

USFHP MAC MEETING MINUTES

Location: Virtual
Date: 2/22/24
Time: 3:00 pm
Facilitator: Yessica Anguiano

Meeting Purpose:

The purpose of the Member Advisory Committee (MAC) is to engage internal and external stakeholders to improve the member experience at CHRISTUS Health on a bi-annual occurrence. The Member Advisory Committee will be a subcommittee of the Quality Improvement Committee and Chaired by the Director of Health Plan Quality.

Voting Membership:

<input checked="" type="checkbox"/> Chair, Trish Winkler, Director, CHP Clinical Quality Improvement	<input type="checkbox"/> Ronda Hefton, Chief Administration Officer, CHRISTUS Health Plans	<input checked="" type="checkbox"/> Dean Cannon MD, Vice President, Chief Medical Director	<input checked="" type="checkbox"/> Keli Abuhaseesh, Director, CHP Medical Management
<input type="checkbox"/> Jeanette Kaslik, Director, Provider Network Contracting	<input type="checkbox"/> Jennifer Horn, Director, Health Plan Call Center Operations	<input checked="" type="checkbox"/> Amanda Hendon, Director, Complaints, Appeals & Grievances	<input checked="" type="checkbox"/> Tina Nguyen, Manager, Pharmacy Benefits and Services
<input checked="" type="checkbox"/> Kimberly Gomes, Director, Health Plans Corporate Services	<input checked="" type="checkbox"/> Jackie Bruning, Manager, Network Contracting	<input checked="" type="checkbox"/> Rondy Bolden, Manager, Member Services	<input checked="" type="checkbox"/> Amy Baldrige, Manager, Quality Improvement



<input checked="" type="checkbox"/> Nicole Tillett, Manager, Member Engagement	<input checked="" type="checkbox"/> Alexandra Guzman, Manager, Health Plans Product Management	<input checked="" type="checkbox"/> USFHP Members, Total Attendees (42)	<input checked="" type="checkbox"/> Taylor Hairston, Manager, Marketing
Non-Voting Attendees:			
<input checked="" type="checkbox"/> Sarah Simpson, Program Manager Strategic Business Development, Utilization Management	<input checked="" type="checkbox"/> Ronda Hopson, Supervisor, Clinical Utilization Management	<input checked="" type="checkbox"/> Barb Gardetto, Social Worker MSW	<input checked="" type="checkbox"/> Adriana Smith, Member Retention Specialist, Product Management
<input checked="" type="checkbox"/> Kaylan Pickett, Product Specialist, Product Management	<input checked="" type="checkbox"/> DeMaurea Satchell, Manager, Eligibility & Enrollment	<input type="checkbox"/> Desinique Whitley, USFHP Program Manager, Quality Improvement	<input checked="" type="checkbox"/> Chindanu Ozuah, Program Manager, Quality Improvement
<input checked="" type="checkbox"/> Karyn Swindull, Manager, USFHP Pharmacy Vendor	<input checked="" type="checkbox"/> Dominic Priolo, Business System Analyst II, Corporate Services	<input checked="" type="checkbox"/> Chandra Willis, Supervisor, Member Services	<input checked="" type="checkbox"/> Deandrea Williams, Lead, Member Services
<input checked="" type="checkbox"/> Jacquette Phillips, USFHP Supervisor, Member Services	<input type="checkbox"/> Yessica Anguiano, USFHP Project Coordinator II, Quality Improvement		

OBJECTIVE:

The CHRISTUS Health USFHP Member Advisory Committee (MAC) meeting is designed to gather input and information from members/beneficiaries, advocates, community resources, social services entities, community leaders and providers to enhance members/beneficiary's experience. The virtual and/or in-person meetings serves as a two-way communication opportunity to receive real time feedback from members. CHRISTUS Health will analyze the serving population and identify opportunities to improve the beneficiary's quality of care experience by sharing education segments within the meeting.

Topic	Discussion	Action items	Owner(s)	Deadline	Status
1. Reflection	<p>a. Trish Winkler shared a Reflection. “Behold, how good and pleasant it is when brothers live together in unity.” Psalms 133:1</p>	a. None	Trish Winkler, Director of Quality Improvement	N/A	N/A
2. Welcome and Introductions	<p>a. Trish Winkler introduced herself and welcomed the attendees. She also requested that all USFHP beneficiaries who were joining the call for the first time, to introduce themselves.</p> <p>b. Trish shared the agenda for the meeting.</p>	<p>a. USFHP beneficiaries introduced themselves.</p> <p>b. None</p>	Trish Winkler, Director of Quality Improvement	N/A	N/A
3. Announcements	a. None	a. None	Trish Winkler, Director of Quality Improvement	N/A	N/A
4. Old Business- Approval of Previous Meeting Minutes	<p>a. Trish shared that all the MAC voting members were emailed the previous MAC Meeting minutes for review prior to the meeting held today on 2.22.2024.</p> <p>b. Trish asked if minutes for the 8.2.2023 MAC meeting should be amended or approved.</p>	<p>a. None</p> <p>b. There were no motions to amend the minutes.</p> <p>c. There was a motion to approve, and the motion received a second. The vote to</p>	Trish Winkler, Director of Quality Improvement	N/A	N/A

