

Welcome!

A Few Reminders Before our Member Advisory Committee begins:

- If you haven't already, please update your display name!
 1. Click on **More actions (...)** in the meeting toolbar.
 2. Select **Edit name** (if available).
 3. Enter your new display name and click **save**.
- Your microphones will be muted for the informational portion of the meeting.
- During the open Q&A session at the end of the meeting, if you have a question for our Member Services staff, (click the “raise hand” icon) and a meeting admin will unmute you.



- This meeting will be recorded and made available on our website, as will the meeting slides.



Welcome to the US Family Health Plan's Member Advisory Committee (MAC) Meeting

Chair: Nicole Tillett, Member Engagement Manager

Thursday, February 20, 2025
1:30 p.m. CST



MAC Information

Nicole Tillett

MAC Chair

Manager of Member Engagement



Today's Agenda



1 Welcome Announcements

2 Approve Previous MAC Minutes & Review August 2024 MAC Survey Results

3 Member Service Updates

4 Member Engagement Updates

5 Pharmacy Benefits Updates

6 Complaints, Appeals, and Grievances Updates

7 Quality Improvement Updates

8 Medical Management: High Blood Pressure

9 MAC Meeting Survey

10 Question and Answer Discussion Session

Motion to Approve MAC Documents:



8/22/24 MAC Meeting Minutes

- Attached to the meeting invite

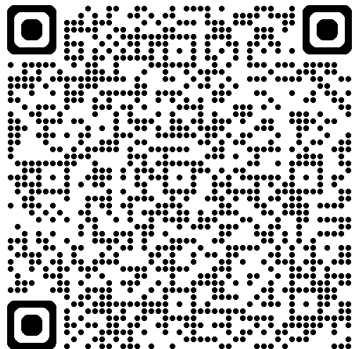


8/22/24 Meeting Survey Results



- 46 beneficiaries attended the MAC meeting
- Educated beneficiaries about Diabetes
- Shared tutorial on Member Portal
- Past MAC meeting presentations posted on the CHRISTUSHealthPlan.org website

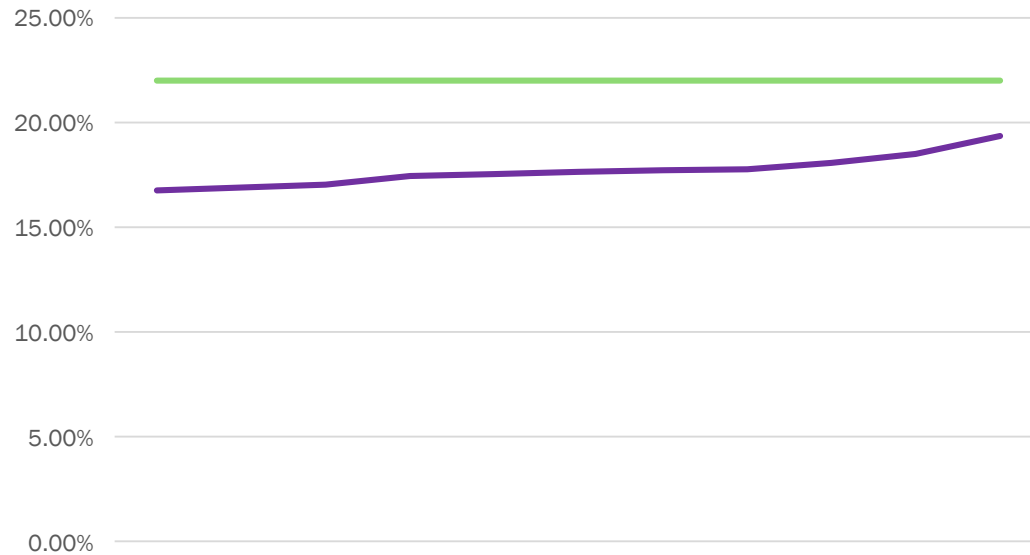
You can access previous MAC meeting information on our website, or by scanning the QR code below:



8/22/24 Meeting Survey Results



USFHP Portal Registration % since Nov. 1



- Our beneficiary engagement goal for the 2025 year is 22%.
- Still haven't set up your member Portal? It's easy! Register by scanning the QR code below now!



