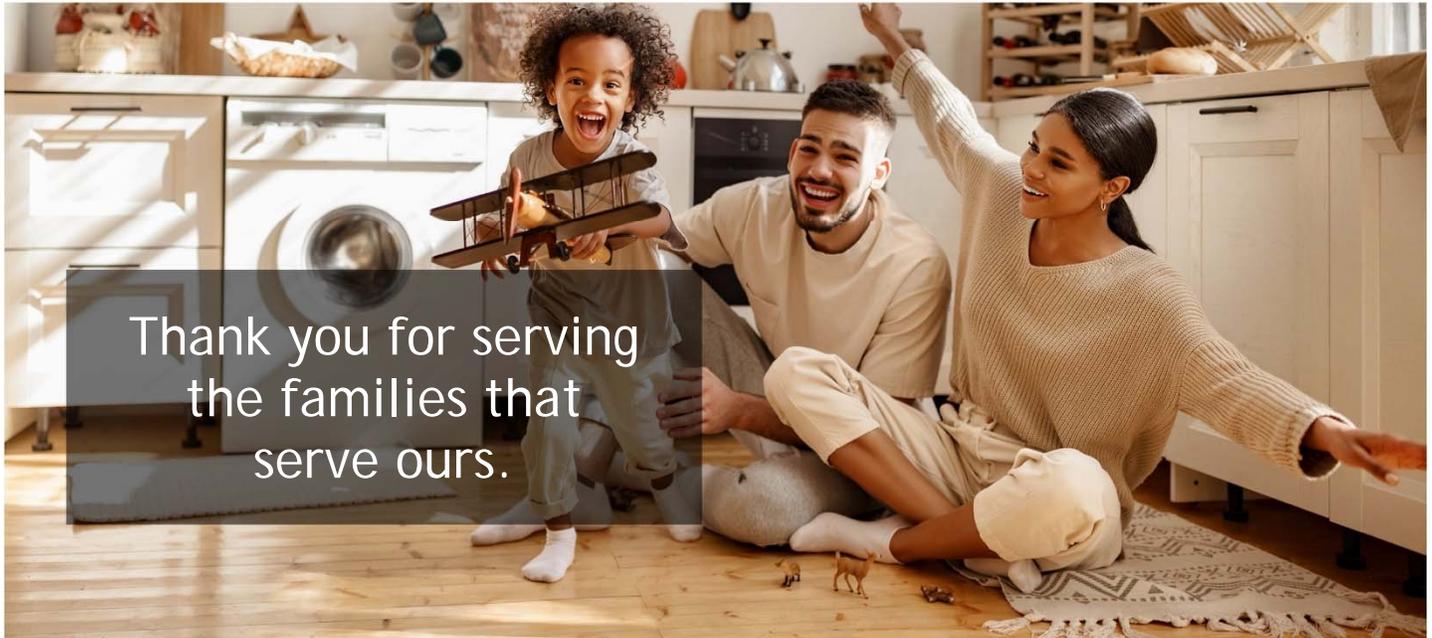




# The Provider Chronicle



Thank you for serving  
the families that  
serve ours.

## Issue Highlights

- ★ Website and Provider Portal
- ★ Quest Diagnostics
- ★ 2021 HEDIS Status
- ★ Focus on Quality
- ★ New Flu Season
- ★ Hospital Superstars



## NEW AND IMPROVED WEBSITE AND PROVIDER PORTAL

We are pleased to announce our new and improved Website and Provider portal is now available to Providers. The new portal is designed to offer secure, user-friendly and efficient means for Providers to have self-service access to the following features:

- Check Member Eligibility
- Submit Claims and Check status
- Provider Downloads:
  - Provider Manual
  - Provider Quick Reference Guide
  - Provider Demographic Change form
  - Provider Newsletter
  - Outpatient Referral form
- Submit Pre-Authorizations and review status
- Look up participating USFHP providers
- Request enrollment for EFT Payment

We invite you to register for our new provider portal by visiting <https://provider.usfhp.net>. If you have any questions regarding registration or navigating the new portal, please contact us at [ProvNetwork@svcmcn.org](mailto:ProvNetwork@svcmcn.org).



Welcome Quest Diagnostics to the USFHP provider family! Quest Diagnostics is a top-tier diagnostic lab with approximately 2,200 patient locations and dozens of clinical laboratories throughout the U.S. To schedule an appointment please contact their customer service at 888-277-8772 or visit: <https://appointment.questdiagnostics.com/patient/confirmation>.





# The Provider Chronicle

## 2021 HEDIS IS STARTING

US Family Health Plan has officially kicked off planning for our HEDIS 2021 season. HEDIS season is from January 2021 thru May 2021 for collection year 2020. In preparation of our upcoming season, we want our providers to be aware of our member initiatives, encouraging members to get back to their preventive care in the following areas:

- Adolescent Well-Care
- Breast Cancer Screening
- Diabetes screening
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Women Wellness

We are motivating our members to contact their primary care providers to get their preventative healthcare screenings. We thank you for the excellent care you provide to our members .



## FOCUS ON QUALITY

Then Department of Defense, Defense Health Agency's (DHA) has a quality improvement policy that mandates quarterly inpatient focused reviews.

As part of the DHA, the US Family Health Plan (USFHP) may request a copy of the complete medical record. The record is randomly selected and will directly relate to hospital, nursing home, IRF, LTC, ambulatory surgical center admissions or individual provider.

Requested medical records are required to be submitted to USFHP within 30 days of receipt of this notice. Records may be sent via fax or encrypted email at: <mailto:MRRequests@svcmny.org> or e-Delivery direct to CIOX Health (ID#: 1863669), and/or MRO (#: 95637). Paper copies will be reimbursed at standard TRICARE rates. Facilities that are contracted with USFHP and/or reimbursed for this service are required to comply with this request.

## HELP FIGHT THE FLU!

According to public health officials, the flu vaccine is more important than ever this year due to the continued effects of COVID-19. If COVID-19 surges during the flu season, hospitals will be at risk of being overwhelmed with patients needing intensive care.

We don't yet know how these two diseases would interact in patients, and it could be very hard to tell the two apart. Reducing the overall burden of respiratory illnesses protects vulnerable populations at risk for severe illness (young children, pregnant women, adults 65 years and older, and adults with certain medical conditions), and critical health care systems.

While a COVID-19 vaccine is not yet available, increased efforts to immunize patients against the flu will help to take that threat off the table. We need your help to get all members their flu shot this year.

Your Vaccine Recommendation is Critical! Remind, Remind, Remind! Please use every opportunity to recommend the flu shot to your patients this fall and winter. Tailor your flu shot messaging to your patients - see "Tips to Improve Vaccination Rates" at your practice or use the CDC's Flu Practice Tool Kit:

<https://www.cdc.gov/flu/professionals/vaccination/prepare-practice-tools.htm>

## HOSPITAL SUPERSTARS

**Congratulation for achieving five (5) star ratings  
Rated 5 Stars Overall**

- ★ St Francis Hospital, The Heart Center
- ★ NYU Langone Tisch
- ★ Morristown Medical Center - 5 Stars since FY2018