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	<p>c. Trish requested a motion to approve the minutes from the previous MAC meeting that occurred on 8/2/23.</p>	<p>approve the minutes was unanimous.</p>			
<p>5. New Business- MAC Meeting Survey Results</p>	<p>a. Yessica updated attendees about the survey sent out in December 2023 regarding the Member Advisory Committee and that the feedback survey results which were reviewed:</p> <p>It was noted that there were eighty (80) beneficiaries who completed the survey. There were three (3) opportunities identified and highlighted from the results.</p> <p>i. The survey results indicated that the meeting time for the 2.22.2024 MAC meeting time should be 1:30pm CST to encourage higher attendance.</p> <p>ii. The survey results indicated there were specific health related topics that beneficiaries were interested in learning about (i.e., Behavioral Health program and resources).</p> <p>iii. Eighty five percent of the survey respondents stated they would</p>	<p>a. None</p>	<p>Yessica Anguiano, Quality Improvement Project Coordinator</p>	<p>12/2023</p>	<p>CLOSED</p>


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	<p>recommend their current health plan to a friend or family member.</p> <p>iv. The survey results indicated that the beneficiaries wanted education about their plan benefits. Beneficiaries wanted tutorials on how to access benefit information. (i.e., access to Member Portal)</p>				
<p>6. New Business-</p> <p>a. Beneficiary Education: Handbook and Summary of Benefits</p>	<p>a. Randy Bolden shared information regarding the current 2024 USFHP Beneficiary Handbook which is available online.</p> <p>He suggested beneficiaries could obtain a hard copy of the handbook by contacting Member Services.</p> <p>Additionally, he advised that the Member Service Department hours of operations are Monday through Friday from eight (8:00) A.M. CST through five (5:00) PM CST or email at USFPHelp@christushealth.org</p> <p>Beneficiaries were encouraged to read their handbook and provide recommendations by sending an email or calling CHRISTUS.</p> <p>The online resource link was shared during the meeting in the chat box and a QR code was displayed on the presentation slide.</p> <p>The US Family Health Plan summary of benefits for active-duty family members, retirees, and retirees' family members</p>	<p>a. None</p>	<p>Rondy Bolden, Member Services Manager</p>	<p>N/A</p>	<p>CLOSED</p>

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	<p>was presented. The plan benefits were displayed on the screen that included the annual enrollment fees for active-duty family members, annual deductible, and catastrophic cap per year.</p> <p>The fees for doctor visits by the type of setting or specialty, pharmacy benefits, and the enhancements or value-added discounts were displayed.</p> <p>The online resource link was shared during the meeting in the chat box and a QR code was displayed on the presentation slide. The image is placed below for reference.</p>				

