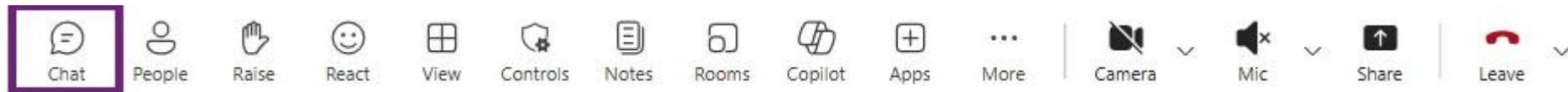


Welcome!

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.
- Before we adjourn at the end of the meeting, if you have a question for our Member Services staff, type your name and number in the chat to receive a call back this afternoon to address your individual question or concern.



- 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

Nicole Tillett

Chair, Member Engagement Manager

February 19, 2026



MC7179

MAC Introduction and Updates

Nicole Tillett

Chair, Manager Member Engagement



Today's Agenda



1 Welcome & Reflection

2 Vote on Previous MAC Minutes

3 Member Engagement Updates

4 Member Services Updates

5 Complaints, Appeals, and Grievances (CAG) Updates

6 Pharmacy Benefits Updates

7 Health Education – Heart Health

8 Supplemental Benefits Education

9 FAQ

10 MAC Survey!

Reflection:

“Be on your guard; stand firm in the faith; be courageous; be strong. Let all that you do, be done in love”

1 Corinthians 16:13-14



Motion to Approve MAC Documents



08/21/2025 MAC Meeting Minutes

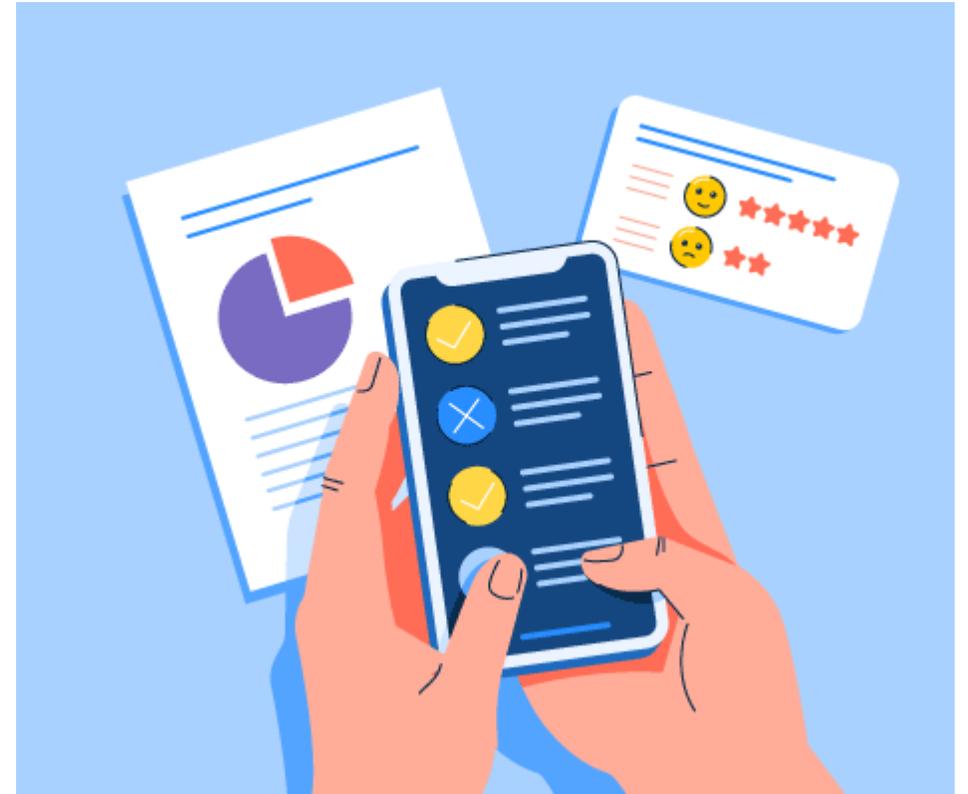
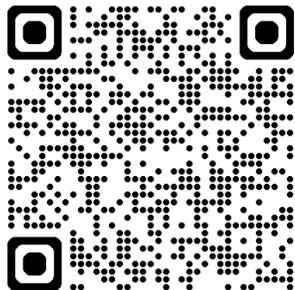
- Attached to the meeting invite



