider bio flyer



Meet our doctor



Culbert Serrano, MD

Specialty: Internal medicine
Language: English, Tagalog, Bicol
Education: University of Philippines College of Medicine

With Optum, you'll get:

- 24-hour provider on-call availability
- A broad network of specialists and timely referrals
- Annual Wellness Visits for Medicare patients
- Care managers to help with your treatment plan
- Convenient, local hospitals and urgent care clinics
- Disease management and education

Participates in

Polyclinic

Optum - Madison Center
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1-206-329-1760, TTY 711

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ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-425-382-4790, TTY 711 o 1-206-329-1772, TTY 711.

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Culbert Serrano, MD

Internal Medicine
NPI: 1922038827

Dr. Serrano's details

**Bio:**

I pursued geriatric medicine due to its pivotal role in addressing multifaceted challenges faced by older individuals. Geriatric medicine uniquely integrates medical, cognitive, social and psychological aspects of health, allowing me to provide comprehensive care tailored to the needs of adults as they age.

**Education:**

University of Philippines College of Medicine

Residency:

State University of New York Health Sciences

Internship:

State University of New York Health Sciences

**Networks:**

Polyclinic

**Language:**

English, Tagalog, Bicol

**Gender:**

Male

Dr. Serrano's location

**Optum - Madison Center**

904 7th Ave
Seattle, WA 98104

[1-206-329-1760](tel:1-206-329-1760)



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Your growth and retention partners



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Heather Tomson- Gavino
Manager, Growth and Retention



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Associate Director, Growth

PNWGrowth@optumpnw.com



Thank you for attending today.