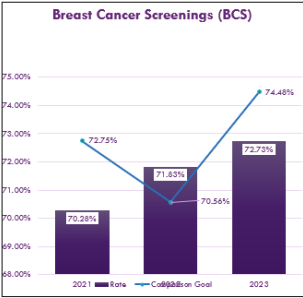
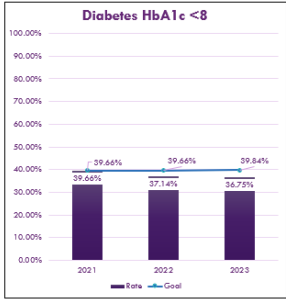
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	<p>US FAMILY HEALTH PLAN SUMMARY OF BENEFITS EFFECTIVE UNTIL DECEMBER 31, 2024. RATES ARE ADJUSTED ANNUALLY. Group A enlisted or appointed before Jan. 1, 2018. Group B enlisted or appointed on or after Jan. 1, 2018.</p> <table border="1"> <thead> <tr> <th>PLAN BENEFIT</th> <th colspan="2">ACTIVE-DUTY FAMILY MEMBERS</th> <th colspan="2">RETIRES AND RETIREE FAMILY MEMBERS</th> </tr> </thead> <tbody> <tr> <td>Annual Enrollment Fees (Grp. A Grp. B)</td> <td colspan="2">\$0</td> <td colspan="2">\$363 \$438.96 individual \$726 879 family</td> </tr> <tr> <td>Annual Deductible</td> <td colspan="2">\$0</td> <td colspan="2">\$0</td> </tr> <tr> <td>Catastrophic Cap Per Year (Grp. A Grp. B)</td> <td colspan="2">\$1,000 \$1,256</td> <td colspan="2">\$3,000 \$4,399</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>DOCTOR VISITS</th> <th colspan="2">ACTIVE-DUTY FAMILY MEMBERS</th> <th colspan="2">RETIRES AND RETIREE FAMILY MEMBERS</th> </tr> </thead> <tbody> <tr> <td>Preventative Care Visit</td> <td colspan="2">\$0</td> <td colspan="2">\$0</td> </tr> <tr> <td>Primary Care Visit</td> <td colspan="2">\$0</td> <td colspan="2">\$25</td> </tr> <tr> <td>Specialty Care Visit</td> <td colspan="2">\$0</td> <td colspan="2">\$37</td> </tr> <tr> <td>Emergency Room Visit</td> <td colspan="2">\$0</td> <td colspan="2">\$75</td> </tr> <tr> <td>Urgent Care Center</td> <td colspan="2">\$0</td> <td colspan="2">\$37</td> </tr> <tr> <td>Ambulatory Surgery</td> <td colspan="2">\$0</td> <td colspan="2">\$75</td> </tr> <tr> <td>Ambulatory Service (Not Including Air)</td> <td colspan="2">\$0</td> <td colspan="2">\$50</td> </tr> <tr> <td>Durable Medical Equipment</td> <td colspan="2">\$0</td> <td colspan="2">20%</td> </tr> <tr> <td>Inpatient Admission</td> <td colspan="2">\$0</td> <td colspan="2">\$188 per admission</td> </tr> <tr> <td>Inpatient Skilled Nursing Rehab Admission</td> <td colspan="2">\$0</td> <td colspan="2">\$37 per day</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>PHARMACY BENEFITS</th> <th colspan="2">ACTIVE-DUTY FAMILY MEMBERS</th> <th colspan="2">RETIRES AND RETIREE FAMILY MEMBERS</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Generic Prescription Drugs</td> <td>Mail Order</td> <td>Retail</td> <td>Mail Order</td> <td>Retail</td> </tr> <tr> <td>\$13</td> <td>\$16</td> <td>\$13</td> <td>\$16</td> </tr> <tr> <td>Brand Name Drugs</td> <td>\$38</td> <td>\$43</td> <td>\$38</td> <td>\$43</td> </tr> <tr> <td>Non-Formulary Drugs</td> <td>\$76</td> <td>\$76</td> <td>\$76</td> <td>\$76</td> </tr> </tbody> </table> <p>Non-Covered Drugs Excluded from TRICARE coverage (member pays full cost)</p> <table border="1"> <thead> <tr> <th>ENHANCEMENTS EXTRAS VALUE ADDED DISCOUNTS</th> <th>ACTIVE-DUTY FAMILY MEMBERS</th> <th>RETIRES AND RETIREE FAMILY MEMBERS</th> </tr> </thead> <tbody> <tr> <td>Vision Care</td> <td colspan="2">FREE annual eye exam</td> </tr> <tr> <td>Vision Discount</td> <td colspan="2">Discounts on glasses and lenses at select providers</td> </tr> <tr> <td>Dental Care and Discount</td> <td colspan="2">Discounts on services at select providers</td> </tr> <tr> <td>Hearing Care</td> <td colspan="2">FREE annual hearing exam plus 20% off hearing aids at select providers</td> </tr> <tr> <td>Transportation</td> <td colspan="2">Transportation to covered medical services (up to 8 round trips or 16 one-way trips)</td> </tr> </tbody> </table> <p>*Negotiated fees: The fees network providers and participating non-network providers have agreed to accept for covered services.</p>	PLAN BENEFIT	ACTIVE-DUTY FAMILY MEMBERS		RETIRES AND RETIREE FAMILY MEMBERS		Annual Enrollment Fees (Grp. A Grp. B)	\$0		\$363 \$438.96 individual \$726 879 family		Annual Deductible	\$0		\$0		Catastrophic Cap Per Year (Grp. A Grp. B)	\$1,000 \$1,256		\$3,000 \$4,399		DOCTOR VISITS	ACTIVE-DUTY FAMILY MEMBERS		RETIRES AND RETIREE FAMILY MEMBERS		Preventative Care Visit	\$0		\$0		Primary Care Visit	\$0		\$25		Specialty Care Visit	\$0		\$37		Emergency Room Visit	\$0		\$75		Urgent Care Center	\$0		\$37		Ambulatory Surgery	\$0		\$75		Ambulatory Service (Not Including Air)	\$0		\$50		Durable Medical Equipment	\$0		20%		Inpatient Admission	\$0		\$188 per admission		Inpatient Skilled Nursing Rehab Admission	\$0		\$37 per day		PHARMACY BENEFITS	ACTIVE-DUTY FAMILY MEMBERS		RETIRES AND RETIREE FAMILY MEMBERS		Generic Prescription Drugs	Mail Order	Retail	Mail Order	Retail	\$13	\$16	\$13	\$16	Brand Name Drugs	\$38	\$43	\$38	\$43	Non-Formulary Drugs	\$76	\$76	\$76	\$76	ENHANCEMENTS EXTRAS VALUE ADDED DISCOUNTS	ACTIVE-DUTY FAMILY MEMBERS	RETIRES AND RETIREE FAMILY MEMBERS	Vision Care	FREE annual eye exam		Vision Discount	Discounts on glasses and lenses at select providers		Dental Care and Discount	Discounts on services at select providers		Hearing Care	FREE annual hearing exam plus 20% off hearing aids at select providers		Transportation	Transportation to covered medical services (up to 8 round trips or 16 one-way trips)					
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<p>5 b. Beneficiary Online Portal</p>	<p>b. Nicole Tillett introduced herself and shared information regarding the new beneficiary portal including the features that are accessible online included the find a provider, view claims, request ID cards, change primary care provider, and view benefits. The online resource link was shared during the meeting in the chat box and a QR code was displayed on the presentation slide.</p>	<p>b. None</p>	<p>Nicole Tillett, Member Engagement Manager, Communications</p>	<p>N/A</p>	<p>CLOSED</p>																																																																																																																					