08/21/25 MAC Survey Results

- 38 USFHP beneficiaries attended
- 29% submitted a survey providing feedback
- 91% of the survey submissions mentioned that they were highly satisfied with the content discussed during the MAC meeting.

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



4.4 out of 5.0

MAC Action Plans



- Share information about Dental Benefits and other Supplemental Benefits
- Share about transportation benefit
- Provide pharmacy benefit information



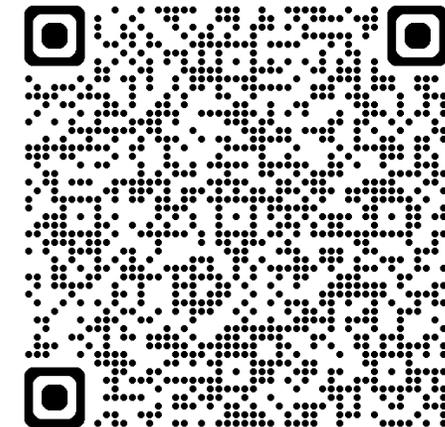
Member Engagement Updates

- Winter Newsletter is available to you

- Emailed and posted mid-December
- Covers relevant health topics
- Developing "Plan Highlights" to help you understand your insurance plan
- TRICARE ECHO program for those with special needs and Autism Care Demonstration for children with autism

- Upcoming Newsletter – Spring edition

- To be emailed and posted mid-March



Scan me!
Winter Newsletter

Member Services

Rondy Bolden

Manager Member Services



Amazon Connect (AWS)

Our Journey

- Looking at other products for over 2 years
- Last July we were introduced to AWS and made the decision to implement
- **Go-Live date 12/10/25** and was well received within the call center



Amazon Connect Capabilities

Available Now

- Automated Call Quality Audits
- Sentiment Scores
- Work Force Management
- Now we know WHY members or providers are calling us
- Built in Staffing Models
- Automated Executive Summaries
- Call Summarization
- Better insights to call center activities (i.e.: next activity)
- AWS will provide immediate answers to known questions from our Plan Information

Future Releases

- Screen Pops by Line of Business
- Automated IVR Self Service for Providers
- Callers will have the option to say what they need and be directed to the correct type of call center agent
- Ability to automate responses to emails from providers
- Integrate with HSP to update the call notes.
- And, much more!



Types of Care and Contact Information

Type of Care	Action to Take	Primary Care Provider (PCP) Role
Emergencies	Call 911 or go to the ER.	Notify your PCP within 24 hours of your visit.
Urgent Care	Visit a provider during evenings, weekends, or holidays.	No call needed before going, but notify them afterward for follow-up.
Specialty Care	Call an in-network specialist for an appointment.	No PCP referral required. If you need help finding a specialist, call your PCP first.
Mental Health	Call 800.678.7347 (TTY 711)	See Page 17 of your Member Handbook for more details.

Other Important Phone Numbers

Who to Contact	Phone Number
24-Hour Nurse Line	800.455.9355
USFHP Member Services	800.678.7347 (TTY 711)
VytlOne Mail Order Pharmacy	800.687.0707
Defense Enrollment Eligibility Reporting System (DEERS)	800.538.9552
Interpreter Services – Available Through Member Services	800.678.7347

Scan Me!

