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—Dalanna Williamson



## She’s Got Two Worlds in Her Hands

Self-discipline allows Dalanna Williamson to slip easily between two worlds: the civilian and the military. It used to be tough, but now that she has completed nine years with the Reserves, Williamson knows what to expect. She can juggle both worlds and, at times, even combine them. For example, her military training helps Williamson to reach out to US Family Health Plan patients.

Besides being a staff sergeant in the 202nd Transportation Detachment with the U.S. Army Reserves in Glen Burnie, Md., Williamson is the administrative supervisor for the pediatric department at Johns Hopkins Community Physicians at White Marsh.

During annual overseas trainings, Williamson, who is 32, was posted to Italy and Germany. From 2006 to 2007, she completed a tour of duty in Baghdad, Iraq, where her unit processed 4,000 Iraqi detainees at a local jail.

“It was difficult,” she says. “We had to deal with detainees whom we knew had either harmed or posed a threat to our soldiers.”

This June, her annual two-week training will take place at Fort Eustis, Virginia. She will gain the necessary skills to become a transportation specialist for shipping and receiving cargo.

Commitment to the Reserves is important to Williamson. It

gives her considerable pride to serve her country. “Even though I’m part-time, I can still contribute in a small way.”

Back at White Marsh, Williamson oversees the site’s medical assistants, organizing scheduling and payroll, and working with patients, providers and the medical staff. Since joining the medical practice nine months ago, she has been struck by how much the White Marsh medical staff appreciates her military background.

Meanwhile, Williamson gives the USFHP high marks. “USFHP functions as a second home outside the military for our military patients,” she says. ■



## Steven Kravet, M.D. Named Community Physicians' President

**A** third-generation retail pharmacist, Steven Kravet grew up watching his father, uncle and grandfather care for others. Strongly affected by their commitment to community, Kravet, too, is poised to make a difference. As the newest president of Johns Hopkins Community Physicians (JHCP), his opportunity has arrived.

“Leading JHCP gives me the chance to return to my primary care roots but with the ability to develop strategies to improve medical care,” Kravet says. His vision is to advance the field of primary care medicine through the Johns Hopkins commitment to excellence and innovation while meeting the medical needs of the JHCP community and each patient.

Trained in internal medicine, Kravet, who is 43, has held many leadership roles at Johns Hopkins Bayview Medical Center over the last 15 years. He has served as medical director of its Ambulatory Care Center, chief medical officer for Quality and Patient Safety, as well as an assistant professor of medicine at the Johns Hopkins University School of Medicine. Along the way, he picked up an M.B.A. in the business of medicine to enhance his understanding of our country’s health system.

Besides patient safety and quality, Kravet has focused on using computerized records in medicine and the importance of primary care practice. His vision,

which will certainly benefit US Family Health Plan members, calls for:

- Increasing access to medical care
- Increasing the numbers and size of primary care sites
- Integrating access to core departments of Johns Hopkins by bringing Hopkins physicians to the community
- Making it easier for patients to get appointments and referrals
- Taking advantage of information technology so that patients and doctors at far ends of the network will be more directly connected

“Many of these efforts reflect a relatively new, comprehensive model of primary care medicine called Patient Centered Medical Home (PCMH),” he says. “Basically PCMH is a system that meets the needs of patients when they need medical care, where they need it and how they need it.”

Kravet assumed his new position in February and already has some aspects of the PCMH concept in place at the Water’s Edge practice located near Aberdeen Proving Ground. Plans call for the concept to be moved into all JHCP practices in the future. In addition, the network will add its 18th site in Glen Burnie in late summer or early fall. This will be more convenient for those Glen Burnie residents—especially those who have been using JHCP at Odenton. ■

# Ask Customer Service

## Hello, This Is Customer Service. How Can We Help You?

As part of our ongoing series, we are featuring USFHP Customer Service representative Martin Blalock. First, we'll tell you about Martin and then follow up with some of the questions our members have been asking him and the other CS representatives.



