



Click HealthLINK@Hopkins: *Your Pathway to Even Better Care*

We're pleased to announce that in July, Johns Hopkins US Family Health Plan launched HealthLINK@Hopkins, a secure, online Web portal for all members of Johns Hopkins US Family Health Plan (USFHP). This easy-to-use technology will enable you to:

- keep up to date on your benefits coverage
- check claims and referral status
- send and receive secure messages to Customer Service

- request a new ID card
- select a new primary care location
- maintain an electronic Personal Health Record (PHR) and more

“HealthLINK was designed chiefly for the benefit of our USFHP members,” says Jeff Joy, chief operating officer of Johns Hopkins US Family Health Plan. “Members now have access to detailed information at their fingertips, information that is available 24 hours a day.”

The portal is an electronic means of answering questions that in the past

might have required phone calls and a longer wait.

Access to HealthLINK is secure. This means that its information is available only to the USFHP member. It can be viewed by the member's primary care physician only after the member has given her or his permission. Even the patient's own family members cannot see the information unless the member grants permission.

When it comes to technology and security, the DoD follows very strict guidelines. HealthLINK was imple-

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[Contact](#) | [Home](#) | [Log Out](#)

Logged in: John Doe
[Message Center \(3 New\)](#)

Access List: Member DOE JOHN



Using HealthLINK

Once you sign up, you'll have access to direct, 24/7 administrative and personal health information and the features described below. But first things first: How do you register?

If you're a first-time user, visit www.hopkinsmedicine.org/usfhp. Go to the HealthLINK@Hopkins sign-on box, click Login or Register and then click on Need to Register? Follow the instructional prompts to register and create a user ID and private password. Since your password is private, don't write it down or keep it in a public place.

The password needs to be reset every 45 days. Your account will go dormant in 90 days if you do not access it. To reactivate it, you can call Customer Service at 1-800-808-7347.

The contents of your account will change periodically. You can familiarize yourself with everything HealthLINK has to offer by clicking navigation bar's links, such as:

Permissions: It's up to you to decide who can access your Personal Health Record (PHR). You can determine which clinicians and family members can see your information. You can also modify the information they

are allowed to see, as well as re-set or deny permission whenever you want.

Home Page Messages: You can access your messages by clicking on the message center link.

Member Information: This includes basic personal details about you, your contact information, your primary care physician, and the ability to print an ID card. Hit the change button, if you want to modify or update information.

Eligibility and Benefits: This screen informs you about your coverage and what it includes.

Changing your PCP: You now have the option to conduct a search on your own to find out what PCPs are available, to switch and select a new choice.

Your Record: Go to the Visit Summary to find out about your last medical visit.

Claims List: Check on the status of your claims.

Referrals and Authorizations: This page lists all your referrals and authorizations and provides a link to view information about a provider.

