

READY TO SERVE

A Newsletter for USFHP Network Providers



MEET JUDITH PUZON, USFHP'S NEW DIRECTOR OF CLINICAL OPERATIONS



We're excited to introduce Judith Puzon, Director of Clinical Operations at USFHP. Since day one, Judith has brought exceptional leadership and operational expertise to our outpatient services and

care management teams, and her collaborative approach is already making an impact.

Experience That Counts

Judith comes to us with a strong clinical and leadership background from SeaMar Community Health Center and Valley Medical Center. She's known for her strategic thinking and relentless focus on continuous improvement, but what really sets her apart is her commitment to both patient outcomes and caregiver support. Her colleagues describe her as someone who leads with integrity, respect, and compassion while always keeping patient safety at the forefront.

What Drives Her

Judith is passionate about two things: delivering

excellent care to USFHP members and creating a workplace where teams thrive. She champions ongoing learning, peer collaboration, and operational efficiencies that bring more joy and fulfillment to daily work—goals that benefit everyone, including the providers we partner with.

How She'll Support You

Reporting to Diana Dass, USFHP Executive Director of Operations, Judith oversees our clinical teams across referrals, quality, utilization management, and care management. She works closely with Dr. Alexander Park, USFHP Medical Director, and Jennifer Lathan, Director of Operations, to ensure seamless health plan operations.

Have questions about clinical case management?

Reach Judith directly at

Judith.Puzon@USFHPpacmed.org.



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2026 PHARMACY UPDATES: THREE WAYS TO HELP YOUR USFHP PATIENTS SAVE

Starting January 2026, pharmacy copayments for your USFHP patients will increase by a few dollars per fill—a routine adjustment that occurs every two years. While these changes are modest, you can play a vital role in helping your patients minimize their out-of-pocket pharmacy costs through three straightforward prescribing strategies.



1. Consider Generic and Biosimilar Options

When clinically appropriate, prescribing generic medications offers your patients immediate cost savings. Additionally, many biologic products now have biosimilar alternatives that can significantly reduce expenses while maintaining therapeutic efficacy.

2. Choose Formulary Medications

Prescribing medications on the USFHP formulary streamlines care for both you and your patients. Formulary medications typically require no prior authorization paperwork, saving you valuable time while reducing copayment levels for your patients.

3. Recommend Mail Order Delivery

Mail order prescriptions through our pharmacy partner deliver substantial savings. In 2026, MXP Pharmacy will transition to a new name: VytlONE Home Delivery. Patients who use MXP/VytlONE Home Delivery can reduce their out-of-pocket costs by \$136-680 per prescription. For patients managing multiple chronic conditions, this translates to thousands of dollars in annual savings.

We appreciate your continued partnership in delivering high-quality care while helping our members manage their healthcare costs effectively.

INVITATION:

Help USFHP Advance Quality, Safety and Utilization Management



US Family Health Plan encourages you to serve as a member of the USFHP Quality, Safety, and Utilization Management Committee.

We welcome your ideas and suggestions on how service may be improved for providers and health plan members. To express interest in serving on this committee, or other committees that may be formed by USFHP, please contact USFHP Provider Relations: ProviderRelations@USFHPpacmed.org

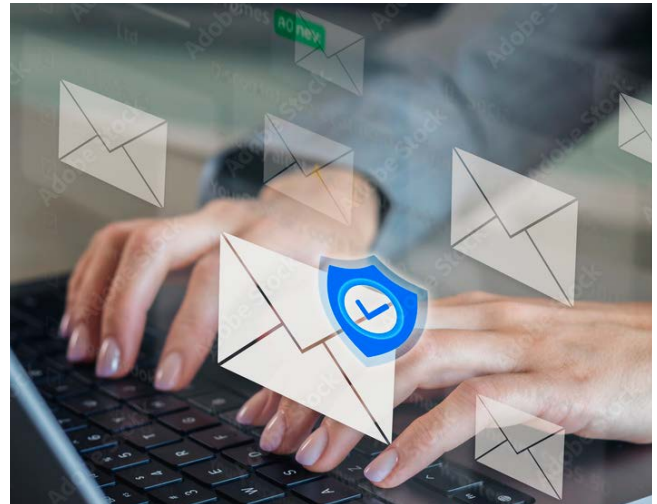
SECURE COMMUNICATION STANDARDS FOR USFHP PATIENT INFORMATION

Maintaining the privacy and security of patient information remains a cornerstone of quality healthcare delivery. When working with USFHP patient data, your practice must avoid using personal email accounts or third-party email providers for any business communications.

What Never Belongs in Personal Email

Never send Protected Health Information (PHI) or Personally Identifiable Information (PII) through personal email accounts or internet storage services. This prohibition extends to all USFHP patient records, treatment plans, referral documents, and any other materials containing confidential patient data. Financial information related to your practice's USFHP projects, and all work-related documents must also remain within secure, approved systems.

Keep company access credentials—including passwords and login information—strictly within authorized channels. These security measures protect both your patients and your practice from potential data breaches and ensure compliance with federal privacy regulations.



Personal Documents You May Email

Your practice may use personal email for your own administrative needs, including tax documents, paystubs, personal credentials, and HR-related materials such as performance reviews or benefits information. These exceptions apply only to your personal information, never to patient data or business operations.

Maintaining Compliance

Stay vigilant in upholding security and compliance standards to protect patient confidentiality and maintain the integrity of your healthcare practice. The following must remain within company systems:

- **PHI and PII:** Protect the confidentiality and integrity of patient data.
- **Passwords and Logins:** Safeguard company access credentials.
- **Work Products:** All materials created during your employment, such as financial reports and project plans.

