



# Your Care Guide

Your journey to better health starts here

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**Optum**



# Care that puts you at the center

Thank you for trusting the Optum network with your care. We're here to support you every step of the way on your journey to your best health, with:



## **Award-winning care you can trust**

We serve more than 1 million patients throughout Washington.



## **A family of providers**

We have 6,200+ providers at 500+ care sites in 16 counties in the Optum network.



## **Personalized care close to home**

We have 46 specialty and primary care clinics from Bellingham to Tacoma. That includes 11 urgent care and walk-in clinics, a 24/7 Call Us First line and specialized services for complex care needs.

Visit **[optum.com/wa](https://optum.com/wa)**  
to learn more, or scan the QR code.



# Call us first

Need advice? We'll help navigate your care. Call our 24-hour hotline anytime. You'll talk to a live local agent who can help with:



- Scheduling appointments
- Medical advice
- Medicine refills
- Finding specialists (referrals)
- Billing questions and paperwork

Get help finding the right resources. Call **1-425-304-1113**, TTY **711**.

## MyChart

It's easy to use and secure. Track your health needs 24/7 from home or on the go. You can:

- Get your lab results faster, on demand
- Message your care team 24/7
- Manage your prescriptions and referrals
- Schedule an appointment with your doctor

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Get started today.

Visit [myhealthchart.com/mychart/signup](https://myhealthchart.com/mychart/signup), or scan the QR code.



# Here’s what you’ll find in this guide

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# Managing your care

You never have to be alone on your health journey. Your doctor is your partner every step of the way.



## **Create your care plan/set your health goals**

To reach your health care goals, you and your Optum care team will create a plan for the coming year.



## **Annual wellness visit**

This is an important visit to have every year. You'll go over all of your medicines and talk about tests you may need.



## **Knowing your numbers**

Knowing the normal ranges for health screenings is an important part of staying healthy. You can track your numbers by checking in with your doctor.



## **Health screenings**

You should complete these important screenings to stay healthier. You should work with your doctor to determine which screenings are right for you.



## **Know where to go**

You have different choices to get care when you need it. It's important to know when to visit your doctor, an urgent care or the ER.

# Create your care plan

Set your health goals



What's the first step on your health journey? Choose where you want to be. If you want to feel healthier next year, set specific goals now.



## Choose the right goals

Think about what's most important to you. Biking with the grandkids? Getting out and about more easily? Taking that trip you've always dreamed about?



## Set your care plan with your doctor

If you have diabetes or heart disease, work with your care team to set goals that will work for you. You might want to choose mini goals and work up to bigger ones.



## Go over your medicines and prescriptions with your doctor

You can also renew and add prescriptions. This can lead to better health and lower care costs.

# Top 3 reasons to schedule your annual wellness visit

## Your primary care doctor:

1

May save you money. If you don't need care right away, your primary care doctor may be the best choice. Getting care at the ER or urgent care center usually costs more than seeing your primary care doctor.

2

Helps you find the right specialists if you need extra care.

3

Knows your personal and family medical history best. This way you get the care that fits your unique needs.

In case of emergency, dial **911**



## Learn about the annual wellness visit

Watch the video

**[optum.com/watchAWV](https://optum.com/watchAWV)**

Or scan the QR code



**To schedule your annual wellness visit,  
call your doctor's office.**

**Meet Laurie, age 67**  
Medicare Advantage  
patient since 2020



## See why our patients are choosing Medicare Advantage

Medicare Advantage patients on average, stay healthier and save more than Original Medicare.

**22%**  
fewer ER visits<sup>1</sup>

**50%**  
fewer hospital  
stays<sup>2</sup>

**24%**  
lower health  
care costs<sup>3</sup>



See why Laurie chose a Medicare Advantage plan accepted by her Optum doctor and how you can, too.

**[optum.com/keep-going](https://optum.com/keep-going)**

1. Cohen K, Ameli O, Chaisson CE, et al. Comparison of care quality metrics in 2-sided risk Medicare Advantage vs fee-for-service Medicare Programs. JAMA Netw Open. 2022;5(12):e2246064.

2. Inovalon.com. Accessed 10/19/2023. [inovalon.com/news/new-research-from-inovalon-and-harvard-university-uncovers-utilization-and-cost-differences-between-medicare-advantage-and-traditional-medicare/](https://www.inovalon.com/news/new-research-from-inovalon-and-harvard-university-uncovers-utilization-and-cost-differences-between-medicare-advantage-and-traditional-medicare/)

3. Optum Care Unified Data Mart (OCUDM 2021); Optum HEDIS reporting. Well-managed Care: Optum Care vs. FFS Medicare.



# Your numbers matter

Below are the healthy ranges for each screening. Staying within these ranges can help keep you healthier.