MAC Action Plans



1. Continue to provide our beneficiary plan benefits information during the MAC meetings held virtually.
2. Educate beneficiaries on health topics and concerns that they relate to.
3. More time for Q&A discussion



Member Services Updates

Rondy Bolden

Manager of Member Services



Welcome to CHRISTUS Health U.S. Family Health Plan

Thank you for choosing CHRISTUS Health US Family Health Plan. About CHRISTUS Health:

- **Provider of health care to military families > 30 years.**
- **The provider-patient relationship is at the heart of USFHP. As an enrolled beneficiary, you are required to select a primary care provider who will coordinate your medical care.**
- **For more information including your 2025 Rights and Responsibilities please see your Member Handbook that is available online today!**

We look forward to providing the health care and service you and your family have earned.



Member Newsletter- How to Access

Our Newsletter is moving online!

Starting with your upcoming Spring 2025 newsletter, you can find it on our website **here:** www.christushealthplan.org/member-resources/plan-newsletters or in your Member Portal.

Still haven't set up your member Portal? It's easy! Register by scanning the QR code below now!



Health Matters
Beneficiary newsletter
WINTER 2024

US FAMILY HEALTH PLAN | TRICARE

Our newsletter is moving online!

Starting with your spring 2025 newsletter, you can find it on our website or in your "Member Portal." Haven't set up your portal yet? It's easy! Register here right now:



Contact us

For any questions, contact member services at 1.800.678.7347

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Care Management

Our Care Management program can help you plan and manage care for complex, chronic health issues as well as acute, episodic or short-term needs. The goal is to provide quality care, enhance quality of life and manage health care costs.

What types of services does the Care Management team provide?

- Condition management
- Medicine support
- Coordination of appointments
- Health care provider support
- Self-management goal planning
- A Care Management referral can come from a provider, member, caregiver or discharge planner

Care Management is provided at **no cost**. Call 800.446.1730, option 2, from 9 a.m. – 5 p.m. (CST) to speak to a care manager nurse.

A 24-hour nurse line is also available at 844.581.3174.



USFHP Updates



- **IVR changes – Provides beneficiaries with faster access to customer service representatives**
- **Completed first round of courtesy training – Administered quarterly to all representatives**
- **POA/consent can be found on the website all forms should be updated**
- **Member Services Phone# 800-678-7347**
- **Beneficiary Resources and handbooks can be found under forms and documents**

Pharmacy Benefits Team Updates

Tina Nguyen

Pharmacy Benefits Manager



Beneficiary Education: Pharmacy Benefits Update



There are no changes to copays for 2025.

Save money by getting up to 90-day supply of your medication. You can save up to \$608 per prescription, per year by filling RX prescription at MAXOR Pharmacies and MXP Mail Order.

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

*Limited to Maxor Pharmacies or by Maxor MXP Mail Order

Non-Network Pharmacy – up to a 30-day supply:
50% cost share after Point-of-Service deductible

Call Prescription Mail Order:
866-408-2459

Maxor⁺



Complaints, Appeals, and Grievances Updates

Amanda Hendon-Harbison

Director of Operations



CAG Updates for USFHP

Category	2024 Q3	2024 Q4	Performance goal (Total Count based)	Performance Goal Met
Access to Care	0	0	<2	Yes
Balance Billing	0	1	<20	Yes
Billing and Collections	0	0	<20	Yes
Quality of Service	0	1	<2	Yes
Quality of Care	0	0	<1	Yes
Eligibility/Enrollment	0	0	<10	Yes
Medical Management	0	0	<2	Yes
General Claims Disputes	0	0	<5	Yes
Pharmacy	0	0	<5	Yes
Provider Network	0	1	<10	Yes