Member Handbook, pg. 6



Member Services hours of operations:

Mon-Fri; 8 AM – 5 PM local time

Complaints, Appeals, and Grievances (CAG)

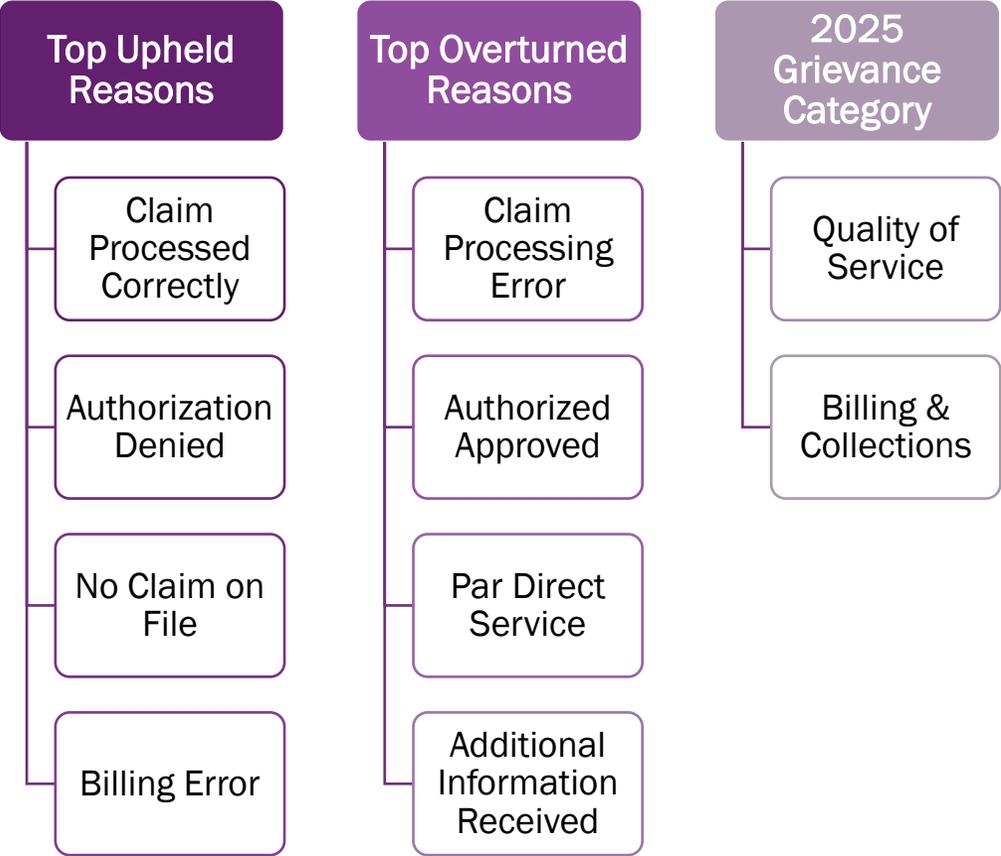
DeMaurea Satchell

Manager Appeals and Grievances



Complaints, Appeals, and Grievances (CAG) Updates for USFHP

Metrics	2025
Total Appeals	62
Upheld	48
Overtured	14
Resolved < 30 Days	62
Resolved 31 - 60 Days	0
Resolved > 60 Days	0
Grievances	3
Resolved < 30 Days	3



Pharmacy Benefits

Tina Nguyen, PharmD

Manager Pharmacy Benefits



Prescription Copays

VytlOne (formerly known as Maxor)

If you are not using Mail Order, call VytlOne customer service toll free 866-408-2459

Up to a 30-day supply at Network Pharmacies

Generic Formulary	Brand Name Formulary	Non-Formulary	Not Covered
\$16	\$48	\$85	Full Amount

Up to a 90-day supply at a VytlOne Pharmacy or a 90-day supply at local VytlOne Pharmacies

Generic Formulary	Brand Name Formulary	Non-Formulary	Not Covered
\$14	\$44	\$85	Not Available
\$136/year potential savings	\$400/year potential savings	\$720/year potential savings	

Non-Network Pharmacy – up to 30-day supply

50% cost share after Point-of-Service (POS) deductible



Reference: VytlOne Pharmacy Benefit one-sheet_MC7053

How to Access Your Pharmacy Formulary Online:

1. Go to the web and enter: CHRISTUSHealthPlan.org
2. Click on “Members”
3. Click on “Pharmacy”



MEMBERS



Member Resources

US Family Health Plan

Member Resources

Find A Provider | Contact Us | Login



SHOP PLANS MEMBERS PROVIDERS BROKERS

PLAN RESOURCES

Individual and Family Plans Member Benefits

Medicare Advantage Member Benefits

US Family Health Plan Member Benefits

ADDITIONAL RESOURCES

Pharmacy

Member Newsletters

Prevention and Care

Transparency in Coverage

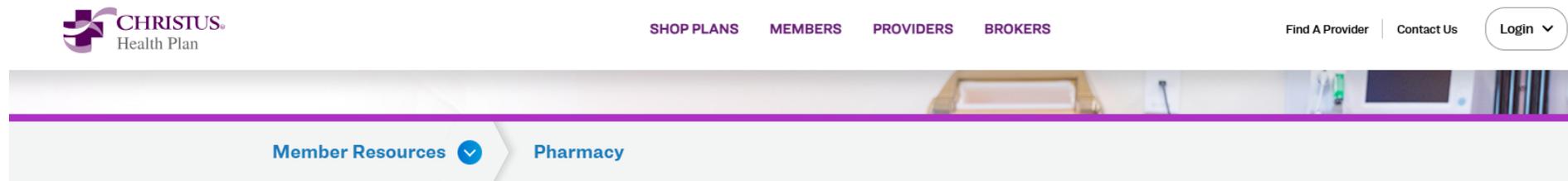
Care Management

Member Resources

US Family Health Plan Member Benefits

We're Here to Serve You

How to Access Your Pharmacy Formulary Online:



Pharmacy benefits, tailored to your plan

Your pharmacy benefits help you get the medications your doctor prescribes, without added stress or guesswork. Select your plan below to quickly find coverage details, refill tools, and pharmacy options.

- [Individual and Family pharmacy benefits](#)
- [Medicare Advantage pharmacy benefits](#)
- [US Family Health pharmacy benefits](#)

4. Click “US Family Health pharmacy benefits”



New for 2026:

How to Access Your Pharmacy Formulary Online:



[SHOP PLANS](#) [MEMBERS](#) [PROVIDERS](#) [BROKERS](#)

[Find A Provider](#) | [Contact Us](#)

[Login](#) ▾

Prescription Drug Coverage

US Family Health Plan includes coverage for prescription drugs managed through VytOne, formerly Maxor. The Plan includes coverage of generic drugs, as well as many brand-name drugs, substitution medications, specialty medications and smoking cessation.

Discover how [USFHP Pharmacy Benefits](#) can save you money and improve your health care experience.

5. Click “Is My Medication Covered”

Is My Medication Covered?

Learn how to use the TRICARE Search Tool and check the formulary here.

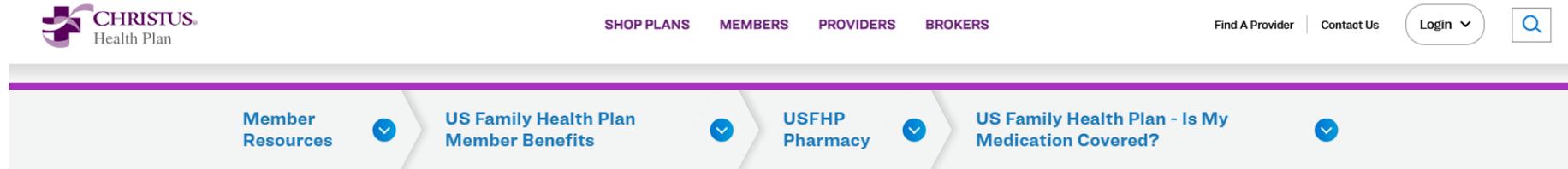
[VIEW INFORMATION](#) →

Prescription Refill

Learn how to get your prescriptions filled.

