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Care Management Corner



The nurses and specially trained non-clinical staff at USFHP are here to support you and your patients. We will work closely with you and your patients to ensure they receive the services they may need to reach their goals and maintain healthy lifestyles.

The USFHP Care Management Team is designed to support the high quality your patients deserve by:

- Contacting them regularly
- Connecting them to resources
- Coordinating their care and services such as durable medical equipment (cane, walker, etc.)
- Home care and making appointments
- Finding in-network providers
- Addressing their behavioral health and or substance abuse concerns
- Educating them and their caregiver on conditions and medications ordered by you

The USFHP Case Management Team provides members with individualized care — Our Care Management team is there to help your patients manage chronic health conditions:

- Diabetes Management
- Hypertension Control
- Heart Disease
- Cancer Diagnosis

USFHP members can be referred to the Care Management program by calling (800) 241-4848.



Suicide & Crisis Lifeline

The Military Crisis Line is a free, confidential resource for all service members, including members of the National Guard and Reserve, and Veterans, even if they're not enrolled in VA benefits or health care.

- **DIAL 988**, then Press **1**
- **TEXT 838255**
- **CHAT online** at:
<https://www.veteranscrisisline.net/get-help-now/chat/>



Tools You Can Use

Helpful tools you can use for the USFHP's Provider Portal

US Family Health Plan Providers can use the following tools when visiting the provider portal:

- Check Eligibility
- Check Claims Status
- Find a Participating Provider
- View and Request Authorization Status
- Register or Update Electronic Fund Transfer (EFT) Information
- Download the Electronic Remittance (ERA) Enrollment Form
- Update your Provider Demographic Information

To set up your account go to:

<https://provider.usfhp.net/providerportal>



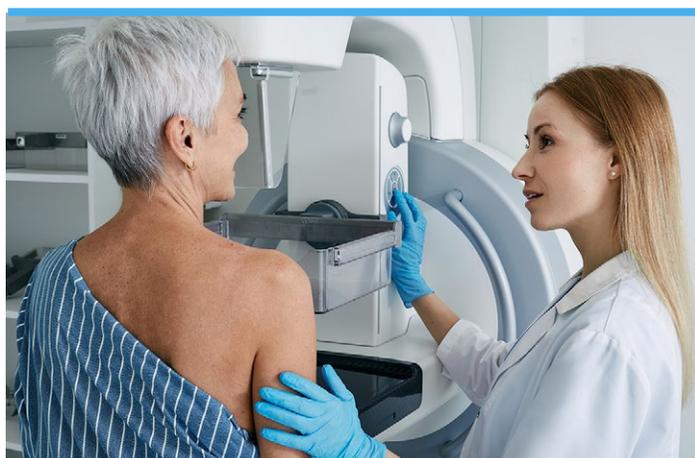
Registration is Easy!

How to Register for the Provider Portal

Visit the "Provider Portal" via www.usfhp.net or go directly to the login page at provider.usfhp.net and click on "Create account." Then, follow the prompts to complete your registration.

If you need assistance with registering, logging in, verifying eligibility, or another task, use the link to the Guide on the sign-in page. Please note, to enroll, you will need your 9-digit tax ID or 9-digit EIN, along with an NPI.

If you have additional questions, please reach out to (800) 241-4848. We are available to assist you Monday-Friday 9 a.m. – 5 p.m.



October is Breast Cancer Awareness Month

Each October, women are reminded to put themselves first and make time for their health.

Well-woman exams are covered annually for women under age 65. They may include breast exams, pelvic exams, and Pap smears as needed. USFHP covers these exams with no cost-share.

US Family Health Plan covers:

- Well-woman exams without the requirement that they be provided in connection with a covered cancer screening or immunization
- Breast exams
- Pelvic exams
- Pap Smears
- HPV DNA testing when performed in conjunction with a Pap smear for women age 30 or older
- Other screenings and services when ordered or recommended during the exam

Medecision Coming to USFHP!