Quality Improvement Updates

Mandi Longoria, RN, BSN

Program Manager HEDIS Nurse

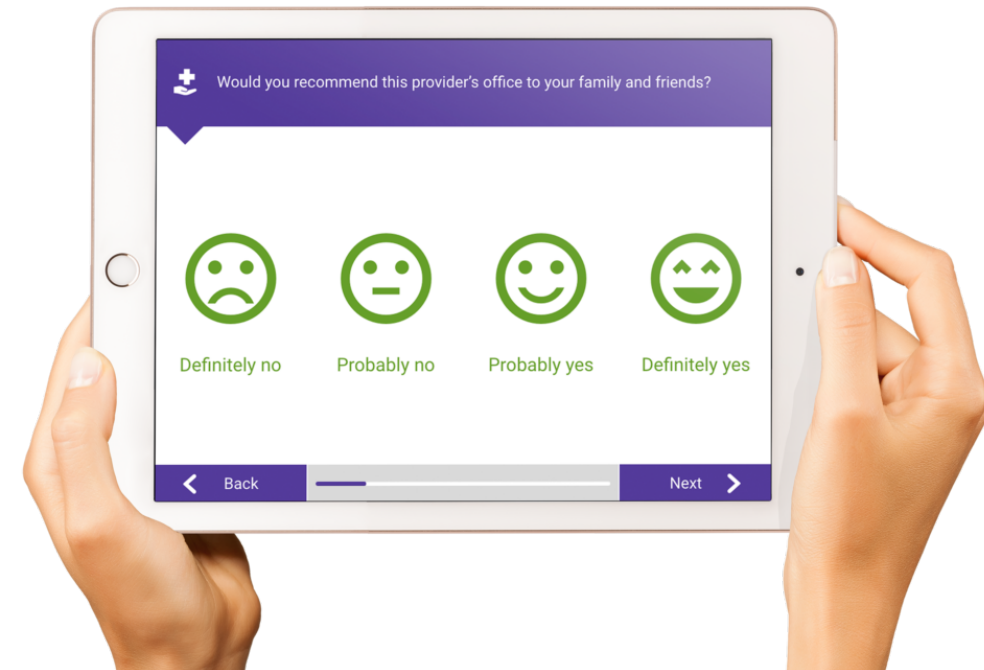


Your Voice Matters!

2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Reminder

If you receive a CAHPS survey in the mail or phone we encourage you to take a few moments to complete it,

Your honest feedback is important to us and assists in improving !



2024 USFHP Beneficiary Satisfaction Results

Accreditation Measures	Rating of Health Plan ★★★★★				
	Rating of Health Plan	78.0%		98 th	---
	Rating of Health Care ★★★★★				
	Rating of Health Care	72.2%		99 th	Power
	Rating of Personal Doctor ★★★★★				
	Rating of Personal Doctor	81.1%		100 th	Power
Other Measures	Rating of Specialist ★★★★★				
	Rating of Specialist	82.0%		99 th	Retain
	Coordination of Care ★★★★★				
	Coordination of Care	90.5%	📈	90 th	Retain
	Claims Processing +				
	Composite	94.4%	📈	95 th	---
Other Measures	Q29. Handled claims quickly	95.4%	📈	98 th	Power
	Q30. Handled claims correctly	93.5%		82 nd	Power
	Customer Service +				
	Composite	91.8%		83 rd	---
	Q24. Provided information or help	87.2%		85 th	Power
	Q25. Treated with courtesy and respect	96.4%	↓	74 th	Retain
Other Measures	Ease of Filling Out Forms +				
	Ease of Filling Out Forms +	97.7%		74 th	Retain
	Getting Needed Care ★★★★★				
	Composite	90.3%		99 th	---
	Q9. Getting care, tests, or treatment	93.7%		99 th	Retain
	Q20. Getting specialist appointment	86.9%	⚡	94 th	Retain
Other Measures	Getting Care Quickly ★★★★★				
	Composite	90.8%		97 th	---
	Q4. Getting urgent care	93.2%		93 rd	Power
	Q6. Getting routine care	88.4%		95 th	Retain
	How Well Doctors Communicate +				
	Composite	97.6%		86 th	---
Other Measures	Q12. Dr. explained things	97.6%	📈	75 th	Power
	Q13. Dr. listened carefully	97.9%	📈	89 th	Power
	Q14. Dr. showed respect	98.2%		83 rd	Retain
	Q15. Dr. spent enough time	96.7%		86 th	Retain
	Advised to Quit Smoking: 2YR +				
	Advised to Quit Smoking: 2YR +	83.1%		71 st	---

Controlling High Blood Pressure

Description: The percentage of Beneficiaries 18–85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (<140/90 mm Hg) during the measurement year.

Be sure to:

- Schedule an appointment with your doctor ever 6 months for monitoring
- Be sure to take your medicine as prescribed by your doctor.
- Be sure to get your medication refilled on time.