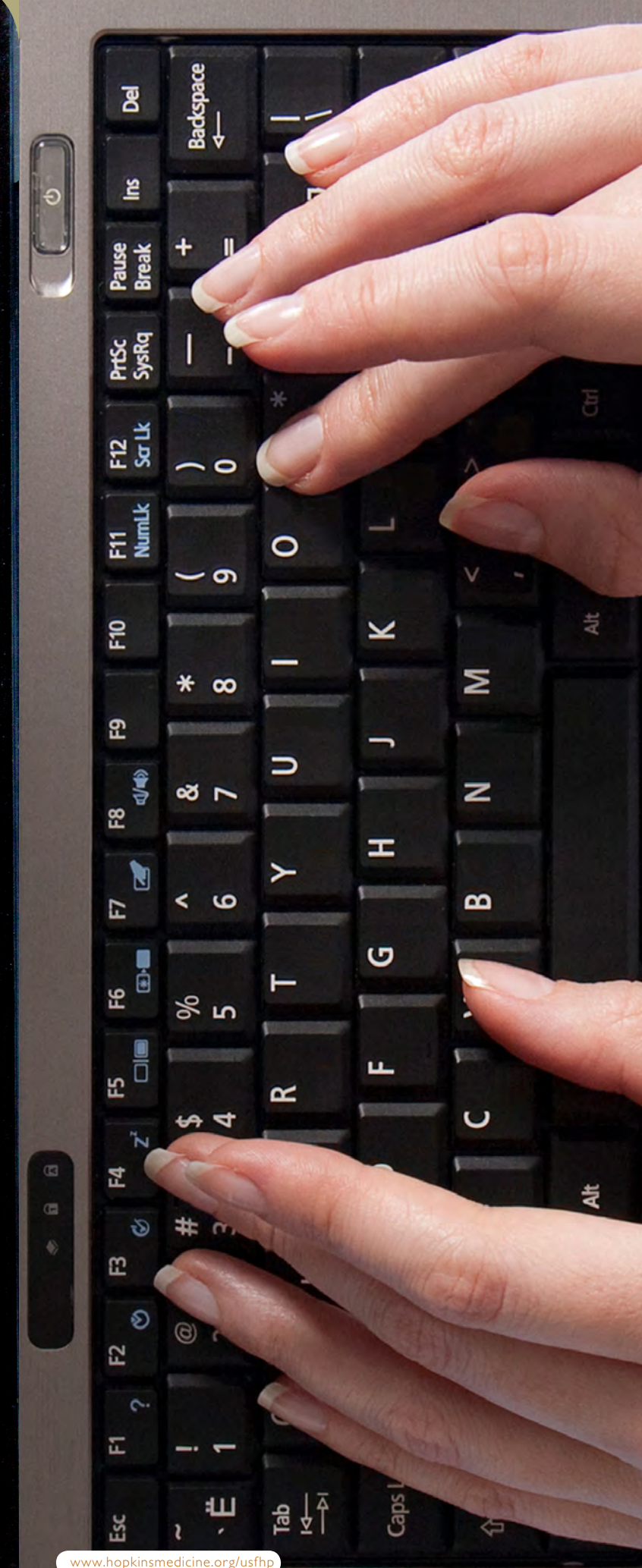
Provider Search: If you're looking for a new health care provider you can narrow your search here by entering more specific information.

Continuity of Care Record: This important section summarizes your recent medical conditions and health care facts. Your information is automatically updated and you can enter changes here too.

Health Calendar: This convenient section displays a timeline of visits, procedures, immunizations, and health issues in whatever format you prefer, by month, by week or by day.

Medication Profile: This handy page that shows a history of the medications you've taken and those you are taking today can be edited and updated.

All of these features are available to you. Please remember that the HealthLINK account is here to make your life easier, and, above all, to help you manage and improve your health.



Click HealthLINK@Hopkins (continued from page 1)

mented in partnership with the DoD and meets the criteria the DoD has established.

Here's a glimpse of how HealthLINK works:

If a USFHP member visits her primary care physician (PCP) and has allowed her doctor access to HealthLINK, that physician can, within minutes, pull up a medical record of all the care the patient has received. As long as the patient gives her permission, her PCP can also read about procedures performed by the patient's other doctors as well.

Since a PCP's goal is to manage the patient's overall care, immediate access to all aspects of the patient's medical history will enable the doctor to make recommendations based on a broader base. The result is better patient care in both the short and long term.

"It's important to note that HealthLINK will also benefit our USFHP providers," says

Peggy Smith, senior director of operations support for USFHP. For instance, rather than making multiple phone calls to administrators throughout the health care system, providers can quickly verify a member's claim status and eligibility online.

In order to better meet your needs, USFHP has invested considerable resources to develop HealthLINK and ensure its success.

USFHP Customer Service representatives have been trained to help you with any questions about registering and operating the new HealthLINK accounts. Please call Customer Service (1-800-808-7347) with your inquiries.

"We're very proud to offer our USFHP members and their physicians a tool that can be used to help assure even better, coordinated medical care," says Joy, "which, after all, is what our members deserve." ■

HRA or the fountain of youth?

HRA stands for Health Risk Assessment, but it may be the closest we've come to the Fountain of Youth.

