

Your Care Guide

Your journey to better health starts here



See what's inside:

Set your
goals

Know your
numbers

Schedule
your
screenings

Find
resources

Optum

THE POLYCLINIC
Part of Optum®



Thank you for trusting us with your health

We look forward to partnering with you to design a personalized care plan. This guide will help you along your health journey.

Healthier care for a better life

That's our promise to you. It means you can always count on us. We're here for you every step of the way.



Focused on you

We take the time to listen and understand your needs. We help you reach your personal health goals.



Made easier

Our team will always work together to make it easier to get the care you need.



Better value

We'll help you save money and stay healthier, so you can enjoy a brighter future.

Care focused on your needs

No matter where you are on your health journey, we're here for you. We'll give you the support you need to live better.

Here's what we focus on

Well-being

Keeping you healthy goes beyond the exam room. We offer wellness classes and mental health support. Plus, we'll help find the right local resources for you.

Care designed to keep you healthy

This means we'll help you with:

- Scheduling appointments and screenings
- Getting the right shots (vaccines)
- Refilling your medicines
- And more

Support for long-term problems

If you have diabetes, heart disease or other long-term problems, we're here for you. We'll work together so you get the specialist you need and coordinate your care. And we see to it that you get the right follow-up care after a hospital stay.

See what Optum can do for you

Learn more here: www.optumwa.com



3 simple steps to get started



Schedule your appointment

Call your primary care doctor's office



Create your care plan

Use pages 6-11 to pull it all together



Put your plan into action

Use pages 12-15 to track your care

"This past January I had my Annual Wellness Visit with my doctor. She worked with me to set up realistic health goals I could actually follow. And she helped keep me on a healthy track." — **Jim, age 68**

Set your health goals

Turn better health into a better life for you and your family

Choose where you're going on your health journey. And partner with your doctor. They can help you set goals that make the most sense for you. They'll also work with you to help you reach them.

Here are some tips

1

Choose the right goals

Think about what's important to you. You're more likely to reach goals that help you do the things you most want to do in your life.

2

Start small

Break your goals into small steps. Let's say you want to start exercising. Set a mini-goal, like walking around the block 3 times a week. Once you reach this goal, add a few blocks. Before you know it, you'll be walking a mile.

3

Get help from your care team

Our team is trained to help you set and reach your goals. If you have diabetes or heart disease, your doctor will help choose the right ones for you. Whatever your goals, trust their advice as you set them together.

Sample goals

Talk to your doctor about more ideas



Getting out and about more easily



Cutting back on my diabetes medicines



Eating more fruits and veggies



Completing all of my health screenings

"I have Type 2 diabetes. My doctor checks in with me to make sure I take my medicines and eat right. Keeping in touch with my doctor helps keep me healthier."

— **Carol, age 66**



Know your numbers

Heart disease is the No. 1 cause of death in the United States. That's just one example of why it's important to keep on top of your numbers. Be sure to check in with your doctor every year. That way, you can track your health and catch problems early.

What are your numbers?

Check out these healthy ranges.



Blood sugar

A1c less than 5.7%

The average amount of sugar (glucose) in your blood over the past 2 or 3 months.



Blood pressure

Less than 120/80 mm Hg

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



Cholesterol

Less than 200 mg/dl

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



Body weight

18.6–24.9 BMI

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

Don't know your numbers?

Schedule a visit with your doctor now.

Source: American Heart Association
Your numbers may vary. Talk to your doctor.

What's the difference between an Annual Wellness Visit and a physical exam?

Your doctor does a physical exam when you're sick or in pain. They're looking to find what's wrong and fix it. The Annual Wellness Visit is a yearly check-up. Your care team is looking to stop problems before they happen. What happens during these two visits? We compare them on the next page.

What's covered?

Medicare covers the Annual Wellness Visit, if you go to a clinic that accepts Medicare. To learn more, call the number on your health plan card.



Watch this video to learn about the Annual Wellness Visit.

Visit optum.com/watchAWV or scan this code with your smartphone camera.