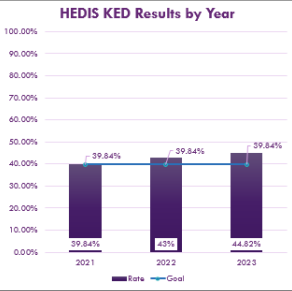
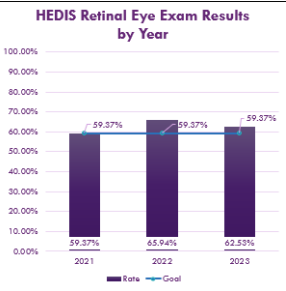
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5 c. Provider Directory Updates	c. Jackie Bruning shared network management Information regarding locating a provider online was shared. There is now a Member Portal and/or QR Code which may be scanned for Information regarding Member Resources or benefits for access to care by doctor specialty, geographical location, and by the type of setting.	c. None	Jackie Bruning, Provider Relations Manager, Network Management	N/A	CLOSED																																																												
5 d. Complaints Appeals, and Grievances (CAG)	<p>d. Amanda Hendon shared a summarized table of information regarding the most current updates on the total count of all complaints, appeals, and grievances. Displayed below for reference.</p> <div data-bbox="346 893 976 1315" style="border: 1px solid black; padding: 5px;"> <p>Beneficiary Education: Complaints, Appeals, and Grievances Summary </p> <table border="1"> <thead> <tr> <th>Category</th> <th>FY23 Q4 (July-Sept)</th> <th>FY 24 Q1 (Oct-Dec)</th> <th>Performance Goal</th> <th>Performance Goal Met</th> </tr> </thead> <tbody> <tr> <td>Access To Care</td> <td>0</td> <td>1</td> <td><2</td> <td>Yes</td> </tr> <tr> <td>Balance Billing</td> <td>0</td> <td>0</td> <td><20</td> <td>Yes</td> </tr> <tr> <td>Billing and Collections</td> <td>0</td> <td>0</td> <td><20</td> <td>Yes</td> </tr> <tr> <td>Quality of Service</td> <td>0</td> <td>0</td> <td><2</td> <td>Yes</td> </tr> <tr> <td>Quality of Care</td> <td>0</td> <td>0</td> <td><1</td> <td>Yes</td> </tr> <tr> <td>Eligibility / Enrollment</td> <td>1</td> <td>0</td> <td><10</td> <td>Yes</td> </tr> <tr> <td>Medical Management</td> <td>0</td> <td>0</td> <td><2</td> <td>Yes</td> </tr> <tr> <td>General Claims Dispute</td> <td>0</td> <td>0</td> <td><5</td> <td>Yes</td> </tr> <tr> <td>Pharmacy</td> <td>1</td> <td>0</td> <td><10</td> <td>Yes</td> </tr> <tr> <td>Provider Network</td> <td>0</td> <td>0</td> <td><10</td> <td>Yes</td> </tr> <tr> <td>Totals</td> <td>2</td> <td>1</td> <td></td> <td></td> </tr> </tbody> </table> </div>	Category	FY23 Q4 (July-Sept)	FY 24 Q1 (Oct-Dec)	Performance Goal	Performance Goal Met	Access To Care	0	1	<2	Yes	Balance Billing	0	0	<20	Yes	Billing and Collections	0	0	<20	Yes	Quality of Service	0	0	<2	Yes	Quality of Care	0	0	<1	Yes	Eligibility / Enrollment	1	0	<10	Yes	Medical Management	0	0	<2	Yes	General Claims Dispute	0	0	<5	Yes	Pharmacy	1	0	<10	Yes	Provider Network	0	0	<10	Yes	Totals	2	1			d. None	Amanda Hendon, Director of (CAG)	N/A	CLOSED
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5 e. Pharmacy Benefits Updates	<p>e. Tina Nguyen shared pharmacy benefits information about filling prescription medications at the MAXOR Pharmacies and MXP Mail order to their homes including the price difference from filling medications for thirty (30) days or ninety (90) days by tier levels. In example Tier 1 is the generic formulary, Tier 2 is the Brand Name formulary, and Tier 3 is non-Formulary.</p> <table border="1" data-bbox="340 607 995 743"> <thead> <tr> <th>Supply Amount</th> <th>Generic Formulary Tier 1</th> <th>Brand Name Formulary Tier 2</th> <th>Non-Formulary Tier 3</th> </tr> </thead> <tbody> <tr> <td>30-Day Supply</td> <td>\$16</td> <td>\$43</td> <td>\$76</td> </tr> <tr> <td>90-Day Supply *</td> <td>\$13</td> <td>\$38</td> <td>\$76</td> </tr> </tbody> </table> <p>Maxor’s prescription mail order phone number was displayed and shared to all the beneficiaries. Maxor Pharmacy network and retail networks were displayed.</p> <table border="1" data-bbox="340 945 928 1386"> <thead> <tr> <th colspan="2">USFHP MAXOR PHARMACY NETWORK</th> </tr> <tr> <th>Pharmacy Network-DoD Contracts</th> <th>Retail Networks (15,190 locations)</th> </tr> </thead> <tbody> <tr> <td>MaxorPlus Mail Order Pharmacy</td> <td>CVS, including Target locations</td> </tr> <tr> <td>Maxor -Clear Lake</td> <td>Walmart</td> </tr> <tr> <td>Maxor -Downtown</td> <td>Sam’s Club</td> </tr> <tr> <td>Maxor -Port Arthur</td> <td>H-E-B</td> </tr> <tr> <td></td> <td>Brookshire Brothers</td> </tr> <tr> <td></td> <td>Market Basket</td> </tr> <tr> <td></td> <td>Inwood Pharmacy- Sugar Land</td> </tr> <tr> <td></td> <td>Ed’s Pharmacy- Sugar Land</td> </tr> <tr> <td></td> <td>Katy Pharmacy</td> </tr> <tr> <td></td> <td>Kelly Drug-Mineola</td> </tr> <tr> <td></td> <td>Scott’s Pharmacy- Winnsboro</td> </tr> <tr> <td></td> <td>Scott’s Quitman</td> </tr> </tbody> </table>	Supply Amount	Generic Formulary Tier 1	Brand Name Formulary Tier 2	Non-Formulary Tier 3	30-Day Supply	\$16	\$43	\$76	90-Day Supply *	\$13	\$38	\$76	USFHP MAXOR PHARMACY NETWORK		Pharmacy Network-DoD Contracts	Retail Networks (15,190 locations)	MaxorPlus Mail Order Pharmacy	CVS, including Target locations	Maxor -Clear Lake	Walmart	Maxor -Downtown	Sam’s Club	Maxor -Port Arthur	H-E-B		Brookshire Brothers		Market Basket		Inwood Pharmacy- Sugar Land		Ed’s Pharmacy- Sugar Land		Katy Pharmacy		Kelly Drug-Mineola		Scott’s Pharmacy- Winnsboro		Scott’s Quitman	<p>e. None</p>	<p>Tina Nguyen, Pharmacy Benefits Manager</p>	<p>N/A</p>	<p>CLOSED</p>