Medical Management: Understanding High Blood Pressure (Hypertension)

Rhonda Hopson, RN, MSN

Care Management Manager



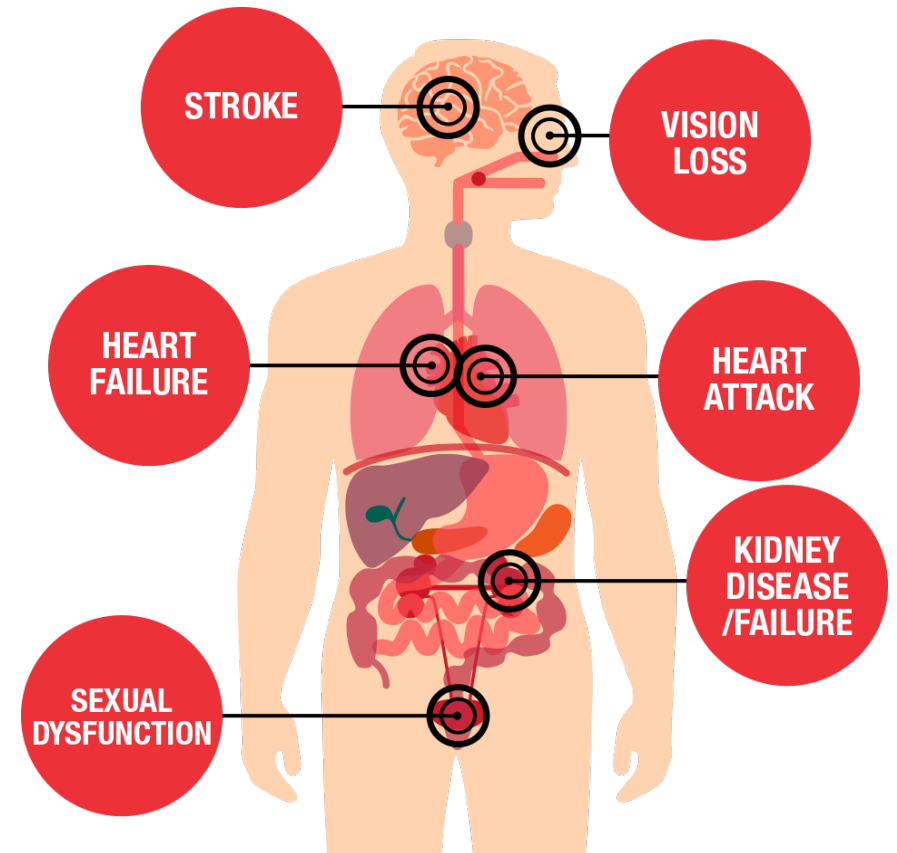


What is High Blood Pressure?

- ▶ It occurs when the force of blood against the walls of your blood vessels is too high.
- ▶ Blood pressure is important because it helps to pump blood around your body, giving your organs the oxygen and nutrients, they need.

Health Threats from High Blood Pressure

- ▶ In most cases damage from high blood pressure (also known as hypertension) happens over time. If not detected and controlled, high blood pressure can lead to:
- ▶ **Heart attack**-Damaged arteries in the heart can become clogged
- ▶ **Stroke**-Damaged blood vessels can rupture or form clots that travel to the brain stopping blood flow.
- ▶ **Heart failure**-HBP makes the heart work harder
- ▶ **Kidney disease/failure**-Damage to kidneys that decreases their ability to filter wastes and extra fluid from the blood.
- ▶ **Sexual dysfunction**-HBP can lead to erectile dysfunction in men and may cause a lower sex drive in women.
- ▶ **Vision loss**-blood vessels in the eyes can get strained or damaged.



