



# US FAMILY HEALTH PLAN PROVIDER NEWSLETTER

for USFHP Providers

VOL 3 • ISSUE 2 • SUMMER 2025

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## PROVIDERS ARE OUR PARTNERS IN HEALTHCARE



We're excited to announce that USFHP is once again partnering with LetsGetChecked™ to offer our members important at-home health screenings. Starting in early fall, test kits will be mailed directly to members' homes at **no cost to them**. This initiative, now in its third year, has shown growing success, with an increasing number of members completing their screenings each year.

You will receive the results of these completed screenings for your patients. We kindly request that you **schedule follow-up consultations** with your patients to discuss their results, recommend any additional testing or treatment plans, and support them in following through with these recommendations.

The three specific screenings your patients will be receiving soon are detailed below. Your collaboration is invaluable in helping us promote optimal health outcomes for our members.

### 1. For members age 45-75: Colon Cancer Screening

Colon Cancer Screening at home test kit is a Fecal Immunochemical Test (FIT) which looks at a small sample of the member's stool for early signs of colon cancer.

### 2. For diabetic members age 18-75: A1c Testing

Diabetes A1c at home test kit is a dry or wet blood test that measures the average blood sugar level over the past three months.

### 3. For members age 30-64 (with a cervix): HPV Cervical Cancer Screening

Cervical Cancer Screening at home test kit is an FDA approved vaginal swab test kit which looks for the presence of high-risk human papilloma virus (hrHPV). The leading cause of all cervical cancers is hrHPV and with early detection, the five-year survival rate is 91%<sup>1</sup>.

It only takes a few minutes to complete these tests. The kit includes everything a member needs to collect the sample(s) within the privacy and convenience of their own home.

### We're here to help:

If you have questions about these tests, please call LetsGetChecked at 855-554-1959 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. ET.

If you have questions about the member's health or feel the member could benefit from Care Management services, please call Care Management at 888-786-6609.

### References:

1. NIH | National Cancer Institute. (2023, April 27). Retrieved from Cervical Cancer Prognosis and Survival Rates: <https://www.cancer.gov/types/cervical/survival>



# ADAPTHEALTH

US Family Health Plan recently designated **AdaptHealth** as our new preferred Durable Medical Equipment (DME) vendor. As a result, your patients may contact your office to request updated prescriptions to fulfill their DME orders through AdaptHealth. **Please be advised that clinical documentation is required to obtain authorizations for DME services.**

## Contact Information:

### AdaptHealth

844-679-1577 - phone

877-294-0989 - fax

### USFHP Member Service

800-241-4848 - phone



To streamline this process, AdaptHealth partners with all major ePrescribe and digital ordering platforms, offering providers a seamless and easy online ordering solution at no cost. This allows your patients to receive the equipment they need quickly and efficiently – with just a few clicks.

**To Register:** <https://adapthealth.com/healthcare-providers/eprescribe-demo/>

Email: [digitalorderteam@adapthealth.com](mailto:digitalorderteam@adapthealth.com) or Call 800-797-8497.



## NEW CPAP AND BIPAP ORDERS:

- **Qualified Sleep Study** – must support the diagnosis and need for therapy.
- **Valid Prescription** – must be dated within the past 12 months.
- **Physician Visit & Documentation** – a scheduled visit with the referring physician must include documentation indicating the medical necessity of the equipment.

## CLAIMS CORNER

### TIPS FROM THE PROVIDER NETWORK TEAM

#### Submit claims timely for faster reimbursement.

To ensure timely processing and quick reimbursement, all in-network providers must submit claims within the 60-day filing period. Submitting clean claims helps expedite the payment process. You can submit claims through Change Healthcare (Optum) using Payer ID 13407.

#### Go Electronic with EFT and ERA Enrollment.

Take advantage of the benefits of enrolling in Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).

- **Faster payments**
- **Improved efficiency**
- **Reduced administrative burden**

To enroll, complete and submit the following forms:

- **EFT Enrollment**
- **ERA Enrollment**

### FREQUENTLY ASKED CLAIM QUESTIONS

#### Do patients often ask which insurance is primary?

You're not alone! Here's how to determine primary vs. secondary coverage when dealing with USFHP.