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	<p>A link and a QR code were shared on the presentation slide to provide access to the website.</p> <p>Tina presented on Maxor's member portal information and the features that can be found within the website. Some of the features included: order refills, updating credit card payment information, locating contracted retail pharmacies, and the link to the Tricare Formulary to check coverage. Tina advised that in the spring of 2024, the beneficiary portal will offer a single sign on option.</p>																																																						
<p>5f. Review 2023 U.S. Family Health Plan (USFHP) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Results</p>	<p>f. Chindanu Ozuah, Program Manager Health Plans, shared Information regarding the Consumer Assessment of Healthcare Providers and System results for year 2023.</p> <div data-bbox="346 901 997 1274" style="border: 1px solid black; padding: 5px;"> <p>Beneficiary Education: 2023 Yearly CAHPS Results</p>  <table border="1" data-bbox="352 982 991 1266"> <thead> <tr> <th>Measure</th> <th>2020 NCOA Health Plan Rating</th> <th>2021 NCOA Health Plan Rating</th> <th>2022 NCOA Health Plan Rating</th> <th>2023 NCOA Health Plan Rating</th> </tr> </thead> <tbody> <tr> <td>Rating of Health Plan (% 9 or 10)</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>Rating of Health Care (% 9 or 10)</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>Rating of Personal Doctor (% 9 or 10)</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>Rating of Specialist (% 9 or 10)</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>How Well Doctors Communicated</td> <td></td> <td></td> <td>Not Rated</td> <td>Not Rated</td> </tr> <tr> <td>Getting Needed Care</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>Getting Care Quickly</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> <td>★★★★★</td> </tr> <tr> <td>Coordination of Care</td> <td>★★★</td> <td>★★★★★</td> <td>★★</td> <td>★★★★</td> </tr> <tr> <td>Medical Assistance with Smoking and Tobacco Use Cessation</td> <td></td> <td></td> <td>Not Rated</td> <td>Not Rated</td> </tr> </tbody> </table> <p style="font-size: small; text-align: center;">MY 2022 Adult CAHPS Results</p> </div> <p>He shared the top three performing measures:</p>	Measure	2020 NCOA Health Plan Rating	2021 NCOA Health Plan Rating	2022 NCOA Health Plan Rating	2023 NCOA Health Plan Rating	Rating of Health Plan (% 9 or 10)	★★★★★	★★★★★	★★★★★	★★★★★	Rating of Health Care (% 9 or 10)	★★★★★	★★★★★	★★★★★	★★★★★	Rating of Personal Doctor (% 9 or 10)	★★★★★	★★★★★	★★★★★	★★★★★	Rating of Specialist (% 9 or 10)	★★★★★	★★★★★	★★★★★	★★★★★	How Well Doctors Communicated			Not Rated	Not Rated	Getting Needed Care	★★★★★	★★★★★	★★★★★	★★★★★	Getting Care Quickly	★★★★★	★★★★★	★★★★★	★★★★★	Coordination of Care	★★★	★★★★★	★★	★★★★	Medical Assistance with Smoking and Tobacco Use Cessation			Not Rated	Not Rated	<p>f. None</p>	<p>Chindanu Ozuah, Quality Improvement Program Manager</p>	<p>N/A</p>	<p>CLOSED</p>
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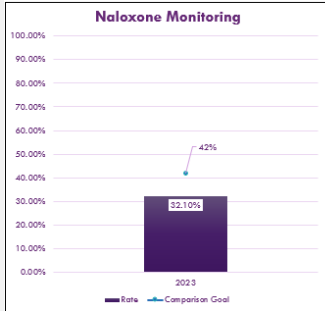
Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<ul style="list-style-type: none"> i. Getting Care Quickly- CHRISTUS Health is at the 100th percentile with a 79.6% score ii. Rating of Health Care-CHRISTUS Health is at the 99th percentile with a 50.5% score iii. Getting Needed Care - CHRISTUS Health is at the 99th percentile with an 81.4% score <p>Additionally, the manager shared the bottom three performing measures:</p> <ul style="list-style-type: none"> i. Claims Processing - CHRISTUS Health is at the 96th percentile with an 87.4% score ii. Coordination of Care- CHRISTUS Health is at the 88th percentile with an 83.1% score iii. How Well Doctors Communicate- CHRISTUS Health is at the 55th percentile with a 94.7% score 				
<p>5g. Review of the Current 2024 Quality Improvement Studies Summary</p> <p>i. Breast Cancer Screening</p>	<p>g. Yessica shared information regarding the 11 studies being conducted in 2024 by Quality Improvement. The outcomes and current interventions were discussed with the USFHP beneficiaries for the following studies:</p>	<p>g(i). None</p>	<p>Yessica Anguiano Dominguez, Project Coordinator II, Quality Improvement in place of Desinique Whitley, Program Manager, Quality Improvement</p>	<p>N/A</p>	<p>CLOSED</p>