Symptoms of High Blood Pressure

▶ Note: Hypertension often has no noticeable symptoms “Silent Killer”

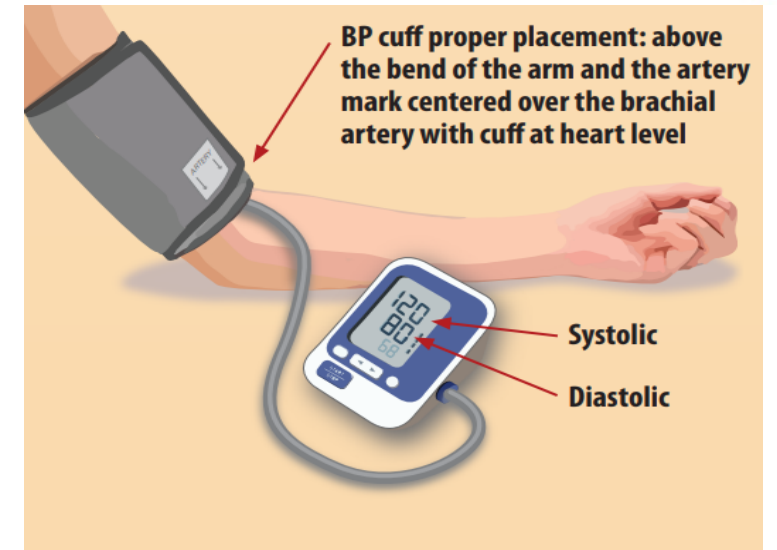
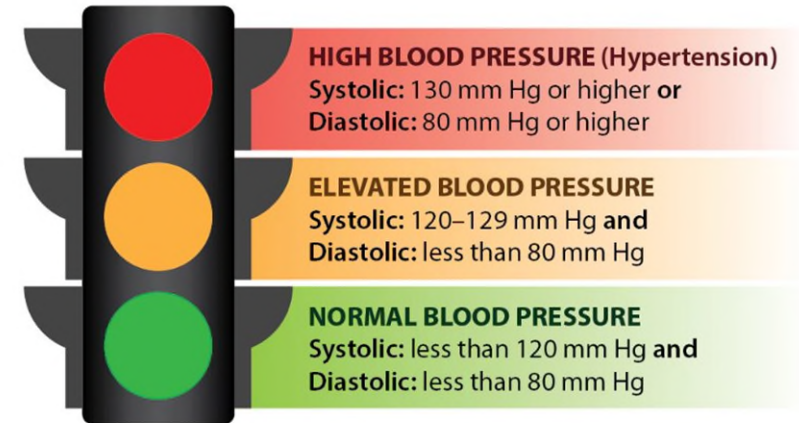
▶ Some people may experience:

- ▶ Severe Headaches
- ▶ Shortness of Breath
- ▶ Nosebleeds
- ▶ Chest Pain
- ▶ Fatigue or confusion
- ▶ Vision problems