- **USFHP is primary to:**
  - Medicare (except patients with ESRD)
  - Medicaid
- **USFHP is secondary to:**
  - Commercial insurance

Once you know who is primary and secondary insurers; here's how to file claims:

- **Primary Claims:**
  - Must be filed electronically to **Payer ID 13407**
  - Handwritten claims are not accepted

#### Secondary Claims:

- Must be submitted via paper
- Must include an itemized Explanation of Benefits (EOB) from the primary carrier

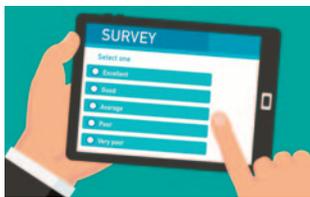
#### Filed a claim with incorrect information?

Here's how to submit a corrected claim:

- **CMS-1500 form:**
  - Use the appropriate resubmission code and initial claim number in **Box 22**
- **UB-04 form:**
  - Use the bill type that corresponds with the resubmission

Got medical claim questions? We're here to help! Email [ClaimsInquiry@svcmcnyc.org](mailto:ClaimsInquiry@svcmcnyc.org)

## SATISFACTION SURVEYS ARE IN YOUR MAILBOX!



We recently distributed our annual Provider Satisfaction Survey to all in-network providers. Your feedback is extremely valuable to us and plays a key role in helping us

enhance the support we provide to you and your practice or facility.

The survey is brief but important, and we sincerely appreciate the time you take to share your insights. Your suggestions help shape the improvements we make here at the Plan.

If you have not received your survey, please contact your dedicated network representative or email us directly at [provnetwork@svcmcnyc.org](mailto:provnetwork@svcmcnyc.org) to request a copy.

## RECRUITING HOME VISIT PROVIDERS

USFHP is currently seeking Home Visit Providers to join our network. If you have a provider who is interested in becoming credentialed, please contact us at [provnetwork@svcmcnyc.org](mailto:provnetwork@svcmcnyc.org) to begin the credentialing process. Or, if your practice offers this service, please let us know.



## WE'RE EXCITED TO RESUME PROVIDER SITE VISITS!

The Provider Network Team is once again scheduling site visits with US Family Health Plan participating providers – and we're excited to reconnect with you! After pausing these visits in 2020 due to COVID-19, we are now back in full force. These in-person meetings are a great way to get reacquainted with the Plan and to discuss important topics such as access and availability, open access benefits, claims submissions, authorization processes and much more.

We are committed to supporting you and strengthening our partnership. If you'd like to schedule a site visit, please reach out to Diane Sassone, Sr. Provider Relations Specialist at [Dsassone@svcmcnyc.org](mailto:Dsassone@svcmcnyc.org).

## IMPORTANT NOTICE: MEDICAL RECORDS REQUEST

Medical records are crucial for quality-of-care review, audit and reporting purposes. US Family Health Plan (USFHP) Quality Department conducts medical record reviews to monitor and improve the quality of healthcare services provided to our members.

- **Quality of Care Reviews:** Evaluate whether services provided align with professional standards
- **Focused Clinical Studies:** Analyze specific areas of care to identify strengths and opportunities for improvement across the provider network
- **Identification of Improvement Areas:** Detect trends, patterns, and areas where care could be improved
- **Performance Monitoring & Compliance:** Ensure alignment with regulatory audits and adherence to TRICARE® policies, TRICARE Quality Monitoring Contractor (TQMC) audits, and HEDIS measures.
- **Member Safety:** Proactively identify risks or potential issues or errors to enhance safety and prevent harm.



**In accordance with your provider agreement with USFHP, medical records must be made available to the Plan within the specified timeframes.** While the agreement may **allow up to 30 days for a response**, we kindly request that records be submitted as soon as possible. **Prompt submission** helps us fulfill regulatory obligations, respond to member concerns (including appeals, complaints and grievances) and **uphold our contractual commitments.**

**PLEASE NOTE:** No patient authorization is required for the disclosure of medical records to USFHP for these purposes. This is consistent with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, which permits the sharing of protected health information (PHI) without patient authorization between covered entities for healthcare operations, including quality assessment and improvement activities (45 CFR § 164.506(c)(1) and (c)(4)).