Topic	Discussion	Action items	Owner(s)	Deadline	Status
ii. Diabetic HbA1c <8	<p>QVII: Breast Cancer Screening</p>  <p>Women 50–74 years of age who had at least one mammogram to screen for breast cancer in the past two years.</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEDIS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Increase in performance of 1.75 over NCQA Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Distribute Gap in Care reports to providers Member telephonic outreach to assist with scheduling appointments 	g(ii). None	Yessica Anguiano Dominguez, Project Coordinator II, Quality Improvement in place of	N/A	CLOSED
iii. Diabetes Kidney Health Evaluation (KED)	<p>QVII: Diabetic HbA1c <8</p>  <p>Adults 18–85 years of age with diabetes (type 1 and type 2) who received an annual kidney health evaluation, including a blood test for kidney function and an urine test for kidney damage.</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEDIS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Decrease in performance of 3.09 from Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Beneficiary and Provider newsletters educating on Diabetes management 	g(iii). None	Desinique Whitley, Program Manager, Quality Improvement		

Topic	Discussion	Action items	Owner(s)	Deadline	Status
iv. Diabetic Retinal Examinations	<p>QVII: Diabetic Kidney Health Evaluation (KED)</p>  <p>Adults 18–85 years of age with diabetes (type 1 and type 2) who received an annual kidney health evaluation, including a <u>blood test</u> for kidney function <u>and an urine test</u> for kidney damage.</p> <ul style="list-style-type: none"> ▪ Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 ▪ Outcomes: <ul style="list-style-type: none"> ➢ Increase in performance of 4.98 from Quality Compass (National Benchmark). ▪ Current Interventions: <ul style="list-style-type: none"> ➢ Continue QIP in 2024 ➢ Distribute Gap in Care reports to providers 	g(iv). None			
v. Antidepressant Medication Management (AMM) Acute Treatment	<p>QVII: Diabetic Retinal Eye Examinations</p>  <p>The percentage of members 18–75 years of age with diabetes (types 1 and 2) who had a retinal eye examination.</p> <ul style="list-style-type: none"> ▪ Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 ▪ Outcomes: <ul style="list-style-type: none"> ➢ Increase in performance of 3.16 from Quality Compass (National Benchmark). ▪ Current Interventions: <ul style="list-style-type: none"> ➢ Continue QIP in 2024 ➢ Distribute Gap in Care reports to providers 	g(v). None	Yessica Anguiano Dominguez, Project Coordinator II, Quality Improvement	N/A	CLOSED
Vi. Antidepressant Medication Management (AMM)-		g(vi). None			

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>Continuous Treatment</p> <p>vii. Cervical Cancer Screening</p>	<p>QVII: Antidepressant Medication Management (AMM) Acute Treatment</p> <p>Adults who remained on an antidepressant medication for at least 84 days (12 weeks).</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Performance goal met for NCQA Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Distribute Gap in Care reports to providers Pharmacy team contact all members who are below 80% refill to educated about the benefits of medications. 	<p>g(vii). None</p>	<p>Yessica Anguiano Dominguez, Project Coordinator II, Quality Improvement</p>		
<p>Viii. How Well Doctors Communicate (CAHPS)</p>	<p>QVII:(AMM) Effective Continuation Treatment</p> <p>Adults who remained on an antidepressant medication for at least 180 days (6 months).</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Reduction in performance of 11.57 from NCQA Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Distribute Gap in Care reports to providers Pharmacy team contact all members who are below 80% refill to educate members on the benefits of medication. 	<p>g(viii). None</p>		<p>N/A</p>	<p>CLOSED</p>
<p>ix. Access to Behavioral Healthcare- (CAHPS)</p>	<p>QVII: Cervical Cancer Screening</p> <p>Women enrolled in the plan for 12 months and is aged 21-64.</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Reduction in performance of 13.9 over NCQA Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Distribute Gap in Care reports to providers Member telephonic outreach to assist with scheduling appointments 	<p>g(ix). None</p>			

