



# Quality care for a *healthier you*

Optum Care Washington patient guide



# Care focused on you

At Optum, your doctors and care team are here for one thing – keeping you healthy. We're here for everything from coughs to pains, and short-term to long-term health needs, with specialists helping to meet your health goals when you need them. Because you're the reason we do what we do.

## Who is Optum?

Optum Care Network is a nationwide family of primary care doctors and care teams. We specialize in caring for people age 65 and older. Together, we work to keep you healthy and active. We're here to offer personalized health care for the whole you. Our goal is to offer quality care at lower costs.



## Our national networks include

**89,600**

doctors and specialists

**18+ million**

people who trust us with their care

**4.6+ million**

Medicare Advantage members

**1,700+**

neighborhood clinics across the U.S., offering high-quality primary and specialty care

**130+**

insurance partners offering the most Medicare plan choices

Optum Care Washington

# Care in your community

Serving Medicare Advantage patients across Washington state

## Our services include:

- MyChart online portal. You can use it to:
  - Send secure messages to your doctors
  - Schedule appointments
  - View test results
  - Ask for on-demand video visits
  - Fill out forms before your appointment
  - Check in to skip the line when you get to your appointment
  - Get medicine refills
- Specialist care
- Free phone support line
- Virtual care choices
- Walk-in urgent care at our clinics
- Programs to help you get the care you need (for qualified Medicare Advantage patients)

Care *when, where*  
*and how* you want it



*With us,  
you'll get*

**11**

urgent care centers

**55+**

specialties

**2,000+**

primary care and  
specialty care  
providers

# A team dedicated to you

We take the time to listen and understand your needs. By getting the right care to help you stay healthier and save money, you can enjoy a brighter future.

## Tools and services to keep you healthy

- Primary care
- Memory Health Support
- Personalized care for long-lasting health problems
- Virtual care
- MyChart®
- Surgery centers
- Specialty care, labs and screenings
- Walk-in clinics and home health
- Help with Medicine Education

## Prevent health problems

Our goal is to help prevent health problems and support your long-term well-being.

- Take care of health issues you already have so they don't get worse
- Keep up to date with screenings
- Get more time with your doctors
- Get the appointments you need

## The right care at the right time

We're here to help keep your health on track. From virtual care to walk-in clinics and specialty care, we'll work together to help you reach your health goals.

## Well-being

We offer home-health choices, social support and more. We're here to support the whole you.



# Award-winning health care

## ***Top 2 medical groups for quality care***

from the Washington Health Alliance (WHA)  
Community Checkup report<sup>1</sup>

## ***128 providers***

on the Seattle Met Top Doc list<sup>2</sup>

## ***#1 quality score***

by WHA Community Checkup report<sup>1</sup>



# Quality care without going to the clinic



## With virtual care, you can:

- Get care for common health problems with an e-visit
- See a doctor now with a video visit for common health worries – **no appointment needed**
- See and talk to your primary care doctor or specialist from home

Learn more at [optumwa.com/virtual-care](https://optumwa.com/virtual-care) or scan the QR code.

## E-visits

E-visits offer an easy way to get care through MyChart. They're great to get care for basic health problems like:

- Coughs
- COVID-19
- Pain when you pee
- Pinkeye

## Video visits

See and talk with your doctor or specialist from the comfort of home. Book your appointment online.

## On-demand video

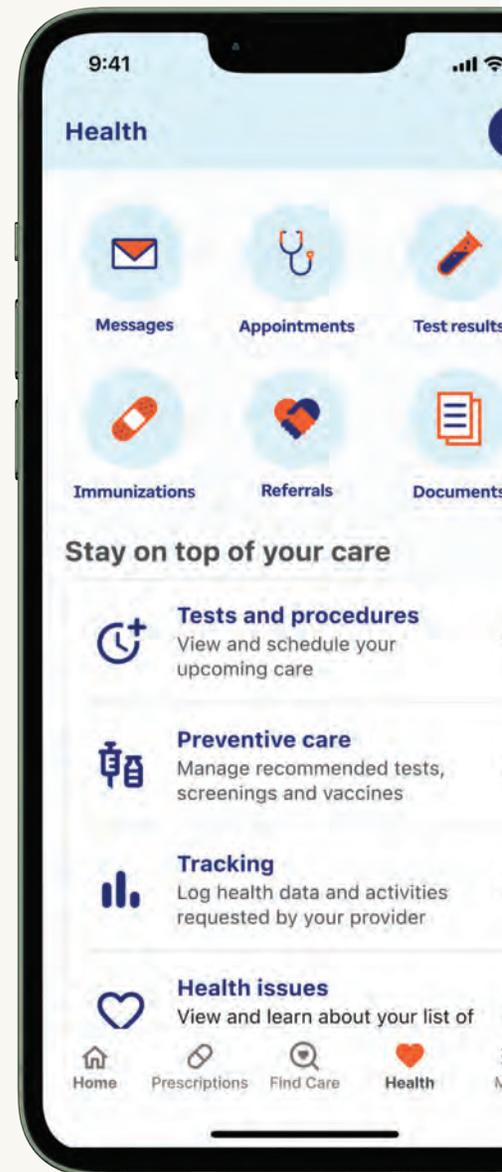
Don't need an in-person visit? An on-demand video visit is a good choice. No appointment is needed. Just sign in and wait for the next health care team member.

