

READY TO SERVE

A Newsletter for USFHP Network Providers

MENTAL HEALTH CARE IN THE MILITARY

Stigma About Mental Health Care is Strong in the Military

Mental health stigma is still entrenched in military culture, and providers should take care to avoid reinforcing it. For example, providers should stay away from clinical terms and labels that reduce the warrior's experience to "symptoms" and "illness." They should not overlook the inherent toughness and skills of service members and their families. Providers should understand and explain the rules of patient-provider confidentiality and the types of information (eg, criminal actions) that would have to be disclosed to a commander and could potentially affect the service member's career and security clearance. Learn more about stigma in the military at <https://www.health.mil/Military-Health-Topics/>.

Civilian Providers Play a Direct Role

More and more, community-based organizations and providers are being called on to provide direct services to military families and children. The civilian mental-health community is providing support and interventions for military families



experiencing the stress of deployment, psychological or physical injury, or grief and loss. Civilian providers also play an important role in supporting the psychological well-being of military children, specifically addressing such issues as anxiety, depression, somatic complaints, sleep difficulties, and academic issues. Learn more about meeting the needs of service members and their families at:

www.samhsa.gov/mental-health

-one-stop access for information and guidance on government mental health services

www.whitehouse.gov/joiningforces

-national initiative to unite all sectors of society in supporting service members and families

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INFORMATION SECURITY TEAM MESSAGE:

TOP TEN CYBERSECURITY TIPS FOR SUMMER

With summer approaching, our thoughts turn to sunny days, BBQ's, and vacations. But before the fun begins, let's take a moment to make sure we and those we care for are safe. At USFHP, we strive to ensure your data is safe; we want to make sure you are safe as well.

Here are our top ten cybersecurity tips to make sure your summer is safe and enjoyable.



1. Protect all your smart phones and tablets with a PIN or password. If your phone is lost or stolen, this will be the only thing keeping others locked out from the contents of your phone.
2. Before going on any trips make sure your smartphone is backed up. Vacations are always something to look forward to, but as fun as they are they can be hectic. Make sure your smart devices are backed up before you go to avoid any accidents that may occur.

3. Don't advertise your whereabouts to hackers! Turn off auto-location and check-in apps when you travel to avoid being an easy target. Try to avoid checking into locations and turn off the location settings on your photos. Post all your amazing photos once you get home.
4. Only connect to Wi-Fi that is password protected and avoid checking bank accounts or shopping on any public Wi-Fi, even if it is password protected. It's tempting to always be connected, but make sure the connection is secure.
5. Turn off Wi-Fi, Bluetooth, and location services if you're not using them. Not only will it save your battery, but it will also further protect you from anyone nearby trying to get into your device.



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INFORMATION SECURITY TEAM MESSAGE

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6. Avoid talking about anything personal around "always on devices." Protecting your privacy today is a challenge, and with devices listening for key phrases to activate, the challenge increases.
7. Consider using a password manager. While traveling you may need to create multiple accounts for different places to use their services. Instead of using the same username and password, consider letting a password manager handle it for you.
8. When traveling, avoid using auto-connect or disable it. Most rental cars and hotels feature auto-connect experiences. If you have to connect your smartphone or other smart device using auto-connect, disable it once done to avoid exposing your device to intruders.
9. Check your privacy settings on social media and other public accounts. Social media lets us connect with anyone, anywhere, anytime, but be sure to visit the privacy settings for each site to make sure you're sharing only with the people you want to. Avoid announcing to potential burglars that you are on vacation and only share with your friends and family.
10. Consider using two-factor authentication for all services and accounts that offer it. Two-factor authentication is one of the best ways to protect any account. Use it to stop keep hackers from accessing your devices even if they know your password.

We here at the USFHP Information Security Team hope you have a most excellent, safe, healthy, and happy summer.



USFHP at PacMed Information Security Team

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PHARMACY UPDATE

RETAIL NETWORK PHARMACY FILL LIMITS

US Family Health Plan at PacMed began following TRICARE® rules for **Retail Network Pharmacy Fill Limits** on April 1, 2023. All beneficiaries except active-duty service members are now required to get refills for select brand-name maintenance drugs via mail order through MaxorPlus (MXP) or a PacMed Clinic Pharmacy if the member resides in the Puget Sound region. This rule applies to all military retirees and active-duty family members across the country.

Select brand-name medications can be filled two times at a retail network pharmacy. After two times, the member will pay 100% of the cost. So, a short-term, urgent, or first-time prescription can still be filled at a retail network pharmacy. Note that most generic medications do not have a retail fill limit.