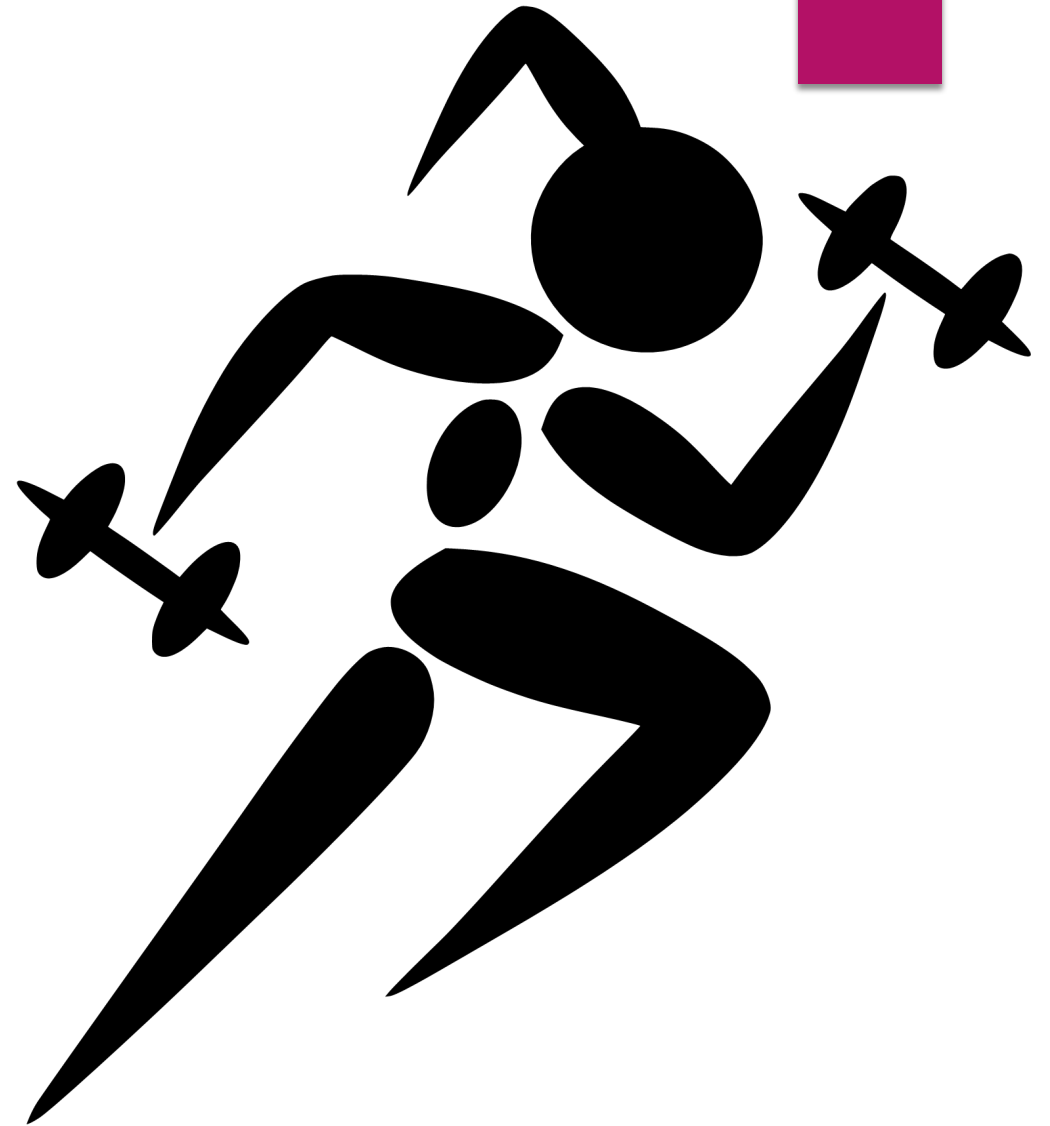
How do I monitor my blood pressure at home?

- ▶ Sit quietly for 5 minutes
 - ▶ Empty bladder
 - ▶ Sit with back supported
 - ▶ Keep both feet flat on the floor
 - ▶ Legs or ankles should not be crossed
 - ▶ BP cuff should be placed on bare arm, directly above the bend of the arm and the artery mark centered over the brachial artery
 - ▶ Pull BP cuff taut
 - ▶ Support the arm with the BP cuff on a flat surface such as a table with the cuff at heart level.
- ▶ Take 2 readings at least 1 minute apart in the morning
- ▶ Two measurements twice daily



How can we manage High Blood Pressure?

- ▶ Lifestyle Changes:
 - ▶ Diet: Low-sodium, high potassium diet (e.g. DASH diet).
 - ▶ Exercise: Regular physical activity (e.g., 30 minutes per day)
 - ▶ Weight Management: Achieve and maintain a healthy weight
 - ▶ Limit Alcohol and Caffeine
 - ▶ Quit Smoking: Smoking worsens the damage to blood vessels. 1-800-QUIT-NOW
 - ▶ WholeHealth Living Choices: 800-274-7526
- ▶ Medication:
 - ▶ Antihypertensive medications, prescribed by a doctor, can help control blood pressure.
 - ▶ Maxor pharmacy: 1-866-408-2459



What you need to know?



- ▶ High Blood Pressure can affect people of all ages, not just older adults.
- ▶ About 1 in 3 adults in the United States has High Blood Pressure.
- ▶ Certain physical traits and lifestyle choices can raise your risk for HBP.
- ▶ Untreated HBP can cause heart attack, stroke and other health threats.
- ▶ Know your numbers

Friendly Reminder

- ▶ Remember, understanding high blood pressure helps you stay healthy and support those who have it. Now you know the basics of high blood pressure and how to keep yourself and others healthy!
- ▶ HBP is when the force of blood against your blood vessels is too high.
- ▶ It can lead to serious health problems if not managed.
- ▶ Healthy habits like eating well and exercising can help manage or prevent high blood pressure.



Remember!

Key Takeaways



Prevention is Key



Early Intervention: Early detection and management can prevent serious complications



Health Plan's Role: Our Care Management department is here to support you in managing your ongoing medical problems by providing education, resolving health care gaps and sharing tools for improving your health.

