



# ProviderPulseBeat

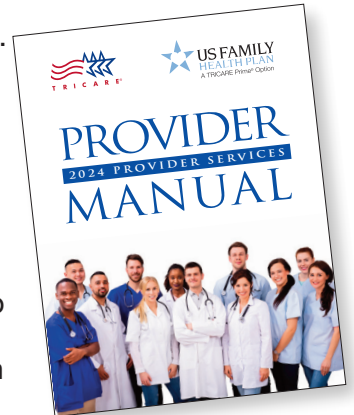
## Network Operations Spotlight

2024 was a busy year! The Network Team has been working diligently on projects that will directly impact our relationship with you. As promised, we have finalized our New Provider Orientation (NPO). The presentation is filled with helpful information about the plan including claim submission, prior authorizations and provider portal highlights. The NPO will be on our website or you can choose to have your Provider Network Specialist present it to your team in person or online. Whether you're a new provider or just need a refresher, we would like to hear from you. Our Provider Network Specialists will be out and about in 2025, and are available to schedule time with your practice. We are looking forward to meeting you in the upcoming months!

Network Operations is always looking for ways to improve the services provided to you. In October, we emailed our network of providers a provider satisfaction survey. Your responses will help us better understand your needs and where the plan could use improvement. We look forward to your invaluable feedback.

US Family Health Plan will resume Joint Operating Committee (JOC) meetings in 2025. These meetings are a valuable tool in building a stronger partnership by discussing concerns and preventing

any disconnect between us. Additionally, in order to improve clinical quality metrics, our HEDIS Team will be a part of the JOCs. The feedback that was received after our previous meetings proved to be positive. We look forward to expanding the invite to additional health systems in the beginning half of 2025.



This year we worked to create a fresh new look for our website with improved navigation. We have made it easier to access information and resources. Within the website you will find all the tools you need, such as access to the Provider Portal and ERA registration. We have updated our Provider Manual and it is available for download from the website. We hope you find it helpful and appreciate your suggestions and feedback.

As always, we appreciate our partnership and look forward to a productive new year!

**The Provider Operations Department**



# Cybersecurity: Protecting Your Office from a Cyberattack

Health care organizations are particularly vulnerable and targeted by cyberattacks because they possess information of high monetary and intelligence value to cyber thieves and nation-state actors. The targeted data includes patients' protected health information (PHI), financial information like credit card and bank account numbers, personally identifying information (PII) and intellectual property related to medical research and innovation.

*Here are 10 helpful tips to prevent a cyberattack on your system:*

## 1. Train your staff

Beware of fraudulent emails impersonating someone in your organization asking for personal details to access files.

## 2. Keep your software and systems fully up to date

Cyberattacks can occur because systems or software aren't fully up to date making them vulnerable to attacks.

## 3. Ensure endpoint protection

Protect networks that are remotely bridged to devices such as mobile devices, tablets and laptops.

## 4. Install a firewall

Firewall systems block any brute force attacks made on your network and/or systems.

## 5. Backup your data

In the event of a disaster, have your data backed up to avoid serious downtime and loss of data.



## 6. Control access to your systems

Having control over who can access your network is important. Have a perimeter security system installed to stop cybercrime.

## 7. Wi-Fi Security

Secure your Wi-Fi network to prevent a network breach.

## 8. Employee accounts

Every employee should have their own login to applications and programs.

## 9. Access Management

Manage administrative rights and block your staff from installing unauthorized programs or accessing certain data on your network.

## 10. Passwords

Create different passwords for every application you use.

## AdaptHealth

To optimize care and ensure prompt delivery of high-quality durable medical equipment (DME), USFHP has entered into a new partnership with AdaptHealth. AdaptHealth is a network of full-service medical equipment companies that use tailored products and services to empower patients to live their best lives – out of the hospital and in their

homes. To ensure a smooth migration of services, the Provider Network team will reach out to providers with open prior authorizations for members to discuss the transition from their current DME provider.





## Facility Recognitions

At US Family Health Plan we pride ourselves on providing friendly, personal care. USFHP strives to contract with facilities who share similar values pertaining to patient care.

The below facilities have achieved a 5 Star overall rating in the CMS Care Compare program:

- Glen Cove Hospital (aka Northwell Hospital Glen Cove)
- Hospital of University Pennsylvania
- Mather Hospital (aka) John T. Mathers Memorial
- Hospital of Port Jefferson
- Morristown Medical Center
- Northern Westchester Hospital
- NYU Langone Hospital Tisch (NYU Hospital Tisch)
- Penn Presbyterian Medical Center
- St. Francis Hospital -The Heart Center
- St. Luke's Hospital Anderson Campus
- St. Luke's Hospital Bethlehem
- St. Luke's Hospital Easton Campus
- St. Luke's Hospital Miner's Campus
- St. Luke's Hospital Monroe Campus
- St. Luke's Hospital Quakertown Campus
- St. Luke's Warren Hospital

## Military Special Needs Programs

**The Exceptional Family Member Program (EFMP)** is a Department of Defense Program. This program provides military families with special needs support on coordinated community efforts, housing, educational, medical, and personal services. Enrolling is necessary to gain access to services, assistance and information on these offerings. When enrolling into EFMP, beneficiaries can request a review for eligibility for the TRICARE Extended Care Health Option (ECHO). This may provide supplemental medical support services for family members with complicated medical needs.

The Extended Care Health Option (ECHO) offers financial assistance to beneficiaries of active-duty family members (ADFM) with special needs, sharing access to a wide range of services and supplies. Patients can register with case managers through US Family Health Plan. Beneficiaries diagnosed with moderate or severe intellectual or serious physical disabilities, and or extraordinary physical or psychological conditions can qualify for ECHO.



## Care Management Programs to Support Beneficiaries with Special Needs

USFHP offers a range of care management programs to assist our beneficiaries with diagnosed medical and/or behavioral health conditions, this includes any diagnosed special needs. Our nurse care managers and social workers who specialize in care coordination can assist with locating specialists, connecting to

in-network providers, and assist with creating a personalized care plan to meet the needs of the member. Enrollment in care management is a free and voluntary plan benefit. Patients can be referred to Care Management by calling Member Services (**1-800-241-4848**) or by visiting our website **www.usfhp.net** for additional information.



Visit us at [www.usfhp.net](http://www.usfhp.net)