Medecision is a digital care management company whose services are used by health plans and care delivery organizations. Medecision's database are able to provide a holistic view of members' health, including insight into the medical, behavioral, and social determinants that impact outcomes and cost of care. Medecision helps providers across the community to deliver care to their patients. Real-time information sharing at the point of care improves effectiveness and efficiency and ensures everyone remains informed.

Medecision supports the following:



- Connect healthcare ecosystems
- Personalize and orchestrate care for all consumers
- Use integrated data intelligence from across the care community
- Increase operational efficiency and improve turnaround time
- Proactively manage gaps in care and increase satisfaction for both providers and consumers

Manage turn-around time for utilization management and much more.

Welldoc Top 3 Factors Driving Health Plan Member Engagement in Digital Health Tools

In June 2023, Sourav Chaudhuri, Chief Strategy Officer at US Family Health Plan (USFHP), participated in the thinc360 Healthcare Innovation Congress in Washington, DC. Joining him were three esteemed panelists, which included Mark Olson of RecoveryOne,

Dr. Stuart Hart of Integra LifeSciences, and Stephanie Bayer of Cleveland Clinic. Together, they engaged in discussions centered around fostering meaningful engagement and transforming care by leveraging digital health.

This blog highlights key takeaways from the event, including highlights of USFHP's Approach to Member Care:

Sourav emphasized the distinctive population they serve, stating, "USFHP encompasses military retirees and the family members of active duty, activated National Guard and Reserves. Our healthcare providers possess a deep understanding of military culture and the unique aspects of care associated with the military community. The program model of USFHP revolves around a patient-centered approach to prevention, offering over 40 disease management programs."

Top Factors Driving Member Engagement in Digital Health Tools:

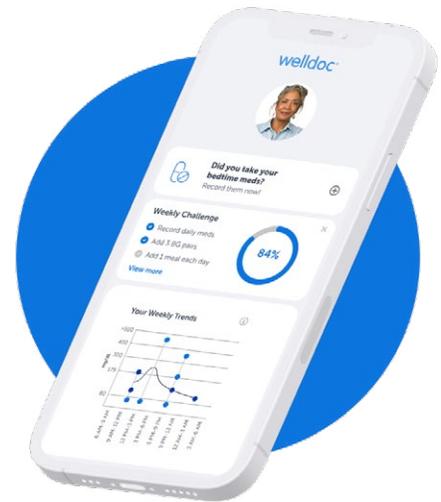
Based on Sourav's insights on the panel, here are the top three factors that health plans believe drive member engagement in digital tools:

• **Accountability:**

As a longstanding partner, USFHP has successfully implemented the Welldoc platform as an extension of their chronic care program. Sourav shared his goal for utilizing digital technology, stating, "We're focused on partnering with Welldoc to empower our members to track their care and take ownership of managing their condition by utilizing digital tools which will have an impact on their health outcomes."

• **Omni-channel approach:**

To deliver a personalized experience, digital health solutions must deeply understand the members of a health plan and address their specific needs, as well as reach them in the ways they best



communicate. "Welldoc is adding value for our members by focusing on keeping them engaged and managing their chronic conditions. It's a simple, seamless app, and we're able to keep members engaged through various outreach, including reminders through SMS."

• **Member Connectivity:**

Facilitating connections between members and their care teams is crucial in alleviating clinical burdens and enabling healthcare professionals to practice at the highest level of their capabilities. Sourav highlighted how the Welldoc platform elevates engagement with their current care teams, stating, "Members can share higher-level insights on their data trends by sending a report weekly or monthly to their providers."

The thinc360 Healthcare Innovation Congress provided a platform for thought leaders like Sourav Chaudhuri to discuss the transformative potential of digital health. USFHP's approach to member care and the key factors driving member engagement in digital tools shed light on the future of healthcare delivery.

By embracing accountability, adopting an omni-channel approach, and facilitating member connectivity, health plans can create meaningful engagement and empower their members to take control of their health.

Welldoc is honored to be partnering with USFHP to support those individuals who have served our country and their families.



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