Your cooperation in providing requested medical records promptly is essential to our mutual goal of ensuring USFHP members receive the comprehensive care and services they need and deserve. Please ensure all required documentation is submitted according to the instructions provided in the medical record request.

## CREDENTIALING TIP

### CMS National Plan and Provider Enumeration System (NPPES)

Keeping your Provider Registry (NPPES NPI Registry) account up to date is essential for ensuring accurate identification of provider specialties and taxonomy classifications. Key details — such as name, specialty, and taxonomy codes — support the Plan’s internal reporting systems.

To make updates, simply log in to your NPPES account and update your demographic information and professional information as needed.

<https://nppes.cms.hhs.gov>

## GET INVOLVED

US Family Health Plan is currently seeking participating providers in good standing with the Plan to serve on our Credentials Review Committee. This is an opportunity to contribute to the quality and standards of care within our network.

If you are interested in serving on this committee, please contact our Chief Medical Officer at [credentialing@svcmcnyc.org](mailto:credentialing@svcmcnyc.org).



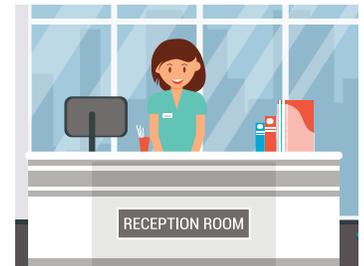
## DEMOGRAPHIC UPDATES

Accurate demographic information is essential to our Plan and our members. Ensuring that your current practice locations and billing information are up to date supports timely reimbursement and improves patient satisfaction.

As the provider, maintain accurate data benefits you, our members, and the Plan. Demographic change forms can be found [here](#).

### Important Notes:

- US Family Health Plan lists on our online directory primary and secondary practice locations.
  - Covering, rotating and per diem locations will not be listed.
- USFHP reimburses participating providers at the TIN level.



## US FAMILY HEALTH PLAN SUPPORTS NATIONAL ALLIANCE ON MENTAL ILLNESS - NAMI-NYC

On May 27th, the USFHP Case Managers participated in NAMI Walks NYC, the nation’s largest mental health awareness event! Hosted by the National Alliance on Mental Illness of New York City (NAMI-NYC), this walk supports free, life-changing programs for individuals and families affected by mental illness. From their one-of-a-kind family support programs to their new innovative teen mental health programs, NAMI-NYC is at the forefront of addressing New York City’s urgent mental health needs.

### Below are some Mental Health Statistics that might interest you.

- 1 in 5 adults experience a mental illness each year; “The Other 4™” are their family, friends, coworkers, and neighbors who are also impacted
- 1 in 3 Americans feel lonely every week
- 43% of adults say they feel more anxious, including anxiety about current events
- 1 in 4 adults experiencing frequent mental distress were unable to see a doctor due to the cost
- 1 in 5 youth experienced at least one major depressive episode in the past year
- 13.2 million adults have had serious thoughts of suicide
- Suicide was the second leading cause of death for young people (ages 10-14 and 20-34)



# PROGRAMS

## FALL PREVENTION PROGRAM

Falls are one of the leading causes of injury among older adults and those with mobility challenges. At USFHP, our Care Management department launched a dedicated Fall Prevention Program designed to keep our members safer, more confident, and living independently in their homes.

### How the Program Works

- **Risk Assessments:** We will regularly conduct screenings to identify members at risk. If a member screens positive, our Nurse Care Managers will refer them to OPTUM for physical or occupational therapy, or to home care for skilled rehab.
- **Home Safety Evaluations:** Our team will identify hazards such as loose rugs or poor lighting and provide solutions to improve home safety.
- **Education & Training:** Members will get practical strategies for fall prevention and personalized guidance on mobility aids.
- **Integrated Home Care:** We will include fall prevention in home care visits for at-risk beneficiaries. Additionally, we plan to work with physical therapists and occupational therapists to develop a strong, patient-centered care plan effectively.

