



Optum Care Washington patient guide

Health care for a better life



Care focused on you

At Optum, our doctors and care teams work hard to help keep you healthy. We don't just care for you when you're sick. We're here to partner with you to help you reach your personal health goals.

Who is Optum?

Optum 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 a healthier you, today and tomorrow.

Our national networks include:



88,000

doctors and specialists



2,000+

neighborhood clinics across 17 states offering high-quality primary and specialty care



20 million

people who trust us with their care



130+

insurance partners offering the most Medicare plan choices



455,000+

medicare Advantage members

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.



Prevent health problems

Our goal is to stop health problems before they ever start. We do that by helping you:

- 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

Well-being

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

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.

Optum Care Washington: Care in your community

Serving Medicare Advantage patients across Washington state

With us, you'll get:

55+

specialties, like:

- Cardiology
- Ophthalmology
- Allergies

2,000+

primary care and specialty
care providers

11

urgent care centers

Care when, where and how you want it

Our services include¹:

- 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)



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



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.



Learn more at
optumwa.com/virtual-care
or scan the QR code.

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.

Award-winning health care

We put our patients first and it shows. And we're not the only ones who think so. Check out some of our awards.



Top 5 quality score

from the Washington Health Alliance (WHA) Community Checkup report²



146

providers on the Seattle Met Top Doc list³



#1 quality score

by WHA Community Checkup report⁴

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.⁵ 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.⁶ 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.⁶ 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 makes sure you get the best care 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.⁶

Palliative care for serious illnesses

We offer a special palliative care program for you and your family.⁷ Palliative care improves 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.

Optum Acute Care at Home

This program brings healing and hospital-level care to your home.⁸

Optum Acute Care at Home includes:

- Screenings and tests (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
- 24/7 support

We'll work closely with your primary care doctor on all care.

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.

Website: 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.

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. Gratefulness 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.



A warm welcome

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

Ready to join Optum Care Washington? Here's what to expect.

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

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

- Bellingham

Skagit County

- Stanwood
- La Conner
- Island Internal Medicine

King County

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

Snohomish County

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

Pierce County

- Puyallup (Summit View Clinic)

Seattle

- Downtown
- Madison Center
- Ballard
- Northgate Plaza

Outside Seattle metro

- Tacoma



Optum Care Washington, formerly The Everett Clinic

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



The Polyclinic d/b/a Optum Care Washington

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

Optum Care Washington primary care locations