An online questionnaire that's available to USFHP members, the HRA is a new, high-tech way to determine how healthfully you're living and what you can do to be and feel healthier and "younger."

The process is simple. You answer questions about your current medical conditions and behaviors, such as eating habits, sleeping patterns, exercise routines, and preventive medical services. Within minutes of filling out and submitting the form online to a secure Web site, you will receive a Personal Wellness Profile (PWP).

This analysis, an individualized report, is designed to identify any health risks that you might have. It includes a score that rates your fitness, nutrition and stress levels, as well as

your risk for heart disease and cancer. Best of all, it lists suggestions for how you can improve your health and lifestyle.

"The purpose of the assessment is to encourage our USFHP members to consider taking advantage of the ongoing wellness programs that Johns Hopkins offers, so that their scores will improve," says Hyacinth Lee, manager of the USFHP Care Management Department. "You cannot change your physical age, but depending on your health habits, you can alter your health age by mak-

ing modifications in, for example, your sleeping patterns or nutritional choices."

For instance, she explains, one of the respondents was a 52-year-old woman, but according to her score, her health age is 48. "We see HRAs as a fun means of motivating members. If you work hard to improve your score, you could get younger instead of older every year," says Lee.

To complete the online HRA, visit the home page at <http://www.hopkinsmedicine.org/USFHP>, go to the *What's New* column on the right side of the page, then click on *Health Risk Assessment (HRA)*. This will link you to the HRA site. The entire online process, including receipt of the health report, takes about 20 minutes.

If you'd prefer not to use the online service, please call 1-866-391-1870 for an HRA paper form and a postage-paid, return envelope. Complete and mail the form to the return address printed on the envelope, and you'll receive your Personal Wellness Profile within 30 days.

All respondents who wish to better their scores can benefit from the many free educational and wellness programs offered by Johns Hopkins. To find out more about these programs and those that are most appropriate for you, please call 1-800-557-6916 or e-mail Population-Health@jhhc.com

According to USFHP health educator Janice Coppola, "The HRA is a handy tool to help people reduce their risk of disease and maximize their overall health. A long and healthy life, that's what we want for our USFHP members." ■



Why children really *do* need to be VACCINATED

We know that parents always have questions about the safety of childhood vaccines, so we spoke to Nik Tchopev, who's the medical director of Johns Hopkins USFHP and is board certified in both internal medicine and pediatrics. "Vaccines are one of the greatest medical achievements," he says. "and they have spared millions of people the devastating effects of serious disease."

Although most parents believe in the benefits of immunizing their children, some question the need for, or safety of, vaccines. The following addresses some of these concerns.

The Patriot Life: Why should I vaccinate my child?

Tchopev: Children under age five are especially at risk of disease, because their immune systems have not built up necessary defenses to fight infection. By immunizing them on time, you protect your child from disease and also protect other children attending school or daycare.

Is it okay for my baby to have so many shots at once?

Yes. Having several vaccines at once is safe, even for a newborn. A single shot containing several vaccines protects your child against more than one disease. This decreases the number of shots and office visits that your child needs.

Are there any reasons that my child should not be vaccinated?

In some special cases, children should not be vaccinated. For example, some vaccines shouldn't be given to children who have certain types of cancer or diseases, or those who are taking drugs that lower the body's ability to fight infection. If your child has had a serious reaction to the first in a series of shots, ask your family doctor about recommended options.

What if my baby has a cold or fever, or is taking antibiotics? Can he or she still get vaccinated?

Yes. In general, your child can still be vaccinated if he or she has a mild illness, a low-grade fever, or is taking antibiotics.

Can some vaccines cause autism?

No. Scientific studies have found no relationship between autism and vaccines. The American Academy of Pediatrics and the Institute of Medicine also agree that vaccines are not responsible for the number of children who have autism.

What are the risks for my child?

Some children may experience a mild fever, irritability, pain, or swelling and redness at the injection site. In rare circumstances, a child may experience allergic reactions, seizures, or crying that lasts more than several hours.