Care Management Contact



Please reach out to the Care Management department if you have questions:

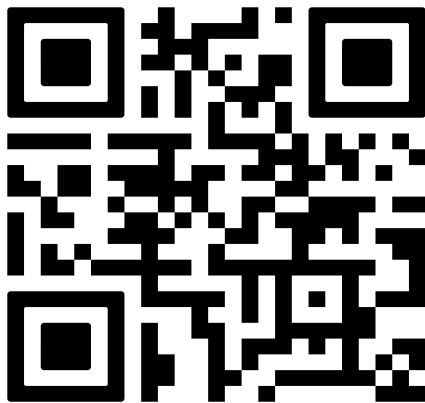
Speak to a Care Coordinator, Nurse, or Social Worker

Available: Mon-Fri 8 a.m.-5 p.m.

Phone Number: (800) 446-1730 option 2

OR

Our 24/7 Nurse line phone number:
(800) 455-9355



More info, scan the QR code

Thank you!

MAC Survey

Yessica Anguiano Dominguez

Member Engagement Senior Specialist



Feedback Survey



Your voice is important, and we appreciate your feedback!

Please take a minute to complete and submit a survey about today's meeting!

2.20.25 USFHP Member Advisory
Committee Survey



Question and Answer Session

Jacquette Phillips,
USFHP Member Service Supervisor



Q&A/Open Discussion



Beneficiary Question	Answer
Can I use my membership for health clubs? Is Silver Sneakers included? Are there exercise programs for seniors?	Unfortunately, we do not offer Silver Sneakers. However, we would be happy to explore this option in the future. We offer whole health living choices. This give you the option for a yoga instructor, Tai Chi instructor and nutritionists. They can be reached at 800-274-7526.
Is skin removal after weight loss covered?	Skin removal surgery is a covered benefit when deemed medically necessary. A medical necessity review may be required.
Do we have to wait to schedule appointments after the date of the previous year's appointment? For instance, if my annual visit was December 19, 2024, do I have to schedule it afterwards?	According to TRICARE, you are eligible for one wellness visit per year. To ensure proper claim processing, you can schedule your next appointment based on your last appointment of the previous year. The plan is based on 365 days of your last visit.



If you have specific or individual questions, please stay on the call. After we adjourn, an agent will be able to assist you.

Q&A/Open Discussion



Beneficiary Question	Answer
Where can my Doctor get the list of approved drugs, they can provide me with?	Your doctor can visit the Christus Health plan website. www.christushealthplan.org From here they hoover over member resources and select pharmacy.
What hearing services, including hearing aids, does USFHP provide to members?	<ul style="list-style-type: none"> • Active-duty service members with TRICARE Prime - Get your hearing exams at your assigned military hospital or clinic, based on the regulations for your service. • Active-duty family members (Adults)- TRICARE covers one hearing screening per calendar year. • Active-duty family members (Children)- TRICARE Prime: Appropriate hearing screenings are covered for all children regardless of age. • Retired service members - You may be eligible for hearing exams at your local military hospital or clinic if space is available. Contact your military hospital or clinic for more information
Do you know any of Medical Transportation companies certified by the Trusted Riders that are active in the Houston+ Galveston areas?	Currently, the only transportation provider we have the area is Trust Ride. We are looking for a new transportation vendor. If you have an extenuating circumstance, please reach out to the Care Management department at 800-446-1730, and they can assist with resources that may be available to you.



If you have specific or individual questions, please stay on the call. After we adjourn, an agent will be able to assist you.

General Question and Answers Discussion

Please feel free to ask any
general questions now!

If you have specific or individual
questions that may contain your
personal information, please stay
on the call. Once adjourned, an
agent will be able to assist you.

2.20.25 USFHP Member Advisory
Committee Survey



Thank You for Attending

The next USFHP MAC Meeting
will be held on Thursday,
August 21st, 2025.

2.20.25 USFHP Member Advisory
Committee Survey



Beneficiary Education References



- [About High Blood Pressure | High Blood Pressure | CDC](#)

2.20.25 USFHP Member Advisory
Committee Survey



Thank You for joining us!



Adjourned

2.20.25 USFHP Member Advisory
Committee Survey