In 1973, during the waning days of the Vietnam War, 18-year-old Martin Blalock volunteered for the U.S. Navy. He was eager to see the world and travel to distant lands. "I'd finished my first year of college and wanted something different in my life," he recalls. "I didn't know too much about patriotism then." He soon learned.

Following training, Blalock became a jet engine mechanic for three aircraft carriers, the USS Forrestal, USS Independence and USS Constellation. His Navy responsibilities literally carried him around the world. From Hawaii to Kenya, Norway to Puerto Rico and through the Suez Canal, he visited more than two dozen countries.

"In those days, people in foreign lands would want to meet us simply because we were Americans," he says. "We were proud to wear our uniforms." With his exposure to other cultures, Blalock's admiration

and patriotism for the United States grew.

By the time he left the service in 1987, his rank was Petty Officer 2nd Class.

He next moved to Robins Air Force Base, Georgia, to work as a civilian mechanic.

Today Blalock is a USFHP customer service representative. Having been in the military, he shares something special with USFHP members. During a recent call, Blalock happened to mention his military experience. Oddly enough, the USFHP member he was helping had served on the same Navy ship at the same time as Blalock.

"I get a lot of positive feedback about our product," he says. "For vets and those who still serve, USFHP is a blessing."

Blalock, who is 54, has three children and two grandchildren. He lives in Brooklyn, Md. ■

**Q: How do I make sure my newborn is enrolled in the USFHP Plan? What steps should I take?**

**A:** Contact the Enrollment Department at 800-261-2396 within 30 days of the newborn's date of birth with the information and remember to contact DEERS (Defense Enrollment Eligibility Reporting Systems) at 800-538-9552 within 60 days or coverage will cease.

**Q: What information do I need to have available when I contact the Customer Service Department?**

**A:** Please have your membership ID number available and be prepared to answer questions for privacy verification.

**Q: I recently visited my health care center to have a blood pressure check. A nurse carried out the procedure, so why am I being charged a co-pay?**

**A:** Co-payments are charged for any office visit that requires your physician's involvement. When you had your blood pressure checked, your physician reviewed the results and determined whether any changes to your care plan or medication regimen were necessary.

**Q: Are there any mail order services for medications available to USFHP members?**

**A:** Mail order services are available for up to a 90-day supply of approved medications through Rite Aid's mail-order pharmacy. To use the service, simply call Rite Aid Pharmacy (410-338-3300) and request a mail order form. Send it in with your new prescription or refill, along with your prescription number, and a check or credit card number for your co-pay.

Most orders are shipped via the U.S. Postal Service and received within two weeks of the day you mail the order. You can also receive up to a 90-day supply of approved medication at your local Rite Aid.

(For more information, check your USFHP Member Handbook or go online to page 17 at [http://www.hopkinsmedicine.org/usfhp/PDF/handbook/Handbook\\_Jan2009.pdf](http://www.hopkinsmedicine.org/usfhp/PDF/handbook/Handbook_Jan2009.pdf))



**US Family Health Plan  
MEMBER INFORMATION**

**EMERGENCY CARE:**  
If you are experiencing a life-threatening emergency, call 911 or proceed to the nearest emergency room. You should notify your health center within 24 hours of an emergency room visit and any follow-up care must be pre-approved. If you are unsure if your condition is life-threatening, call your health center first.

**AFTER-HOURS CARE:**

- After regular business hours, call your health center or our toll free number at 1-800-828-0958 to reach our After Hours Service.
- For Mental Health Services, call 1-800-281-3286.

**BENEFITS**  
For information, call Customer Service at 410-424-4528 or 1-800-898-7347.

**HOSPITAL PROVIDER INFORMATION**  
Call patient's health center a maximum of 4 business days prior to elective hospital admission or outpatient procedures to obtain certification. If patient holds other commercial health insurance, bill that carrier as primary. **DO NOT BILL MEDICARE** except for ESRD and services not covered by the US Family Health Plan.