ELECTRONIC REFERRAL SUBMISSION: A FASTER, MORE EFFICIENT WAY TO MANAGE PATIENT CARE

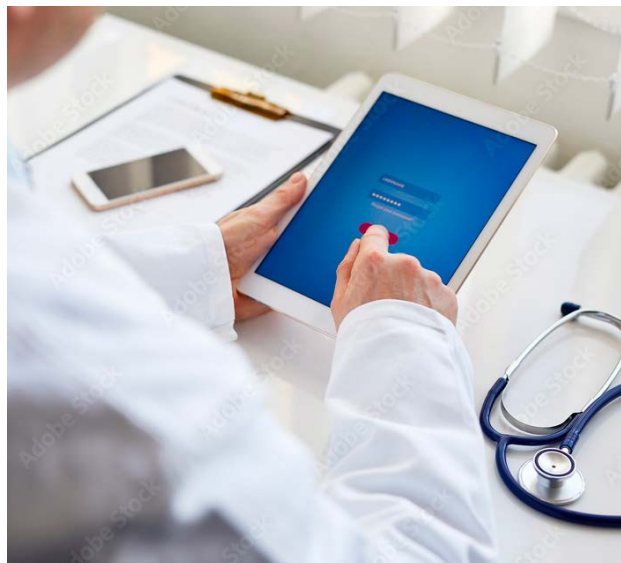
The USFHP Provider Portal offers more than just referral status tracking—it enables your team to submit referrals electronically, eliminating fax machines and streamlining your workflow in one step.

How Electronic Referral Submission Works

Electronic referrals save time at every stage of the process. The system automatically populates patient information after you verify eligibility, reducing manual data entry and the potential for errors. You can attach supporting documents in their original digital format, eliminating the need to print and fax paperwork. If you need to pause mid-process, the portal saves your draft so you can return to complete it when convenient.

The Benefits for Your Practice

Beyond convenience, electronic submission accelerates processing time. When you submit referrals digitally, our team receives complete, legible information instantly—no delays from unclear faxes or missing pages. Your practice



also reduces paper consumption and printing costs while improving efficiency.

Getting Started

Electronic referral submission represents just one of many features designed to simplify your administrative tasks through the USFHP HealthTrio Provider Portal. To learn more about the portal, request access, or schedule additional training for your staff, contact our team at USFHPPProviderRelations@usfhppacmed.org.



ATTENTION: 2026 COPAY REFERENCE GUIDE

THE COPAY REFERENCE GUIDE FOR 2026 CAN BE FOUND HERE:

https://s3-us-west-2.amazonaws.com/images.provhealth.org/other/USFHP_Summary_of_Benefits.pdf

CLAIMS REMITTANCE

YOUR W-9 IS REQUIRED FOR ACCURATE TAX REPORTING



Each year, USFHP is required to supply a 1099 to each provider or provider group who received a payment(s) in the previous year. To do that, we need an updated W-9 on file.

Why a W-9 form is required:

- To provide the tax ID number in a standard, documented format
- To identify and verify the entity providing services
- For accurate tax reporting and compliance

Use Form W-9 to provide your correct Taxpayer Identification Number (TIN) or Employer Identification Number (EIN). Download Form W-9 at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Submit W-9 to: ClaimsSupportSpecialist@usfhppacmed.org

ATTN: CLAIMS DEPARTMENT

1200-12th AVE South | Seattle, WA 98144

Phone: 206.774.5714 | Fax: 425.204.5626



REMINDER: REGISTER WITH INSTAMED FOR DIRECT CLAIMS PAYMENT

For accelerated access to claim payments, USFHP at PacMed uses InstaMed for direct deposit into your existing bank account. You should experience no disruption to your current workflow—just choose to have electronic remittance advices (ERAs) routed to your existing clearinghouse.

Register for free for InstaMed Payer Payments:
www.instamed.com/eraeft

With InstaMed, USFHP at PacMed delivers claim payments via ERA and electronic funds transfer (EFT). ERA/EFT is a convenient, paperless and secure way to receive claim payments. Funds deposited directly into your designated bank account include the TRN Trace Reassociation Number, in accordance with CAQH CORE Phase III Operating Rules for HIPAA standard transactions.



TRICARE REMINDER

USFHP at PacMed is a contracted Tricare program,
and is in compliance with the
2021 EDITION OF THE TRICARE PROGRAM MANUALS.

You can view the updated manual here: <https://manuals.health.mil/>

CONTACT US



We are here to answer your questions, and we welcome your suggestions or feedback.

MEMBER SERVICES

(800) 585-5883, option 2

USFHP CONTRACTING AND PROVIDER RELATIONS

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US FAMILY HEALTH PLAN

A health plan sponsored by the Department of Defense (DoD) that offers the TRICARE Prime® benefit to uniformed services beneficiaries in the Puget Sound region.

The plan is administered by Pacific Medical Centers, which has performed this role for over 40 years.

MISSION

To provide quality health care for uniformed services family members, retirees and their family members; to have extremely satisfied members; to demonstrate quality, value and operational effectiveness; and to be an integral and respected health care partner in the DoD's Military Health System.



REMINDER:

USFHP and TriWest Healthcare Alliance Are Different Organizations

To avoid complication and frustration for you and US Family Health Plan members, please make sure that bills/claims/referrals and anything else intended for USFHP does **not** go to TriWest Healthcare Alliance. We are not the same organization.

Claims are processed by date of service, and USFHP reimburses facility-based care at the TRICARE/CHAMPUS DRG or contracted rate. TRICARE rates are updated annually. To access information about TRICARE fee schedule changes, as well as our current [Provider Manual](#), please visit www.usfhpnw.org.