## Walk-in clinics

Some medical problems need care right away. Our walk-in clinics can help with:

- COVID-19
- Ear or sinus pain
- Colds
- Cough
- Sore throat, runny nose
- Stomach pain
- Problems peeing
- Flu

**No appointment is needed, just come in.**



# Care programs with you in mind

We're here to help you and your family take better care of yourselves.

## Care, together

Our care team works with you to come up with a care plan for a healthier future. This plan may include:

- Annual Wellness Visits, in-home care and virtual care
- Making sure you have the medicine you need
- Care to keep you healthy, screenings and shots (vaccines)

## Extra support to get the care you need

We teach you how to care for health problems like:

- Congestive heart failure
- Chronic obstructive pulmonary disease (COPD)
- Kidney illness
- Diabetes

We also offer in-home care and phone programs if you need more support. You'll have a team of nurses, social workers and people who can help you talk to your doctor. You'll work together to take care of your health problems. This way you can learn to take care of your symptoms and live your best life.

## Call Us First

Our Call Us First program is a 24-hour advice line that helps you find the right care at the right time.<sup>3</sup> You'll have peace of mind knowing there's always someone there to help you with the next steps.

## Pre-visit planning

Have an Annual Wellness Visit coming up? This program helps get you ready so you can make the most of it.<sup>3</sup> A medical assistant or nurse will give you a call. Together, you'll go over test forms and medicines you're taking. This way, your primary care doctor has more time to go over your care in person.

## Hospital stays (both during and after)

Our team helps make sure you get the care you need while you're in the hospital or under 24-hour nursing care. They'll also make sure you get the right care once you're back home.<sup>3</sup>

## Palliative care for serious illnesses

We offer a special palliative care program for you and your family.<sup>4</sup> Palliative care helps improve quality of life. It also helps with pain or side effects of getting care for:

- Cancer
- Lifelong illnesses
- Memory problems

The program includes mental health support and ways to best deal with symptoms.

## Memory health support

Our 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 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.

[optumwa.com/innovations/memory-health-support](https://optumwa.com/innovations/memory-health-support)

## Help paying for medicines

Do you qualify for lower cost or free medicine? Not sure if you do? We have an entire team ready to help. We want to make sure you can start or stay on the medicine your doctor orders.

# A warm welcome



# What to expect when you join Optum Care Washington

## Getting to know each other

Our onboarding team will give you a call to welcome you. You'll also find out about:

- Programs that support your care, like:
  - Rides to appointments
  - In-home care
  - Care planning
- A special welcome package mailed to your home
- Finding the right specialists
- Transferring your medical records from your last doctor

## Scheduling your Annual Wellness Visit

We have a whole team to help you. You'll get:

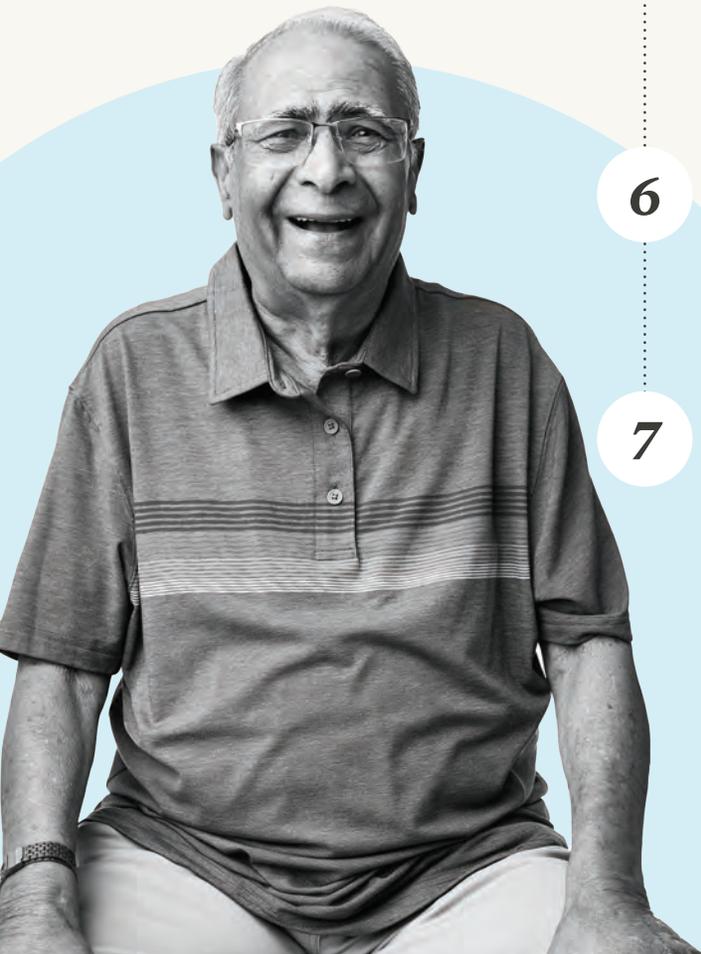
- A personalized call from the Annual Wellness Visit team to schedule your appointment
- Letters and email reminders
- A call from the team after your visit to schedule any follow-up appointments you need

We make sure you start your journey with us *on the right track*

# Patient journey

## Dementia

Here is an example of the care and services we offer.



1

### Diagnosis

Bill's doctor figures out Bill has dementia. This is memory loss that gets worse over time.

2

### Caregiver struggles

As Bill got older, his dementia began to worsen. His spouse, Susan, is his caregiver. It started to get harder for her to take care of him at home.

3

### Home visit

Because Bill has Medicare, he qualified for help. The Optum care team visited him at home.

4

### Care plan

The care team listened to Susan's challenges. She and the nurse worked together to create a care plan for Bill.

5

### Meeting Bill's needs

Part of Bill's care plan was to find him an adult family home. The team helped find him a good fit that was close to home.

6

### Better medicines

Bill's nurse and doctor checked Bill's medicines. They found a better medicine to take care of his symptoms.

7

### Gratitude and less stress

Susan was grateful the Optum team found a health path made just for Bill. It helped her to feel close to him even if he couldn't live at home any longer.

# Patient journey

## Diabetes and other long-lasting health problems

Here is an example of the care and services we offer.

1

### Meet Nicole

Nicole is in her early 50s. She has type 1 diabetes. She also has stomach issues and nerve damage.

2

### Other long-lasting health problems

Nicole also has long-term constipation (trouble having a bowel movement). This is causing her to keep losing weight. She's also struggled with addiction for many years. That led to her diabetes becoming harder to care for. She has other medical problems that don't go away.

3

### Depression

Nicole struggles with bad depression from her constant health problems. She often feels sick to her stomach and throws up. Her blood sugar levels go up and down.

4

### Nurse care manager

Nicole often goes to the hospital. Her nurse care manager is Bria. Bria arranges for Nicole to get an IV. This is fluid given in the veins. Nicole gets IVs done at the doctor's office. The fluid helps with her stomach problems.

5

### Care plan

Bria helped Nicole get the specialty care she needed, and went with her to those visits. She also found the equipment Nicole needed to take care of her diabetes. Bria calls Nicole every week to help her stay on top of her care plan.



# Care in Washington state

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 with a mission to help people live healthier lives and make the health system work better for everyone.

## Primary care sites

### Whatcom County

1. Bellingham

### Skagit County

2. Island Internal Medicine
3. La Conner
4. Stanwood

### Snohomish County

5. Mill Creek
6. Edmonds
7. Everett (Founders, Gunderson and Silver Lake)
8. Snohomish
9. Harbour Pointe (Mukilteo)
10. Marysville
11. Smokey Point
12. Soper Hill

### King County

13. Eastside (Bellevue)
14. Totem Lake
15. Bothell
16. Shoreline
17. Madison Center (Seattle)
18. Ballard
19. Northgate Plaza

### Pierce County

20. Puyallup (Summit View Clinic)
21. Tacoma

To see the Medicare plans we accept, scan this QR code.