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>X. Behavioral Health Medication</p>	<p>QVII: How Well Doctors Communicate- CAHPS</p> <p>Beneficiaries who participated in CAHPS survey.</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Reduction in performance of 3 under NCQA Quality Compass (National Benchmark). Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Winter newsletter provided tips, recommendations, tools, and guidance to providers on enhancing communication and effective conversation skills 	<p>g(x). None</p>	<p>Yessica Anguiano Dominguez, Project Coordinator II, Quality Improvement</p>		
<p>XI. Naloxene</p>	<p>QVII: Access to Behavioral Health Care- CAHPS</p> <p>Beneficiaries enrolled in the plan for 12 months and received Behavioral Healthcare as soon as needed.</p> <ul style="list-style-type: none"> Measurement time frame: HEDIS 2021, HEIDS 2022, HEDIS 2023 Outcomes: <ul style="list-style-type: none"> Reduction in performance of 7.9 over NCQA Quality Compass (National Benchmark) CAHPS. Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Distribute Gap in Care reports to providers Resources and education provided to providers via 2023 Spring newsletter to educate beneficiaries and awareness of departments to contact for assistance 	<p>g(xi). None</p>		<p>N/A</p>	<p>CLOSED</p>
	<p>QII: BH Medications</p> <p>Beneficiaries enrolled in the plan for 12 months and were adherent with prescriptions 80% or more of time.</p> <ul style="list-style-type: none"> Measurement time frame: 2022 Outcomes: <ul style="list-style-type: none"> Increase in performance of 1% over CMS guidelines. Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Outreach via telephone one week before medication refill date to serve as a reminder Outreach to Social worker and Physician to assist in beneficiary accountability and educate importance 				

Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<p>QII: Naloxone</p>  <p>Naloxone Monitoring</p> <p>Beneficiaries enrolled in the plan for 12 months and were prescribed Naloxone.</p> <ul style="list-style-type: none"> Measurement time frame: 2022 Outcomes: <ul style="list-style-type: none"> Reduction in performance of 10% under Internal Benchmark set by CHRISTUS Health Current Interventions: <ul style="list-style-type: none"> Continue QIP in 2024 Removed the cost for Naloxone Outreach and education to beneficiaries to prevent barrier of lack of knowledge of Naloxone benefits 				
<p>7. Behavioral Health Clinical Information and Resources</p> <p>a. Post-traumatic stress disorder (PTSD)</p>	<p>Keli Abuhaseesh, the director of medical management introduced herself and welcomed all the attendees.</p> <p>a. Keli shared clinical information about Post Traumatic Stress Disorder (PTSD) including the definition of PTSD, common signs, and symptoms, how to get tested, and treatment options.</p> <p>There was a QR code and link shared in the meeting to provide access to Veterans Affairs PTSD Information Tool.</p> <p>Additionally, a flyer created by the U.S. department of Veterans Affairs was shared. The flyer stated that treatment had a positive impact on those suffering with PTSD. It indicated that treatment helps improve sleep, improve relationships,</p>	<p>a. None</p>	<p>Keli Abuhaseesh BSN, RN, CCM-R Director of Medical Management</p>	<p>N/A</p>	<p>CLOSED</p>

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>b. Suicide</p> <p>c. Veterans Crisis Line 988 Resource</p>	<p>reduce substance use and learn coping skills.</p> <p>b. The Director addressed information regarding Suicide including the definition, and the prevalence of suicide by gender type using resources from the National Institute of Mental Health.</p> <p>She also shared about the most common symptoms and signs of suicide.</p>	<p>b. None</p>	<p>Keli Abuhaseesh BSN, RN, CCM-R Director of Medical Management</p>	<p>N/A</p>	<p>CLOSED</p>
	<p>c. The director shared about the Veterans Crisis Line 988 # which is answered twenty-four (24) hours / seven (7) days a week and included that this line is confidential for any veterans and their loved ones, what to expect from a responder on the other line, the cost of the call which is free, and the opportunity of getting connected to the resources that will assist the beneficiary if they are going through a crisis. Additionally, there is no need to be enrolled in Veteran Affairs benefits or health care to get this free resource.</p>	<p>c. None</p>	<p>Keli Abuhaseesh BSN, RN, CCM-R Director of Medical Management</p>	<p>N/A</p>	<p>CLOSED</p>
	<p>Lastly, there was a QR code and link shared in the meeting to provide access to the Veterans Crisis Line brochure.</p> <p>d. Rhonda Hopson, RN introduced the new social worker, Barb Gardetto who is part of</p>	<p>d. None</p>	<p>Rhonda Hopson MSN, RN</p>	<p>N/A</p>	<p>CLOSED</p>

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>d. Care Management Behavioral Health Program at CHRISTUS Health Plan</p>	<p>the case management team who serves the USFHP beneficiaries.</p> <p>Rhonda and Barb shared information regarding the care management programs and their six essential components with the definition of: Disease management, transitions of care, complex case management, medication adherence, care coordination/preventatives care, and behavioral health.</p> <p>Rhonda also shared detailed information regarding the Behavioral Health Case Management who promotes collaboration between medical and behavioral health care services.</p> <p>The CHRISTUS case manager partners with beneficiaries, doctors, and other providers to improve the health of the beneficiaries to community resources for beneficiary through TRICARE and the U.S Department of Veterans Affairs.</p> <p>Collaboration with CHRISTUS Psychiatrist, BH prior authorization nurse, and the care manager nurses.</p> <p>Lastly, case managers monitor, engage, and educate the beneficiary for 6 months or longer, as indicated.</p> <p>Rhonda explained the Identification/Referral process as it is a series of reports and claims data collected from:</p>		<p>Manager Medical Management and Barb Gardetto, LMSW Social Worker MSW Senior</p>	<p>N/A</p>	<p>CLOSED</p>