A list of affected drugs is available at www.health.mil/selectdruglist. Details on MXP can be found at www.maxor.com/maxorplus or by calling 866-408-2459 to get started. When members use MXP or PacMed Clinic Pharmacies to fill their maintenance medications, they can save \$120-\$500 per prescription each year compared to using a local pharmacy. We encourage all members to use MXP whenever possible.

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: USFHPPProviderRelations@USFHPPacmed.org

Post-Payment Review and Requests for Records

To ensure the proper allocation of health care resources, US Family Health Plan regularly conducts post-payment reviews. A random selection of claims submitted by providers for services rendered are reviewed for completeness, accuracy, and necessity. Any provider who submits a claim for payment may receive a request for records from USFHP to ensure that minimum medical record requirements are met for verification of services.

The HIPAA Privacy Rule establishes a foundation of federal protection for protected health information (PHI), which is carefully balanced to avoid creating unnecessary barriers to the delivery of quality health care. The Privacy Rule generally prohibits a covered entity from using or disclosing protected health information unless authorized by patients, except where this prohibition would result in unnecessary interference with access to quality health care or with certain other important public benefits or national priorities.

In addition, certain health care operations — such as administrative, financial, legal, and quality improvement activities — conducted by or for health care providers and health plans, are essential to support treatment and payment.

The written records request includes guidance on which notes are required, where to send



them and whom to contact with any questions. The request also provides time requirements for submission of the requested record. If providers fail to respond to these requests within the stated timeframe, any payment made on the claim may be recouped in full.

These reviews aim to maintain the integrity of our network as well as our reimbursement practices. We actively monitor activity that may include, but is not limited to, fraud, waste and abuse. As a TRICARE Designated Provider, US Family Health Plan is committed to coordinating, evaluating, and improving activities that support and use the health care resources needed to improve the health of all individuals under our care.

BILLING TIPS

Commercial insurance is always the primary plan. While US Family Health Plan is the primary plan for benefits and the primary manager of care, it's the secondary payor when a patient has commercial insurance.

Always submit a claim to the primary payor—even if the balance is zero. Per the Department of Defense, USFHP must report all insurance reimbursement amounts collected by any provider.

Our member cannot be billed for any remaining balance. When the primary payor issues payment, bill USFHP and include the Explanation of Payment from the primary payor.

All claims for all USFHP beneficiaries should be mailed to:

US Family Health Plan
1200 12th Avenue S
Seattle, WA 98144-2712

Payment will be based on the amount the primary payor indicates the patient is responsible for, up to the contract/CMAC allowed amount.

Don't bill Medicare. Some of our Medicare-aged enrollees are grandfathered into US Family Health Plan. USFHP enrollees who are Medicare beneficiaries have waived their use of Medicare. Do not bill Medicare for care provided to these enrollees.

All claims for all our beneficiaries should be mailed to US Family Health Plan.

TOOLS YOU CAN USE:

USFHPNW Provider Portal



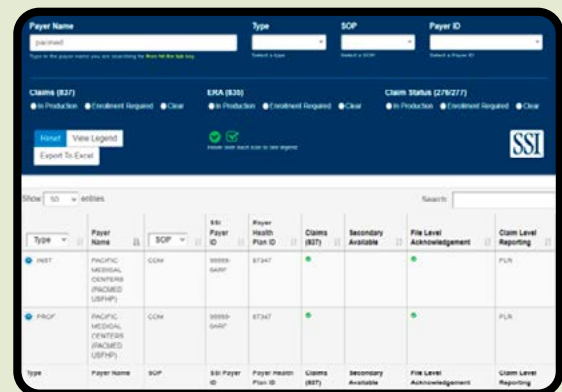
US Family Health Plan providers can view USFHP eligibility and claims status electronically through our provider portal. In addition, referral coordinators can submit referrals and view authorization status on the portal. Our goal is to make working with us that much easier!

To set up your account, contact USFHP Provider Relations at USFHPPProviderRelations@USFHPpacmed.org

Already have a portal account? Please let your caregivers know they can gain access by reaching out to designated administrators in your organization.

Electronic Referral Now Available

We are pleased to announce providers can now submit referrals electronically through the **USFHP HealthTrio provider portal**. Users with a "Referral Coordinator Active" role assigned to their profile can submit referrals for specialist, outpatient or facility admission services. Local administrators should contact USFHP Provider Relations for training on how to use this new feature and to get set up.





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.

CONTACT US



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

MEMBER SERVICES

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NETWORK CONTRACTING & 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 30 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 Health Net Are Different Organizations

To avoid complication and frustration for you and US Family Health Plan patients, please make sure that bills/claims/referrals and anything else intended for USFHP does **not** go to Health Net Federal Services. 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.