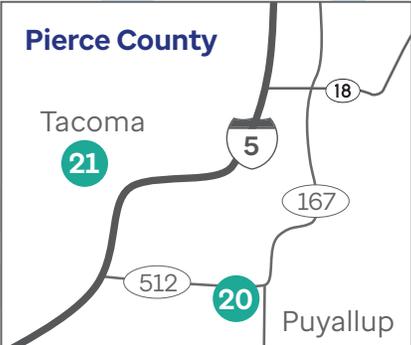
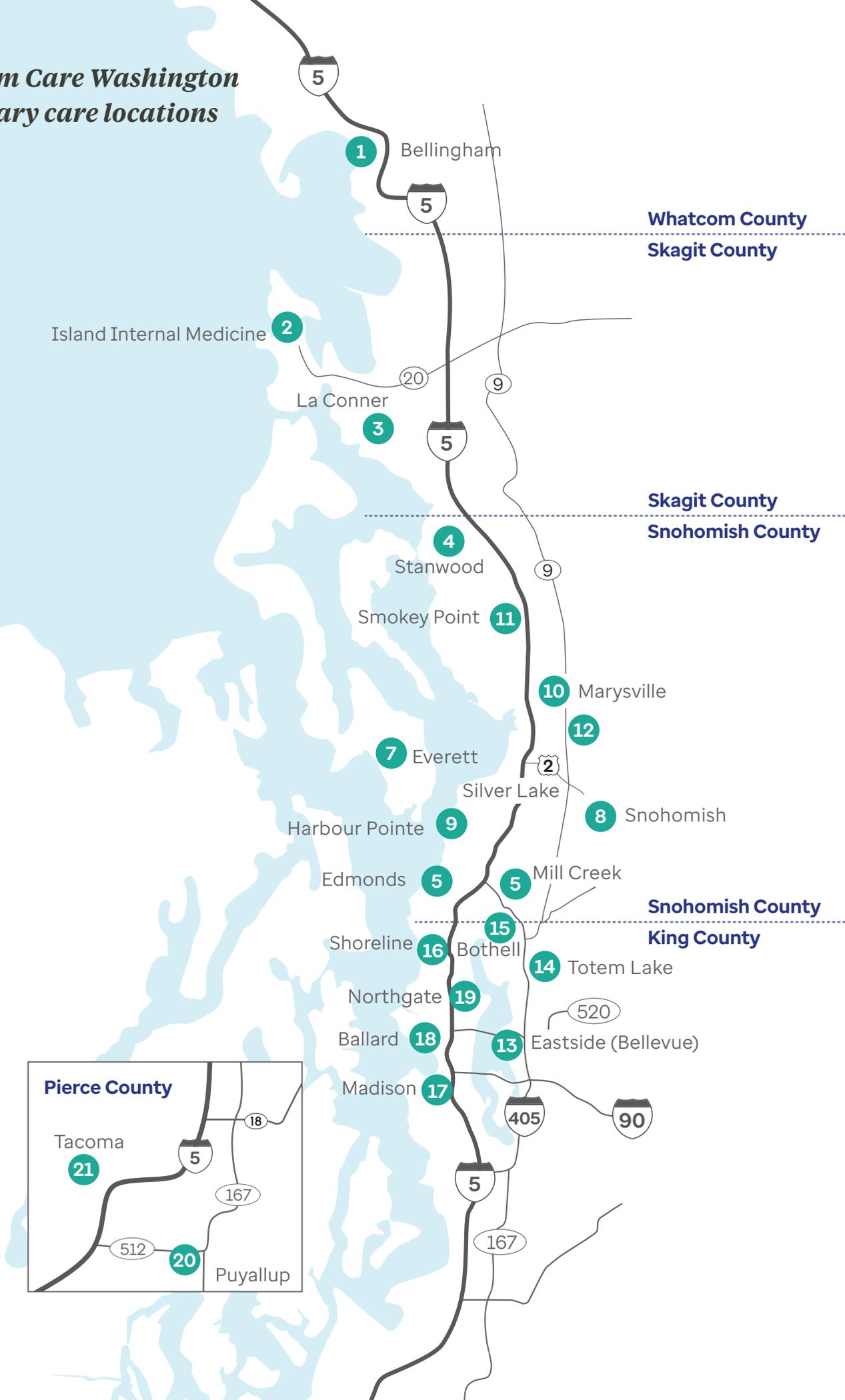
Everett and Eastside



Seattle and Tacoma



**Optum Care Washington  
primary care locations**



**Ready to  
learn more or  
get started?**

Visit us online: **optum.com/wa**  
Email: **pnwgrowth@optumpnw.com**  
Call us: **1-425-317-3699**, TTY **711**

# Optum

1. Community Checkup. Highlights. [wacommunitycheckup.org/highlights](http://wacommunitycheckup.org/highlights).
2. Seattle Met Top Doctors 2025. [seattlemet.com/doctors](http://seattlemet.com/doctors)
3. Only available for Optum Care Washington's Medicare Advantage delegated patient population.
4. Limited 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.

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