### Identifying Members Who Benefit from Fall Prevention

We prioritize the safety of our members by focusing on those at a higher risk of falls. Contact our Care Management team if your patients meet any of the following criteria:

- **Advanced Age:**  
Members aged 70 or older.
- **Multiple Medications:**  
Especially those taking 12 or more medications, or high-risk drugs such as benzodiazepines, antiarrhythmics, digoxin, diuretics, sedatives, and psychotropics.
- **Chronic Conditions:**  
Including cognitive disorders, stroke, Parkinson's disease, arthritis, vascular disease, osteoporosis, seizures, diabetes, COPD, thyroid issues, vertigo, incontinence, and cardiovascular conditions (including orthostatic hypotension), as well as vision or hearing loss, and syncope.
- **Gait or Mobility Issues:**  
Any problems with walking or movement.
- **Nutritional Concerns:**  
Poor nutrition or muscle weakness.
- **Foot Problems:**  
Ulcers, nail issues, pain, or loss of digits.
- **Environmental Risks:**  
Living alone, unsafe home settings, lack of ramps or elevators, or insufficient durable medical equipment.
- **Recent Rehabilitation Discharge:**  
Patients who have recently been discharged from a rehabilitation facility.

By working together, we can help prevent falls and ensure our members' well-being.

**For questions or referrals, contact the USFHP Care Management Department at 888-786-6609.**



# CELEBRATING NETWORK ACHIEVEMENTS IN HOSPITAL SAFETY



We are excited to report the latest results from Leapfrog Hospital Safety Grade Spring 2025. We are proud to announce that there are no hospitals in our network with a D or F grade!

This achievement reflects our ongoing commitment to patient safety, clinical excellence, and high-quality care across our entire network. We remain dedicated to maintaining these high standards and continuously improving the safety of the communities we serve.

**In celebration of this outstanding achievement, we are proud to recognize the following network hospitals for maintaining a consistent A grade since 2023!**

- ★ Bayshore Medical Center - HMH
- ★ Community Medical Center - RWJBH
- ★ Huntington Hospital - Northwell Health
- ★ Inspira Medical Center Elmer
- ★ Inspira Medical Center Mullica Hill
- ★ Inspira Medical Center Vineland
- ★ Jersey Shore University Medical Center - HMH
- ★ Jefferson Washington Township Hospital
- ★ Long Island Jewish Forest Hills - Northwell Health
- ★ Mather Hospital - Northwell Health
- ★ Monmouth Medical Center - RWJBH
- ★ Monmouth Medical Center Southern Campus - RWJBH
- ★ Morristown Medical Center
- ★ Northern Westchester Hospital - Northwell Health
- ★ NYU Langone Hospital Winthrop
- ★ NYU Langone Hospital Brooklyn
- ★ NYU Langone Hospital Tisch
- ★ Ocean Medical Center - HMH
- ★ Riverview Medical Center - HMH
- ★ Robert Wood Johnson University Hospital Rahway
- ★ South Shore University Hospital - Northwell Health
- ★ St. Francis Hospital & The Heart Center - CHSLI
- ★ Syosset Hospital - Northwell Health
- ★ Virtua Marlton Hospital
- ★ Virtua Voorhees Hospital

MaxorPlus is now VytlOne

**VYTLONE**

As of June 9, 2025, MaxorPlus has officially changed its name to VytlOne. While the name is new, members can rest assured that there are no changes to pharmacy benefits or the quality of service provided.

Members will receive official notification about this change later in 2025.

Phone: 800-687-0707

Website: <https://www.maxor.com/maxorplus>

## CONTACT US

### MEMBER SERVICES

Call: 800-241-4848

Email: [usfamily@svcmcnyc.org](mailto:usfamily@svcmcnyc.org)

### PROVIDER NETWORK

Email: [provnetwork@svcmcnyc.org](mailto:provnetwork@svcmcnyc.org)

### PROVIDER CONTRACTING

Email: [contractingdept@svcmcnyc.org](mailto:contractingdept@svcmcnyc.org)

### PROVIDER CREDENTIALING

Email: [credentialing@svcmcnyc.org](mailto:credentialing@svcmcnyc.org)

### PLAN WEBSITE

[www.usfhp.net](http://www.usfhp.net)