[PRESCRIPTION REFILL](#) →

How to Access Your Pharmacy Formulary Online:



6. Click “TRICARE formulary”

TRICARE Formulary

Getting your prescriptions filled is convenient and easy. We offer an excellent pharmacy network.

The prescription drug benefit is comprehensive. You'll find it's one of US Family Health Plan's most valuable benefits!

You can check to see if your medication is on the [TRICARE formulary](#).

- Covered medications
- Any restrictions and preferences for each medication
- Copayment information, including tiers
- If the medication requires a Prior Authorization or Medical Necessity Form
- Limits on medications
- Information about what medications must be tried first, before your medication can be approved (this is called step-therapy)

How to Use the TRICARE Search Tool User Guide

How to Access Your Pharmacy Formulary Online:

Enter your medication name, gender, and age to understand your coverage.

EXPRESS SCRIPTS® | **TRICARE®**

[Log In](#) [Register](#)

⚠ Changes to TRICARE prescription drug copayments starting January 1, 2026
Starting January 1, 2026, TRICARE prescription drug copayments will change at TRICARE Home Delivery and retail network pharmacies for all beneficiaries, except active duty service members, dependent survivors of active duty service members, and medically retired service members and their dependents. [Learn more.](#)

TRICARE Formulary Search

View current coverage, prices, and fill locations for medications.

Medication

Patient biological sex:

Patient age:

New Filter and sort medications by strength, form, route, and type.

OR [Advanced medication search](#)

[Why do we ask about patient biological sex and age?](#)

Health Education – Heart Health

Mandi Longoria, RN, BSN

Program Manager HEDIS Nurse

Sheila Griffith, RN, BSN

Program Manager USFHP Patient Safety



Heart Health Education- Blood Pressure

What Is Blood Pressure?

Blood pressure is the **force of your blood pushing against the walls of your arteries.**

- When your heart beats, blood pressure goes **up** (this is your *systolic* number).
- When your heart relaxes between beats, blood pressure goes **down** (this is your *diastolic* number).

Think of your arteries like garden hoses—if the pressure is too high over time, the hose gets worn out.