The following vaccinations and doses are recommended by age two and can be spread over five visits to the doctor:

- 4 doses of diphtheria, tetanus and pertussis (whooping cough) vaccine (DTaP)
- 3 to 4 doses of Hib vaccine depending on the brand used (This vaccine protects against Hib, a bacterial infection that can lead to life-threatening meningitis and pneumonia.)
- 4 doses of pneumococcal vaccine (which protects against pneumonia)
- 3 doses of polio vaccine
- 2 doses of hepatitis A vaccine
- 3 doses of hepatitis B vaccine
- 1 dose of measles, mumps and rubella (German measles) vaccine (MMR)
- 3 doses of rotavirus vaccine (which protects against severe diarrhea)
- 1 dose of varicella (chicken pox) vaccine
- 2 to 3 doses of influenza vaccine (for children age 6 months or older; number of doses depends on the child's age).

This schedule is approved by the Advisory Committee on Immunization Practices (www.cdc.gov/vaccines/recs/acip), the American Academy of Pediatrics (www.aap.org), and the American Academy of Family Physicians (www.aafp.org). ■



Ask Customer Service

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

As part of our ongoing series, we're featuring Tasha Hawkins, a Johns Hopkins US Family Health Plan Customer Service representative. Hawkins has been working with Customer Service for almost two years and finds deep gratification in assisting USFHP members, which is apparent in her work.



Take, for example, the recent call that Hawkins received from an elderly member who was experiencing chest pain. Hawkins immediately offered to call 911, and for several hours remained in frequent phone contact with her, making sure that she was cared for. The patient turned out to be fine and was so touched by Hawkins' compassion that she said, "If there were more women like you, the world would be a better place. You know that now you're my sister."

It was a natural enough response for Hawkins. "I enjoy helping people, especially those who have given so much of themselves for our country," she says. "Although I've never served in the military, I have a lot of family members who have."

When not working, Hawkins takes pleasure in spending time with her family. In addition to her son, 24, and her daughter, 21, she's proud of her two grandchildren.

Here are a few questions that our members have been asking Hawkins and other USFHP Customer Service representatives lately:

Q: What's an EOB, and do I need to keep it?

A: No, an EOB is just an explanation of benefits. When you are seen by a physician, the doctor bills USFHP for their medical services. Once the bill is paid for by the insurance, the members receive an EOB. The EOB is not a bill;

it's an explanation of services rendered by the provider. This simply keeps you informed about your medical services.

Should you have a question about your EOB, please call Customer Service at 1-800-808-7347 or 410-424-4528, and we'll be happy to help you.

Q: If I travel outside of Maryland, which retail pharmacies will fill my prescription?

A: You may obtain your prescription at any of the 5,100 Rite Aid pharmacies nationwide. For the location of a Rite Aid pharmacy near you, please call 1-800-748-3243 or visit www.riteaid.com

Q: What information does a USFHP membership card contain and why is it important to keep it with me?

A: The USFHP membership card contains a wealth of information and is a very valuable tool when seeking medical care. It includes plan number, unique member number, effective date of coverage, and co-pay amounts. It also contains your PCP's location, and your pharmacy number to help in processing prescriptions and prescription co-pays.

On the back of the card, you will find a listing of important phone numbers including after hours care and eligibility verification. The USFHP's mailing address is also found on the back of the card. So, when seeking care, always remember to present your membership card. ■

The Results Are In USFHP Scores High

Johns Hopkins US Family Health Plan recently received top scores in several categories of the Healthcare Effectiveness Data and Information Set (HEDIS), a widely used survey that evaluates performance measures in the managed care industry. Overseen by the National Committee for Quality Assurance, it was originally developed so that consumers could compare health plans to national and regional benchmarks.

The 2010 report is based on data collected in 2009. With 90 percent being the highest possible score, USFHP scored in the 90th percentile for 6 different performance measures including:

- Comprehensive diabetes care: screening USFHP members' blood glucose levels
- Controlling blood pressure
- Colorectal screening: checking for cancer of the colon
- Following up with medication treatment after heart attack
- Monitoring the appropriate medication for asthma patients
- Monitoring medications used in treating children with pharyngitis (a sore throat caused by inflammation of the back of the throat)

In addition, USFHP scored in the 75th percentile for timeliness of prenatal care (whether women visited their primary care physician during the first trimester of their pregnancy).