Compare Medicare Annual Wellness Visit and a physical exam

	Physical exam	Annual Wellness Visit
Go over your medical and family history.	✓	✓
Check your height, weight and blood pressure.	✓	✓
Create or update a list of your doctors and prescription drugs.	✓	✓
Screen you for depression, memory loss and brain health.		✓
Determine your chances for having heart disease, diabetes or other long-term problems.		✓
Create your personalized care plan.		✓
Set up a schedule for screenings.		✓
You could earn a reward for completing this visit. Please call your doctor to learn more.		✓

Note: This chart is not complete. You may see different doctors for the Annual Wellness Visit or a physical exam.

Source: Medicare.gov

Schedule your tests and screenings

Be on your way to living healthier. Catch up on your screenings and more. Use this chart to keep track of them.

Everyone

Screenings, tests and other care	When to have them	Appointment details
Bone density	Ages 65 and older. This is a test for bone strength. It's even more important for women who have broken a bone in the last 6 months. Ask your doctor when to have it.	Date completed: _____ _____
Colon cancer screening	Ages 45–75. Ask your doctor what test you need. A colonoscopy is usually done every 10 years. A stool test is done every year. If you have a family member with colon cancer, ask your doctor what test you need.	Date completed: _____ _____
Diabetes screening	Ages 35–70. Get tested every 3 years. If you have diabetes or other health problems, you may need more tests. Ask your doctor what tests are right for you.	Date completed: _____ _____



<p>Flu shot (influenza vaccine)</p>	<p>All ages. Get your flu shot every year.</p>	<p>Date completed:</p> <hr/> <hr/>
<p>Heart health checkup</p>	<p>Ages 40–70. Ask your doctor what you can do to lower your chances of having a heart attack or stroke.</p>	<p>Date completed:</p> <hr/> <hr/>
<p>Shots (vaccines)</p>	<p>All ages. Talk to your doctor about what you may need (COVID-19, pneumonia, shingles and others).</p>	<p>Date completed:</p> <hr/> <hr/>
<p>Annual Wellness Visit</p>	<p>Ages 65 and older. This includes tests for BMI, blood pressure and cholesterol. You'll go over your medicines and update your care plan. Schedule this visit every year.</p>	<p>Date completed:</p> <hr/> <hr/>



Women

Screenings, tests and other care	When to have them	Appointment details
Breast cancer screening	Ages 50–75. At least every 2 years.	Date completed: _____ _____
Cervical cancer screening	Ages 21–65. Ask your doctor about the right screening for you. Most women need a Pap test every 3 years.	Date completed: _____ _____

Men

Screenings, tests and other care	When to have them	Appointment details
Prostate exam	Ages 55–69. Ask your doctor when to have the exam.	Date completed: _____ _____

Your doctor may suggest other screenings, like eye and dental exams. Talk to your doctor today.



You could earn a reward for completing your Annual Wellness Visit.

Schedule a visit with your doctor now. Ask if you qualify for a reward.

Take healthy steps each day

Are you making the most of all your health and wellness resources? We offer a wide range to help you live your healthiest life.

Health and wellness library

Hundreds of healthy living videos and care articles.
Visit [optum.com/wellness](https://www.optum.com/wellness).

Healthier You wellness blog

Find tips and ideas to inspire healthy living at any age.
Visit [optum.com/health-articles](https://www.optum.com/health-articles).

Help with prescriptions

Need to refill, renew or transfer a prescription? Call your pharmacist or doctor. You may qualify for home delivery. Visit [optumrx.com](https://www.optumrx.com).



Get monthly tips for healthier living sent to your inbox.

Sign up for free at [optum.com/tips](https://www.optum.com/tips).
Or scan the QR code.

Help finding a specialist

Our doctors work with a large network of specialists in your area. For some health plans, your doctor may need to make a referral for you to see a specialist. Your primary care doctor can find the right specialists and work with them to determine the right care for you.



Patient resources

24-hour advice line

Just for Medicare Advantage members. Get help finding the right care and resources. Call **1-206-401-3220**, TTY **711**.

Patient portal

With MyChart®, you can make appointments, get medicine refills and see your test results. To get started, visit **optum.com/TPCPortal**.

Urgent care

Need urgent care fast? Visit our walk-in clinics. No appointment needed. For more information, visit **polyclinic.com/urgentcare**.

Virtual care

Get care without leaving home with virtual visits. For more information, visit **polyclinic.com/virtualcare**.





Any person depicted in the stock image is a model.

Patient information is for illustrative purposes only. While based on an actual patient story, the picture, name, age and other identifiable information have been changed to protect their privacy.

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