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>Care Management Behavioral Health Program at CHRISTUS Health Plan Continued</p>	<ul style="list-style-type: none"> ▪ Emergency Room visit ▪ Hospital Inpatient stay ▪ Claims Report ▪ Pharmacy Report ▪ Self/Family Referral ▪ Provider Referral <p>Internal Referral – Utilization Management, Quality, Population Health, Member Services etc.</p> <p>Behavioral Health Care Management: Care Management is integrated with our behavioral health program, to help beneficiaries access their behavioral health benefits and to improve coordination of care between medical and behavioral health providers.</p> <p>Criteria to be eligible for this program includes care management services to beneficiaries with behavioral health conditions to:</p> <ul style="list-style-type: none"> i) Help them adjust to a new mental health condition. ii) Multiple hospital stays (2-3 visits within a six-month period) iii) Stress of deployment on the family iv) Locate new providers and support services 		<p>Rhonda Hopson MSN, RN</p> <p>Manager Medical Management and</p> <p>Barb Gardetto, LMSW</p> <p>Social Worker MSW Senior</p>		

Topic	Discussion	Action items	Owner(s)	Deadline	Status
Care Management Behavioral Health Program at CHRISTUS Health Plan Continued	<ul style="list-style-type: none"> v) Children and teens with serious or long-term behavioral health conditions vi) Substance or alcohol abuse vii) Increase awareness of beneficiary's condition viii) Encourage medication adherence ix) Identification of the role of the PCP and offer recommendations for psychiatric care x) Accomplish program short- and long-term goals <p>The programs benefits include:</p> <ul style="list-style-type: none"> a. Goal setting, monitoring, and tracking the beneficiary's progress b. Crisis Intervention from the behavioral health care case managers for immediate support and connecting individuals with emergency services when necessary c. Enhanced communications and encourages open communication between individuals, their families, and healthcare providers to foster a supportive environment d. Preventative Care through regular check-ins, and proactive measures to aim to prevent mental health crisis and promote overall well-being. e. Empower individuals to actively participate in their mental health journey by making 		<p>Rhonda Hopson MSN, RN</p> <p>Manager Medical Management and</p> <p>Barb Gardetto, LMSW</p> <p>Social Worker MSW Senior</p>	N/A	CLOSED

Topic	Discussion	Action items	Owner(s)	Deadline	Status
Care Management Behavioral Health Program at CHRISTUS Health Plan Continued	<p>informed decisions about their care and treatment</p> <p>f. Reduce hospitalizations by addressing issues proactively and providing ongoing support from case management</p> <p>g. Medication management through medication adherence assistance to ensure individuals receive appropriate medications.</p> <p>h. Quality of Life Improvement by ultimately, participating in the behavioral health case management program can improve quality of life with individuals who are better equipped to manage their health and well-being.</p> <p>To conclude this education portion of the meeting, Barb, the social worker shared the contact information for medical management including the phone number with availability of Monday through Friday from eight (8:00) AM CST to five (5) PM CST or the twenty-four (24) hour / seven (7) days a week phone line.</p>		<p>Rhonda Hopson MSN, RN Manager Medical Management and</p> <p>Barb Gardetto, LMSW Social Worker MSW Senior</p>	N/A	CLOSED
e. The Calm App benefit	<p>e. Kaylan shared information about the new health benefit resource called the Calm app which is a phone application used as a tool for mental health. This personalized application shares content to help manage anxiety, stress, improve focus and productivity, get better sleep, and live mindfully.</p>	<p>e. None</p>	<p>Kaylan Pickett, USFHP Product Specialist</p>	N/A	CLOSED

Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<p>The tool also contains physical wellbeing features such as:</p> <ul style="list-style-type: none"> i. The daily move features. ii. The daily mindful movement video is released each day along with guided audio sessions for walking and pain <p>Building Habits</p> <ul style="list-style-type: none"> i. Daily programs to make it easier to get started and stay on track with creating new healthy habits. ii. Provide instructions along with 4 daily programs designed to fit into your lifestyle in practical ways. <p>The leader also shared the step-by-step tutorial to show beneficiaries how to get access to their benefits.</p> <p>The online resource link was shared during the meeting in the chat box and a QR code was displayed on the presentation slide</p>				
<p>8. Beneficiary Questions and Answers</p>	<p>The beneficiaries with questions that were specific to their care or situation were asked to post their questions in the chat box on TEAMS with their phone numbers. Each will be called back within 1 hour of the end of this meeting to ensure get their questions answered or problems addressed.</p> <p>Group questions included topic on:</p>	<p>Jacquette answered the questions accordingly including other team members to better serve the beneficiary.</p>	<p>Jacquette Phillips, Supervisor Member Services and USFHP CHRISTUS Team</p>	<p>N/A</p>	<p>N/A</p>

Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<ul style="list-style-type: none"> • USFHP Coverage vs Medicare • Pharmacy benefits • Access and availability questions • Provider Satisfaction questions • Primary and secondary insurance coverage options 				
9. New Feedback Survey for 2.22.24 MAC meeting	a) Link to the Survey was shared in the chat as well as A QR code presented where Beneficiaries could scan and complete the survey. Resulted will be presented in the next MAC meeting.	a. Beneficiaries to take the survey through their personal cell phone or website.	Yessica Anguiano, QI Coordinator II	2/22/24	OPEN
10. Meeting Adjourned	The beneficiaries were thanked for attending and for their responses and given the date of the next MAC meeting.	a. None	Trish Winkler, QI Director	N/A	N/A