Heart Health Education - High Blood Pressure

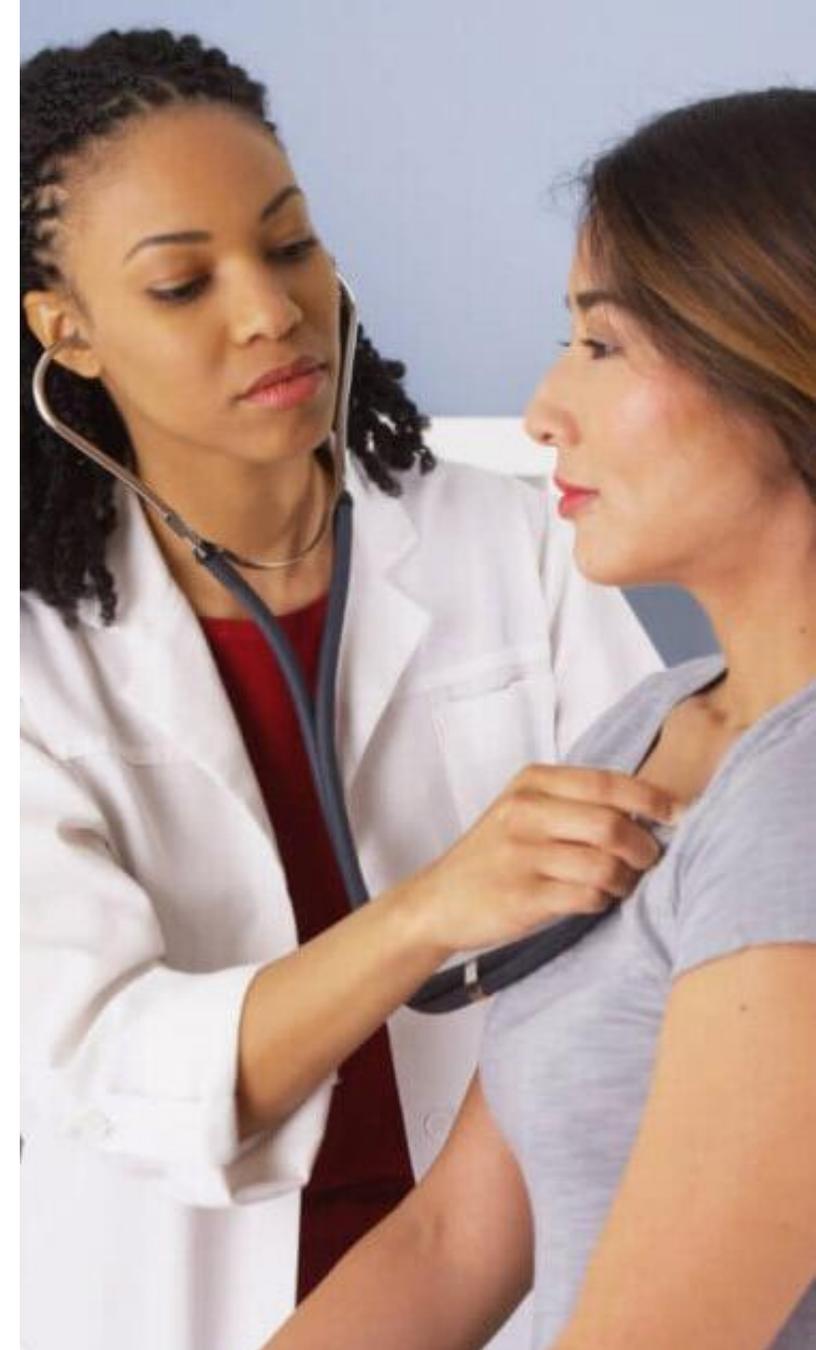
What Is High Blood Pressure (also known as Hypertension)?

High blood pressure happens when the pressure inside your arteries stays higher than it should be, even when you are resting.

Blood pressure is considered high when:

- **Systolic** (top number) is 130 or higher,
OR
- **Diastolic** (bottom number) is 80 or higher.

High blood pressure often has no symptoms. You can feel completely fine and still have it—this is why it’s called “the silent condition.”



Heart Health Education - Blood Pressure Categories

Blood Pressure Categories



BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (top/upper number)		DIASTOLIC mm Hg (bottom/lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120-129	and	LESS THAN 80
STAGE 1 HYPERTENSION (High Blood Pressure)	130-139	or	80-89
STAGE 2 HYPERTENSION (High Blood Pressure)	140 OR HIGHER	or	90 OR HIGHER
SEVERE HYPERTENSION (If you don't have symptoms*, call your health care professional.)	HIGHER THAN 180	and/or	HIGHER THAN 120
HYPERTENSIVE EMERGENCY (If you have any of these symptoms*, call 911.)	HIGHER THAN 180	and/or	HIGHER THAN 120

*symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision or difficulty speaking

heart.org/bplevels

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Only a healthcare provider can diagnosis you with high blood pressure (also known as hypertension).

If you are diagnosed with high blood pressure (hypertension) it is important for your blood pressure to remain less than 140/90.

How Uncontrolled High Blood Pressure Can Affect Your Life

Heart Problems	<ul style="list-style-type: none">• Can lead to heart failure, where the heart has trouble pumping.• Increases the risk of heart attack.• Can cause the heart to enlarge or weaken.
Stroke Risk	<ul style="list-style-type: none">• High blood pressure is the #1 cause of stroke.• It can damage blood vessels in the brain, which may cause a clot or bleeding.
Memory & Thinking	<ul style="list-style-type: none">• Over time, high blood pressure can affect memory, focus, and thinking, sometimes worsening dementia or cognitive decline.
Visual Problems	<ul style="list-style-type: none">• High pressure can damage the tiny blood vessels in your eyes, which may reduce vision.
Kidney Damage	<ul style="list-style-type: none">• Your kidneys rely on healthy blood vessels. High blood pressure can cause kidney disease or worsen existing kidney problems.
Impact on Daily Life	<ul style="list-style-type: none">• More fatigue (tired)• Shortness of breath• Swelling in legs or feet• Reduced ability to walk or stay active• Higher risk of falls if blood pressure fluctuates