In the coming year, several initiatives will be implemented to improve the HEDIS scores and help ensure that you and your family members receive the important services you need. ■



Horses for Heroes

When Sam Mayer, M.D., wants to show resident physicians and medical students somewhat unusual therapy, he sends them to Maryland Therapeutic Riding (MTR).

Located on a 25-acre farm in Crownsville, Md., this nonprofit equestrian organization provides physical, emotional and mental rehabilitation through riding, with additional focus on patients with muscle impairment from diseases of the nervous system.

"Their therapeutic program helps patients relax tight hip muscles and develop trunk control," says Mayer, who's the vice chairman of education in the Department of Physical Medicine and Rehabilitation at Johns Hopkins. "It's a great benefit for people with disabilities to have a range of recreational activities available to them, and patients of mine who have participated loved the experience."

MTR's programs include Horses for Heroes, which was designed for active-duty soldiers who were wounded in the Wars of Iraq and Afghanistan. Soldiers of the Warrior Transition Units stationed at recovery locations in the area participate in this free program, in which the aim is to increase the riders' self confidence, strength, balance, coordination, attention span, and language and social skills.

"Horses for Heroes offers a wonderfully healing atmosphere," says Col. Ken McCredy, past commander of Fort Meade, "and it has done much to engage and change soldiers who have participated."

Johns Hopkins Medicine also showed its support of the program by being one of the proud sponsors of Live on the Farm, a concert that was held on September 18 at MTR to benefit Horses for Heroes.

"We care deeply about improving the lives of our country's military men and women," says Mary Cooke, Vice President of Johns Hopkins US Family Health Plan, "so it's important to us to reach out into the community and support efforts such as Horses for Heroes." ■

Patriot Life, the official newsletter of the Johns Hopkins US Family Health Plan (USFHP), is published quarterly by Johns Hopkins Medicine Marketing and Communications. For more information, call 800-801-9322.

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www.hopkinsmedicine.org/usfhp

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IMPORTANT REMINDER

USFHP Flu Vaccine Information

The Centers for Disease Control (CDC) recommends that everyone 6 months of age and older receive the flu vaccine. Vaccination is especially important for health care workers, young children, pregnant women, people with chronic health conditions and people 65 years and older.

The flu is a contagious disease that's spread by coughing, sneezing and nasal secretions. Vaccination is the best protection against getting the flu.

Johns Hopkins USFHP recommends that enrollees receive the vaccine through their primary care provider's office or through participating Rite Aid* pharmacies. These convenient options allow you to get a vaccine without any out of pocket expense. Just present your USFHP membership card to your provider's office staff or your Rite Aid pharmacist and he or she will take care of billing USFHP.

Getting a flu vaccine at your primary care provider's office or Rite Aid pharmacy this fall can protect you from flu symptoms this winter, at no cost to you.

To locate a Rite Aid pharmacy near you, you may log onto <http://www.riteaid.com/stores/locator/>.

* Rite Aid provides the vaccine to members 18 years and older.

Enrollment now available online

You can now make changes to your DEERS account as well as enroll in US Family Health Plan using TRICARE'S Beneficiary Web Enrollment (BWE) portal. You can access the portal by logging onto www.hopkinsmedicine.org/usfhp and going to the What's New section on the right.

To log on you must have one of the following:

- Valid CAC (Certified Common Access Card)
- DFAS (Defense Financial and Accounting Services) myPay login ID and password
- Department of Defense Self-Service Logon

Some of the features include:

- Enroll or transfer enrollment
- Update contact information in DEERS
- Edit/update address
- Make initial credit card payment
- Convert enrollment from active duty to retiree status up to 60 days before retirement (DEERS must reflect retirement status)
- Add information about other health insurance to your DEERS record
- View enrollment information