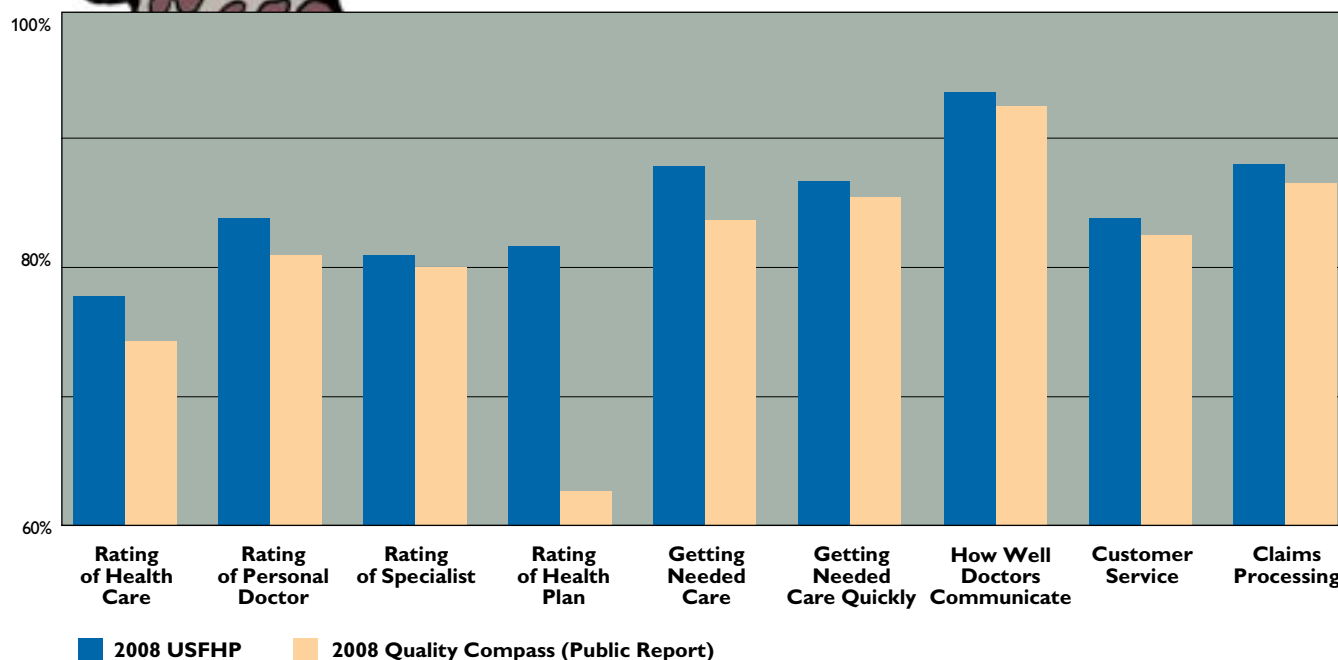




## Johns Hopkins US Family Health Plan Hits 98th Percentile in Member Satisfaction Again!



Johns Hopkins US Family Health Plan members have again ranked the plan as one of the top in the country. The USFHP 2008 Member Satisfaction Survey conducted by The Myers Group, an NCQA-certified vendor, resulted in an overall satisfaction rating of 82 percent—20 points above the national benchmark for other health care plans. The rating puts the Johns Hopkins US Family Health Plan in the 98th percentile when compared to commercial adult plans that reported their scores in the 2008 Quality Compass Public Report.

The survey was conducted using a statistically significant random sampling of Johns Hopkins US

Family Health Plan members who were asked about their experiences with the Plan during the past year. The results showed that they were highly satisfied with their primary care providers and their ability to get high-quality care when they needed it.

*The Myers Group, an NCQA-certified survey vendor, conducted the survey using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) 4.0H survey methodology. Developed jointly by the Agency for Healthcare Research and Quality and NCQA, the CAHPS 4.0H survey is regarded as the most comprehensive tool available for assessing consumers' experiences with their health plans.*

# Financial Relief Now Available for Active Duty Families With Seriously Ill Children



When a loved one is diagnosed with a serious medical condition, one of the last things the family thinks about is cost. Eventually, though, the costs of care can get everyone's attention. To help families cope so they can provide the best care possible, the Military Health System created the Extended Care Health Option or ECHO program.