**Billing Address:** Johns Hopkins Medical Services Corporation  
Johns Hopkins Department, P.O. Box 71, Glen Burnie, MD 21060-0033

# About to Turn 65?

## Relax—We've Got You Covered

Remember when you turned 50 and, like clockwork, the AARP magazine began arriving? Well, turning 65 starts another flood of mail—packets of information about Medicare supplements, prescription drug plans, and many letters from Medicare warning you about deadlines, telling you about forms to fill out and giving you 800 numbers to call. You will also get a letter from TRICARE educating you about TRICARE for Life.

If you feel as though you are about to fall off a health care coverage cliff on your birthday, here's some simple advice that should help a lot.

Do nothing. Nothing at all.

Members of the Johns Hopkins US Family Health Plan are covered for life. The Plan will continue to cover your health care needs just as it always has.

It may sound too good to be true, but it really isn't. The US Family Health Plan is the only TRICARE Prime option that covers retirees over age 65.

### Consider Part B

Even though you are not required to join any part of Medicare, we do recommend that you enroll in Medicare Part B as soon as you become eligible. This will ensure that you avoid late enrollment penalties and waiting periods if you ever leave this area and need to disenroll from the US Family Health Plan. Another benefit of taking Part B is that we will waive your annual

enrollment fees and all co-payments except for the pharmacy co-pays.

### Notes of Caution

Insurance coverage can get complicated once you become Medicare eligible. Doctors' offices are likely to see your birth date and automatically bill Medicare. Here are some things you need to know:

- Members of the USFHP are not allowed to use Medicare unless they have been diagnosed with end stage renal disease or are using services not covered by the Plan but are covered by Medicare, e.g., chiropractic or acupuncture. This means that if your doctors bill Medicare, you could be disenrolled from the USFHP.
- Your membership card has clear billing instructions printed on the back. Be sure to show it to the person who takes your insurance information. Make it clear that they are to bill the US Family Health Plan—not Medicare
- If you receive notification from Medicare that they have paid a claim on your behalf, call the US Family Health Plan Customer Service department and ask for assistance in correcting the mistake.
- If you see a Medicare claim for a service or medical equipment you never received, report it to Customer Service immediately because this could be a simple mistake or a case of Medicare fraud on the part of the provider.

## Did You Know...

**Our goal is to help take care of you and your health, so you can get on with the business of staying healthy. Johns Hopkins staff, those whom you meet and those you don't, work hard to get the job done well. Did you know?**

- USFHP Customer Service representatives handle an average of **365 calls per day** from our members.
- The average length of time per call is **three minutes and seventeen seconds**.
- Calls are answered within an average of **23 seconds**.
- **95 percent of the time**, Customer Service representatives are able to resolve the question during the initial call.
- USFHP processed **305,836 claims last year**.
- **98.9 percent** of those claims were processed **within 30 days of receipt** by USFHP claims department.
- **99.34 percent** of USFHP claims were paid accurately.
- The Hopkins stork is always busy. Last year, our obstetricians welcomed **350 USFHP newborns**.
- And finally, how's this for dedication? The enrollment staff for USFHP has an average of almost **20 years experience** with Johns Hopkins.

- See only participating providers (unless you are facing a life-threatening emergency). Participating providers have been trained on proper billing procedures.

The good news from all this is that you are covered for life under the US Family Health Plan. Stay with us and continue getting the benefits you earned from the Johns Hopkins doctors you know and trust. ■



From left to right: Warren Scott Monks, Howard Yang, Scott Feeser, Steven Pondek, Vera Bennett-Brown, and Mary Martello.

## Riverside Practice Moves to New Location at Water's Edge

**J**ohns Hopkins Community Physicians (JHCP) at Riverside has relocated to newly constructed offices a couple of miles down the road to Water's Edge in Belcamp, Md., former site of the Bata Shoe factory, a well-known community landmark. In 2004, the company was torn down and the area now features offices, housing and shops.

Located near the intersection of Route 40 and Riverside Parkway, the 12,000- square-foot medical facility is 33 percent larger than the Riverside location.

"I'm very excited about leading the JHCP Riverside office through its move to the beautiful Water's Edge site," says Office Medical Director Scott Feeser, M.D.

