

## NEW PARTNERS 2021

USFHP added the following to its network in 2021:

- ✓ Atlantic Gastro Surgi Center
- ✓ Heartland Hospice Service
- ✓ Huntingdon Valley Surgery Center
- ✓ Inspira Mullica Hill Medical Center
- ✓ Long Island Digestive Endoscopy Center, LLC



## PROVIDER CHRONICLES

Volume 11/ Issue 13

### UNIFORM SERVICE FAMILY HEALTH PLAN WELCOMES!



*Chief Medical Officer Roberta McNeil*

Dr. McNeill, a Brooklyn native, currently resides in New Jersey with her two children; has over 15 years of experience as a medical doctor including experience in urgent care, family practice, industrial/workers comp. medicine, and chronic disease treatment.

She was most recently employed by Horizon BCBS New Jersey in the role of Medical Director of Provider Network and Quality Medical Appeals. Prior to joining Horizon BCBSNJ, Dr. McNeill held the position of Senior Medical Director at Amerigroup (Anthem) NJ. Dr. McNeill is Board certified in Family Medicine and did her residency in Family Practice at Columbia Presbyterian Hospital in New York, NY.

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*“Dr. McNeil will advance our mission to make members healthier and improve their quality of life.”*

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### WHAT IS THE BIGGEST DETERRENT TO MANAGING DISEASE BY BENEFICIARIES?

Did you know the biggest obstacle to obtaining health care is Access and Availability?

Many of our beneficiaries are active reservists, veterans and their families and they have volunteered their lives to service the United States of America. They were there during World War I, World War II, Vietnam, Cold War, Desert Storm, and Iraq and Afghanistan wars, so why is it that they can't get a physical within 30 days? USFHP conducts access and availability surveys quarterly to ensure that our beneficiaries get

their medical needs met in a timely manner. It is the least we can do for their sacrifice, so please don't be annoyed when we make the calls on a quarterly basis. We are looking out for our HEROES! So please cooperate.

## Coronavirus Politics

The Comparative Politics and Policy of COVID-19



EDITED BY

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**Still dominating Health Care**  
**USFHP reimburse Tele-health visits.**  
**Remember we may get a spike in**  
**infection rates during the holidays.**  
**Physicians can still service our**  
**beneficiaries through Tele-health.**

## 2022 The Year of Choosing Wisely, Are you In?

Overuse, or care that has a greater potential for harm than benefit, is widespread in American medicine, with severe effects on both quality of care and health care costs. To highlight and address this problem, the ABIM Foundation, in partnership with over 80 medical specialty societies, operates the Choosing Wisely® campaign, which promotes clinician-patient conversations about avoiding unnecessary care.

People living in poverty have long faced limited access to care and increased morbidity and mortality. While some attribute poor outcomes directly to underuse, a growing body of research shows that overuse is prevalent in Medicaid and uninsured patients and in people of color of all income levels. Several studies have supported that low-value care is common among patients without insurance or with Medicaid and that physicians practice similar rates of low-value and high-value care regardless of their patients' insurance status. A recent study of Medicare beneficiaries by William Schpero et al. suggests there is "a possible double jeopardy for minority patients: long understood to be at risk of receiving less effective care, they appear often to be at risk of receiving more ineffective care." Additionally, because the high cost of care is one of the greatest barriers to access, low-income health care consumers are at increased vulnerability from financial harm from tests and treatments that have little to no benefit.

This is important for physicians to rebuff myths from social media and news feeds that do not provide the science behind treatments. **Many patients are skeptical** because of the Tuskegee Experiment. So how can the physician help the patient choose wisely?

1. Listen to your patients concerns;
2. Put your bias aside;
3. Recognize the individual needs;
4. Discuss treatment options with you patients.

Remember the patient should have the final choice and as a practitioner it is your responsibility to accept it!

<https://www.choosingwisely.org/>

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## Did you know that EFT/ERA is the best way to prevent lost or stolen checks?



So why are you not enrolled in EFT/ERA? It's money in the bank! Contact us to enroll at (844) 356-4901 or through the provider portal <https://provider.usfhp.net>



## **\*IMPORTANT INFORMATION\***

All DISCHARGE Planners and Social Workers!

Please contact USFHP Care Management at least 5 days prior to discharge from hospital, rehabilitation center and subacute rehabilitation facility to arrange Certified Home Care Services for our beneficiaries. Failure to do so can result in readmission and denial of payment for the second admission. Contact us at (844) 356-4901

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### **LET YOUR PATIENT'S KNOW THAT YOU PARTNER WITH USFHP. WE WOULD BE HAPPY TO SEND YOU THE FOLLOWING:**

- Decals
- Clipboards
- Pens

Just contact Marketing at [marketing@svcmcnyc.org](mailto:marketing@svcmcnyc.org)

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## **Message from the CEO Jeffrey Bloom:**

Happy Holidays!

At USFHP@ St. Vincent's, we are proud of the services and improvements made to our TRICARE Prime Plan. From the choice of the \$0 enhanced benefit, the expansion of our Patient Care delivery team, and our improved member/provider portal and website.

USFHP maintains the highest level of overall patient satisfaction in the nation. Most recently, it achieved an average 92% enrollee satisfaction

As a cancer survivor I understand the importance of quality of life. The US Family Health Plan's patient-centered managed health care model focuses on wellness and prevention that delivers more coordinated care with improved health outcomes.

Studies confirm health care provider networks serving veterans and military families must have a fundamental understanding of military culture to provide effective care and improve health outcomes. Many USFHP providers have themselves served in the U.S. Military. Our members have made incredible sacrifices in service to our country and we're committed to providing them the highest quality care they deserve. I want to personally "Thank all providers" in our network and looking forward to 2022 for their continued exemplary quality service.

THANK YOU FOR PARTNERING WITH USFHP/SVCMCNY AND  
SERVICING OUR HEROES!



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