Heart Health Education – Blood Pressure Measurement Tips

Before You Measure

- No smoking, caffeinated beverages, alcohol, or exercise 30 minutes prior
- Use a validated device with the correct cuff size (visit [Validate BP](#) to find a device you can trust)
- Empty your bladder
- Sit quietly for more than 5 minutes and do not talk

Proper Positioning

- Sit upright with back supported, feet on floor, and legs uncrossed
- Rest your arm comfortably on a flat surface at heart level
- Wrap the cuff on your bare skin above the bend of the elbow, not over clothing

During Measurement

- Stay relaxed and do not talk
- Take at least two readings, 1 minute apart
- Record all results once measurement is completed and share them with your health care professional to help confirm your office blood pressure category

American Heart Association recommended office blood pressure categories

BLOOD PRESSURE CATEGORY	SYSTOLIC <small>(mm Hg)</small> <small>(top number)</small>	and	DIASTOLIC <small>(mm Hg)</small> <small>(bottom number)</small>
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120-130	and	LESS THAN 80
STAGE 1 HYPERTENSION (High Blood Pressure)	130-139	or	80-89
STAGE 2 HYPERTENSION (High Blood Pressure)	140 OR HIGHER	or	90 OR HIGHER
SEVERE HYPERTENSION (If you don't have symptoms*, call your health care professional)	HIGHER THAN 180	and/or	HIGHER THAN 120
HYPERTENSIVE EMERGENCY (If you have any of these symptoms**, call 911)	HIGHER THAN 180	and/or	HIGHER THAN 120

*Symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision, or difficulty speaking.

**Symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision, or difficulty speaking.

BLOOD PRESSURE FINISHED THIS MEASUREMENT FOR YOU

MAY BE A HYPERTENSIVE EMERGENCY*

* Wait a few minutes and take blood pressure again

** If your blood pressure is still high and there are no other signs or symptoms, contact your health care professional

** If you are experiencing signs of possible organ damage, such as chest pain, shortness of breath, back pain, numbness/weakness, change in vision or difficulty speaking, call 911

Learn more at heart.org/BP

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- No exercise, smoking, or drinking, or caffeinated drinks 30 minutes prior to BP check.
- Sit upright with feet flat on the floor and legs uncrossed.
- Rest your arm flat on a surface at the level of your heart.
- During measurement stay relaxed and do not talk.

Heart Health Education - Ways to Improve Your Blood Pressure

- **Limit or avoid alcohol**
- **Physical activity**
- **Healthy weight and diet**
- **No smoking**
- **Take your medications as prescribed**
- **Keep a blood pressure log**
- **Talk to your healthcare provider**



Supplemental Benefits Education

Alexandra Guzman,
Manager USFHP Product Management



Dental Discount Program (Dentegra)



Dentegra Discount Dental Plan for CHRISTUS Health US Family Health Plan

Group number: 19974

THIS IS NOT INSURANCE. This card is for informational purposes and is not a guarantee of membership. No claims are required.

Dentegra Insurance Company

dentegra.com

800-542-6994 (toll-free), TTY/TDD: 711

Monday–Friday, 8 am to 8 pm, Eastern time

Features of your discount dental plan

Reliable savings. Dentegra negotiated discounts with general dentists and specialists that average between 30%–40% in savings for you. Discounts are available on hundreds of dental services — cleanings, exams, x-rays, crowns, fillings, veneers, implants, teeth whitening and more — when you visit a Dentegra provider.

Network of top-notch providers. You have the freedom to choose any Dentegra provider in the nation. There are more than 25,000 general dentists and specialists in the Dentegra network nationwide.