"The new practice will have more space and a better layout so that we can serve our patients more comfortably and efficiently."

The phone number hasn't changed so patients can still call 410-575-6611 to

schedule adult and pediatric primary care medical appointments. Once a month, cardiology consultation services will also be available.

Feeser, an internist, has been practicing at Johns Hopkins for the last 16 years. Prior to heading up the Water's Edge practice, he served as office medical director for JHCP at the Greater Dundalk practice. ■

### JHCP at Water's Edge

103 Bata Boulevard  
Belcamp, MD 21017

## Your Rx for Healthy Teeth

No matter how old you are, you need to take care of your teeth and mouth. Dental care is important to prevent tooth decay, gum disease, and bad breath. It will also help to improve your overall health and make you feel better about smiling, talking, and laughing. Here is what you should do to care for your teeth and gums:

- Brush your teeth twice a day and floss once a day. This removes plaque, which can lead to damaged teeth, gums, and bone.
- Use fluoride toothpaste to help prevent tooth decay and cavities.
- Snack smart – limit sugary snacks. Sugar helps plaque grow.
- Don't smoke or chew tobacco. Tobacco products can cause gum disease and oral cancer.
- Get enough calcium in your diet. Calcium helps bones and teeth stay strong.
- Look inside your mouth often for sores that don't heal, irritated gums, or other changes.
- See your dentist on a regular basis for exams and cleanings.

In order to promote and encourage you to have a healthy mouth, your dental program includes two cleanings a year at no cost to you. It is necessary for you to receive these cleanings at a licensed participating dental office.

Before doing the cleaning, the dentist must evaluate the overall health of your mouth by reviewing your medical and dental history, examining your mouth, possibly taking some X-rays discussing what you need to do to maintain a health mouth. Please note: There may be a charge for the exam and X-rays.

Mouth cancer, infections, large areas of decay that can cause pain, gum disease, and dozens of other things could be going on in your mouth and you may not even be aware of any of them. Some of the things a dentist checks for can even be life-threatening.

For more information, log onto the USFHP website at [www.hopkinsmedicine.org/usfhp](http://www.hopkinsmedicine.org/usfhp) and click on "dental discounts" on the right side toolbar. Or you can call USFHP customer service at 410-424-4528 or 1-800-808-7347.

Remember that teeth are meant to last a lifetime, as long as you take good care of them.



Johns Hopkins USFHP Health Educator, Wendy Bowen.

## Be Careful With Your Financial Information

Just about everyone is concerned about identity theft these days and so are we. The Johns Hopkins US Family Health Plan has strong confidentiality policies in place to protect you and your personal information. One of those policies relates to how we contact you to request corrected or updated information. For example, if you send in an enrollment form with an incorrect credit card number, our enrollment or premium billing office will call you, but only during regular office hours. The caller will identify herself/himself and state the reason for the call. If you are unsure, we suggest that you tell the caller that you will call back on the USFHP Customer Service telephone number listed on the back of your membership card. It is always better to be safe than sorry.

## Help a Newcomer and Tell Them About the USFHP

The next couple of months will bring in a lot of newcomers to our area. Most of them have never heard about the US Family Health Plan and won't know they have a choice of where to get their health care under TRICARE Prime.

If you think the Plan is great, please do the newbies a favor and let them know that Johns Hopkins "speaks military" and is here to serve them. Anyone wanting details about the Plan can call 1-800-801-9322 for a free information packet or a reservation for an information briefing at local military installations.

## Schedule Those Sports Physicals and Immunizations Early

We know that summer's just begun but it won't be long before you're shopping for school supplies and prepping your kids for the fall sports season. That means lots of forms, including some that need a doctor's signature. Avoid the rush: Make your appointment now for school physicals and immunizations.

# 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.

**Mary Cooke**, Vice President, USFHP

**Melissa Teves**, Director, Administration, USFHP

**Patricia Davis-Bradford**, Editor, Marketing Director, USFHP

**Lydia Levis-Bloch**, Contributing Writer

**Jason Teves**, USFHP Project Manager

**Maxwell Boam**, Designer

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