## Blood sugar

The average amount of sugar (glucose) in your blood over the past 2 months.

**A1c less than 5.7%**



## Blood pressure

The force of blood against the arteries when the heart beats and rests.

**Less than 120/80 mm Hg**



## Cholesterol

A fat produced by the liver. Too much can block your blood vessels.

**Less than 200 mg/dl**



## Body weight

A person's ideal body weight varies by gender, age, height and frame. Body mass index (BMI) is a good guide.

**18.5–24.9 BMI**

# Tests and screenings for living healthier

Be sure to catch up on your doctor’s visits, health screenings and more. Here’s a guide to show you what to expect.

Women		
Screenings, tests and other care	Age	When to have them
Breast cancer screening	40–75	Mammogram at least every 2 years
Bone density screening	>65	Schedule screening at least once; sooner if you’re past menopause as your chances of having brittle bones are higher
Cervical cancer screening	21–65	Pap and/or HPV testing every 3 to 5 years
Men		
Screenings, tests and other care	Age	When to have them
Prostate exam	55–69	Talk with your doctor



To find out what screenings are right for you, call your doctor’s office.

## Everyone

Screenings, tests and other care	Age	When to have them
Colorectal cancer screening	45-75	Colonoscopy every 10 years or stool screening test every 1 to 3 years Tell your doctor if you have a relative with colon cancer. Ask when you should get screened
Diabetes screening	35-70	Every 3 years More often if you have medical problems that raise your chances of having diabetes, such as obesity
Flu shot (influenza vaccine)	All ages	Every year
Heart health screening	40-70	Talk about your heart and blood vessel health with your doctor
Other shots (vaccines)	All ages	Ask your doctor about COVID-19, pneumonia, tetanus/pertussis and shingles
Wellness visit	65+	Every year, create or update your personalized care plan. Includes physical exam, BMI, blood pressure, cholesterol, medicines and health advice



## Know where to go for care

If you can't reach your primary care doctor or it's after business hours, we're here for you.

**For health problems that are urgent but not life-threatening, go to an urgent care clinic.** You can get care quickly at an urgent care.



Walk-ins are  
welcome



May cost less  
than a hospital  
emergency room



Open weekends  
and holidays

## Find care near you



Scan the QR code or visit  
[optumwa.com/primary-specialty](https://optumwa.com/primary-specialty)

# Should I go to urgent care?

Knowing whether to go to urgent care or the emergency room is important. It can also save you time. Check out some of the different issues they handle so you can make the best choice for you.



## Urgent care clinic

- Animal bites
- Asthma attack (lung disease that makes it hard to breathe)
- Back pain
- Eye swelling, irritation or pain
- Flu and cold symptoms
- Burning when you pee (urinate)
- Rashes and redness of the skin
- Upset stomach, vomiting or diarrhea
- Broken bones (not sticking out of skin) and sprains
- Cuts, wounds and burns



## Emergency room

- Heart attack
- Seizures
- Serious burns
- Stroke
- Severe bleeding
- Serious injury
- Difficulty breathing
- Fainting, passing out or head injury
- Fever more than 100.4°F in infant 0 to 3 months old
- Labor and delivery



In case of emergency, dial **911** or go to the nearest hospital emergency room.



## **We're here for you**

Thank you for choosing us. Our care teams are devoted to giving you great care. Helping to keep you healthy is what matters most to us.

We look forward to helping you reach your health goals in 2025 and beyond.

# Helpful resources



Learn about the health resources you have. As an Optum patient, you have lots of care services that are easy to use.

## MyChart

You can make appointments and get medicine refills. You can also see your test results. Visit [myhealthchart.com/mychart/signup](https://myhealthchart.com/mychart/signup) or scan the QR code.



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## Patient Resource Center

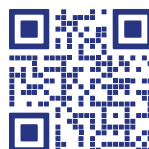
Get information about different health topics and medical problems. Visit [resources.optum.com](https://resources.optum.com) to learn more or scan the QR code.



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## Virtual Care

Get care 7 days a week without an appointment. Visit [optumwa.com/virtual-care](https://optumwa.com/virtual-care) or scan the QR code.



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## Health and wellness events

Find an upcoming event near you. Visit [everettclinic.com/events](https://everettclinic.com/events)

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## Sign up to receive healthy tips and resources

We're excited to offer new email and text features. Your health care just got easier. Sign up today to get time-saving tools and resources. Visit [optum.link/contactus](https://optum.link/contactus) or scan the QR code.





Any person depicted in the stock image is a model.

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We provide free services to help you communicate with us. This includes letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-403-4160, TTY 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-403-4160, TTY 711.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-800-403-4160, TTY 711。

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