Check if your provider is in the Dentegra network, or search for a network provider at dentegra.com. Easy to use. You can start using your discounts after your US Family Health Plan effective date.

Dental Discount Program (Dentegra)



Save every time you visit a Dentegra provider.

Remember to visit a participating Dentegra provider to use your discounts. Procedure costs differ by state or region.

Dental treatment	Lowest treatment cost (amount you pay), in LA and TX
Exams	\$42
Cleanings	\$50
X-rays	\$79
Fillings (amalgam, two services, primary or permanent)	\$87
Crowns (porcelain)	\$706

Questions? Call Dentegra toll-free at 800-542-6994 (TTY/TDD: 711). Representatives are available to assist you Monday–Friday, 8 am to 8 pm, Eastern time.

New Transportation Vendor Effective March 2, 2026

**48 one-way
rides per year
(24 round
trips)**

**150 miles per
one way ride**

**Ambulatory curb
to curb/rideshare,
ambulatory door
to door,
wheelchair**

**Two business
days for non-
urgent rides***

Coming Soon

****Urgent rides for life-sustaining treatments (dialysis, chemo, wound care, hospital discharge) do not require advanced notice.***

Questions and Answers

Adrianna Smith,

USFHP Member Retention Specialist



Questions and Answers



Question	Answer
1. If you are a beneficiary of USFHP can you opt out of your Medicare payments?	MEDICARE PARTS A AND B Enrollment in US Family Health Plan will not cause you to lose your Medicare entitlements. You should pay your monthly Medicare Part B premium.
2. Why is MD Anderson not in network?	MD Anderson is not currently contracted with CHRISTUS Health. You may still choose to receive care at MD Anderson; however, all claims will be processed under the Point-of-Service benefit. This may result in higher out-of-pocket costs. However, you do have an option where your Primary Care can submit for prior auth based on your medical needs. (This will be based on approval.)

Questions and Answers



Question	Answer
<p>3. If we are in USFHP with Medicare A & B, what would the cost be for an 18- and 17-year-old?</p>	<p>For family coverage, the current rates are as follows: Group A: If you enrolled before Jan 2018, the monthly premium is \$191.25. Group B: If you enrolled after Jan 2018, the monthly premium is \$231.75 for family coverage.</p>
<p>4. How does my doctor know what drugs my insurance will pay for and which ones they won't?</p>	<p>Call Member Services for assistance in locating the formulary online. They can guide you step-by-step. You may also reach out to VytlOne (formerly known as Maxor) for additional pharmacy support.</p> <p>You can also find this information on the christushealthplan.org website. Go to the Member tab, select Pharmacy, then scroll down to select USFHP Pharmacy Benefits. From here scroll down to "Is my medication covered?". This will take you to the TRICARE formulary.</p>

MAC Survey

Yessica Anguiano Dominguez,
Member Engagement Senior Specialist



Feedback Survey



Your voice is important, and we appreciate your feedback!

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

CHRISTUS Health US Family Health
Plan MAC Meeting Feedback
Survey



Thank You for Attending!



The next USFHP MAC Meeting will be held on **Thursday, August 20, 2026**

CHRISTUS Health US Family Health
Plan MAC Meeting Feedback
Survey



Personal Questions?



Please type your name and phone number in the chat.

You will receive a call from Member Services this afternoon to answer your specific questions.

Adjourned



Thank you for joining us!

Beneficiary Education References



- American Heart Association. (n.d.). *Changes you can make to manage high blood pressure*. [www.heart.org. https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure](https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure)
- American Heart Association. (n.d.-a). *Home blood pressure measurement instructions*. Home Blood Pressure Measurement Instructions . https://www.heart.org/-/media/files/health-topics/high-blood-pressure/how_to_measure_your_blood_pressure_letter_size.pdf
- American Heart Association. (n.d.). *My blood pressure log*. My Blood Pressure Log . <https://www.heart.org/-/media/files/health-topics/high-blood-pressure/my-blood-pressure-log.pdf>

Appendix