ECHO is a supplemental program that provides financial assistance to eligible active-duty family members who qualify for the benefit. To qualify, family members must first be enrolled in the Exceptional Family Member Program (EFMP) of their sponsor's branch of service and also have a condition such as:

- moderate or severe mental retardation
- a serious physical disability
- a physical or psychological condition that causes the beneficiary to be homebound

Recently authorized to provide the ECHO program, the Johns Hopkins US Family Health Plan (USFHP) is now able to offer the supplemental benefit of up to \$2,500 per month to cover specific medical expenses not covered by the basic USFHP TRICARE Prime benefit.

"The ECHO program is so important to affected families," says Linda Hunsecker, a registered nurse with more than 35 years of experience in working with special needs children. "It provides for day-to-day care needs that can make the difference for both the parent and the child." As coordinator of the new program, Hunsecker will work directly with families to determine if their loved one qualifies for the benefit, assist them in working through the application process, and be available on an ongoing basis while they are enrolled.

The \$2,500 monthly supplemental benefit covers approved ECHO services and supplies such as:

- durable medical equipment (wheel chairs, breathing devices, etc.)
- training in the use of assistive technology devices
- expanded in-home health care (up to the amount TRICARE would pay annually if the ECHO-reg-

Sponsor's Pay Grade	Monthly Cost-share
E-1 to E-5	\$25
E-6	\$30
E-7, O-1	\$35
E-8, O-2	\$40
E-9, W-1, W-2, O-3	\$45
W-3, W-4, O-4	\$50
W-5, O-5	\$65
O-6	\$75
O-7	\$100
O-8	\$150
O-9	\$200
O-10	\$250

istered beneficiary were residing in a skilled nursing facility.)

- up to 16 hours per month of respite care services

Cost shares (co-payments) will apply each month that ECHO-covered services and supplies are used. Although the cost shares are linked to family pay grades, any amounts over the total \$2,500 per month are the full responsibility of the parents.

*Do you have general questions about ECHO? Please contact Johns Hopkins USFHP Customer Service at 410-424-4528 or 1-800-808-7347. For more information about ECHO, you can also visit [www.tricare.mil](http://www.tricare.mil) (see benefit information) or go to <http://www.hopkinsmedicine.org/usfhp/ECHO/index.html>.*

## More About ECHO Costs

- Active-duty sponsors pay a cost share that is separate from other USFHP program cost shares.
- ECHO Home Health Care is not subject to the \$2,500 limit, and ECHO cost shares do not count toward the annual USFHP catastrophic cap.
- The monthly cost share is one fee per sponsor, not per ECHO beneficiary. If costs exceed \$2,500 in a calendar month, the sponsor is responsible for paying the amount in excess of \$2,500. Costs cannot be shared between family members.

**Note:** The Autism Demonstration currently under way for some DoD components does not apply to the Johns Hopkins USFHP ECHO program.



PHOTO COURTESY OF FT. MEADE MWR.

## Hooahhhh!

A special day in October brought fun and surprises for recent Walter Reed "graduates." Pictured are some of Ft. Meade's recuperating Wounded Warriors and their family members who attended a full day of family-fun activities. USFHP added to the excitement by providing the families with all-day carnival rides and games passes.

# Cost Alert: December Update

## Check the Status of Your Prescription Co-pay



The Department of Defense has issued an advisory about additional medications that have been moved to the nonpreferred (Tier 3) category of the TRICARE Prime drug benefit. Nonpreferred drugs carry a \$22 co-payment because they are considered to be more expensive than other equally effective generic drugs.

If you have been using a drug affected by this change of status, you should have received a letter from us letting you know about the change and suggesting more economical alternatives for you to discuss with your doctor. If you have questions about these changes and how they will affect you, please call Customer Service at 1-800-808-7347 or visit these Web sites for full listing of all affected pharmacy drugs:

- [www.hopkinsmedicine.org/USFHP/news/3rd\\_tier\\_drug\\_chart.html](http://www.hopkinsmedicine.org/USFHP/news/3rd_tier_drug_chart.html)
- [www.tricare.osd.mil](http://www.tricare.osd.mil)

Tier 3 (\$22 Co-pay)	Tier 2 (\$9 Co-pay)	Tier 1 (\$3 Co-pay)
<b>Antidepressants</b> Pristiq		
<b>Antihistamines</b> Xyzal Tab Xyzal Sol	Semprex-D Allegra-D Allegra Oral Susp Allegra ODT	Fexofenadine
<b>Beta-Blockers</b> Bystolic	Coreg CR	Atenolol Metoprolol Tartrate Metoprolol Succinate Timolol Maleate Carvedilol
<b>Calcitonins</b> Miacalcin spray	Fortical spray	Calcitonins-Salmon Spray
<b>Migraine: Selective Serotonin Agonist</b> Amerge Axert Frova	Maxalt Maxalt MLT Imitrex Spray Zomig Zomig ZMT Zomig Spray Relpax Treximet	Sumatriptan Inj Sumatriptan Tab
<b>Renin Angiotensin Antihypertensive Agent</b> Azor		

## USFHP Awarded URAC Accreditation for Meeting National Compliance Standards

Johns Hopkins US Family Health Plan (USFHP) recently was awarded Health Plan Accreditation from URAC, a Washington, D.C.-based health care accrediting organization that establishes quality standards for the health care industry.

The USFHP voluntarily underwent an evaluation according to URAC Health Plan Standards. This process consists of a comprehensive

assessment of networks, covering network management issues, quality management and improvement, provider credentialing, and consumer protection. Compliance with URAC standards has required an organization-wide commitment to developing and implementing systems dedicated to ensure members receive the highest quality care possible.

“We are honored to receive

Health Plan Accreditation from URAC,” says Mary Cooke, vice president of the Johns Hopkins USFHP. “This distinction underscores our dedication to serving our members by meeting or exceeding the accepted national standards.”

*For more information on URAC, visit [www.urac.org](http://www.urac.org).*

## You have Medicare including some or all of its "Parts." That's great. Now, please don't use them.

That's right, when you joined the US Family Health Plan, you agreed NOT to use Medicare while still in the Plan.

The official rule from DoD for Medicare-eligible members of the USFHP states: To avoid duplication of payment under government-sponsored programs, members are required by DoD to refrain from using Medicare Part A and Part B, or from enrolling in Medicare-sponsored managed care plans while enrolled in the US Family Health Plan. Eligible US Family Health Plan members may use their Medicare benefits only for ESRD (end-stage renal disease) and services NOT covered by the Plan (such as chiropractic).

This is an important rule because, if a member violates it by using their Medicare benefits, we are required to disenroll that member. So please make sure to tell your providers that they must not bill Medicare. Show them the back of your USFHP card if they insist on seeing your Medicare number.

If you have questions about how the Plan works with Medicare—especially Part B—please call Customer Service at 1-800-808-7347.

## Have You Heard About Medline Plus?

Medline Plus is a Web site developed and maintained by the U.S. National Library of Medicine and the National Institutes of Health. It contains information about diseases and conditions, clinical trials, drugs, and the latest in health care information. While not meant to be a substitute for medical treatment or advice from your providers, it is a great resource. Check it out at <http://medlineplus.gov>.

## A Personal Invitation: Visit Our New Web Site!

The USFHP family is pleased to announce that we have recently updated and upgraded our Web site to focus more on you—our member. If you go to [www.hopkinsmedicine.org/USFHP](http://www.hopkinsmedicine.org/USFHP), you will find more information about the plan than ever before including updated versions of the *Member Handbook*, *Provider Directory*, dental benefits, vision benefits, the most recent editions of *The Patriot Life* newsletter, and more.

A brand new feature is an online health encyclopedia called "Health A-Z" that will allow you to search out information on almost any health topic you can think of.

And, best of all, we have streamlined the site so that it is easier and quicker to navigate. The improved search function makes it much easier to get to the topics you need. So, please give it a test drive and let us know how you like it. E-mail Jason Teves at [jteves1@jhmi.edu](mailto:jteves1@jhmi.edu) with your comments and suggestions.

# PatriotLife

*Patriot Life*, the official newsletter of the Johns Hopkins Uniformed Services Family Health Plan (USFHP), is published quarterly by Johns Hopkins Medicine Marketing and Communications. For more information, call 410-614-4991.

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