

USFHP 2019 REPORT CARD



US Family Health Plan is a TRICARE Prime® healthcare option for military retirees and their family members. It's also for family members of active duty military, and activated Reservists or National Guard.

STRATEGIC PRINCIPLES

Our goal is to provide members with:

HIGH-QUALITY HEALTH CARE

- ★ Integrated prevention and wellness care that incorporates the latest advances in patient-focused care

A SUPERIOR EXPERIENCE

- ★ Excellent customer service
- ★ Coordination of care to meet your needs
- ★ A commitment to the well-being of those we serve

ENHANCED ACCESS

- ★ Extended hours, evening and Saturday appointments in some locations
- ★ Same-day appointments for urgent care
- ★ 127 Primary Care clinics



THE VALUE OF US FAMILY HEALTH PLAN

US Family Health Plan is a Department of Defense sponsored health plan, made available by non-profit civilian healthcare providers in six designated service areas across the nation, and offers the TRICARE Prime® benefit to uniformed services beneficiaries residing in those service areas.

USFHP-NW region is administered by Pacific Medical Centers (PacMed™). PacMed is a multispecialty provider group headquartered in Seattle. The Group has teamed up with other civilian provider groups around the Puget Sound region to serve our members. Members receive high-quality health services at clinics that are just minutes from home.

PREVENTION AND WELLNESS PROGRAM

USFHP offers value-added discounts for health and wellness services not covered by TRICARE®. We offer these discounts through extensive networks of vendors. Services include: naturopathic care, massage therapy, eyeglasses, fitness club memberships, walking trackers, activity planners, online food journals, and more.

MEDICATION SAFETY AND PREVENTIVE MEDICINE PROGRAMS

- ✦ Quality programs that focus on the safety of medications
- ✦ Reports to providers that include drugs to be avoided in the elderly and the 25 most dangerous drug interactions
- ✦ Annual flu shot reminders and outreach to members who are overdue for breast, cervical or colon cancer screening

CASE MANAGEMENT FOR COMPLEX MEDICAL CONDITIONS

- ✦ Coordinate care for patients experiencing complex health conditions
- ✦ Follow-up with patients experiencing transition from an inpatient stay to another setting
- ✦ Work with network providers to ensure patients are getting the care and services they need

ENHANCED ACCESS

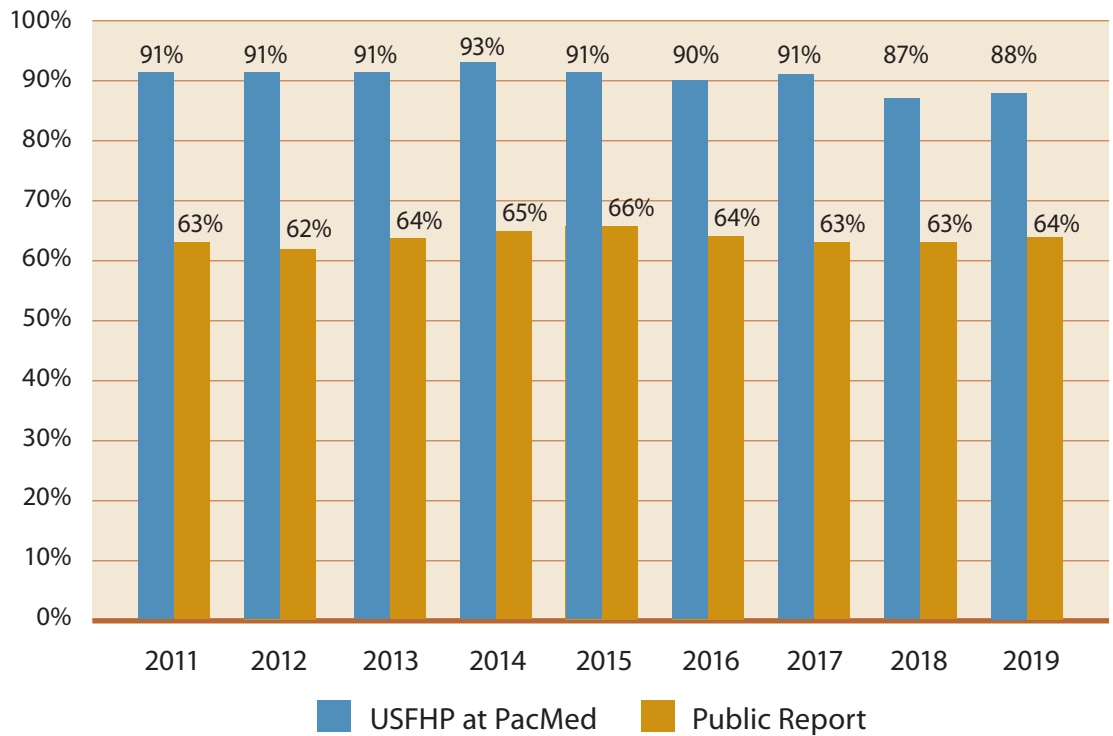
- ✦ Primary care sites grew from 13 to 127 locations in six years
- ✦ 99% of all members have access to a USFHP clinic within a 30 minute drive
- ✦ Over 18,000 members enrolled. Enrollment grew over 45% in four years
- ✦ 98% of claims paid within 30 days
- ✦ Referral authorization within 72 hours



SUPERIOR SATISFACTION

HIGH RATINGS BY MEMBERS

US Family Health Plan members are happy with their experience. On average for the past eight years, US Family Health Plan at PacMed has scored in the top 10% of over 200 similar health plans that participated in the survey.



The percentage of members who rated their health plan between 8 and 10 on a scale where 10 is the best score. [Source 2019: Consumer Assessment Of Healthcare Providers and Systems (CAHPS)]

WELL MANAGED BENCHMARKS

US Family Health Plan at PacMed consistently exceeds benchmarks for a well-managed plan as set by top-rated healthcare consultants.

Utilization	Benchmark	CY 2018 Results
Med/Surgical Admits/1000: under age 65	<60	55
Med/Surgical Admits/1000: 65+	<260	232
Med/Surgical Days/1000: under 65	<235	196
Med/Surgical Days/1000: 65+	<1065	1,047
Nursing Facility Days/1000: under 65	<61	21
Skilled Nursing Facility Days/1000: over 65	<1102	785



PREVENTION AND WELLNESS PROGRAMS EFFECTIVENESS

US Family Health Plan uses the Healthcare Effectiveness Data and Information Set (HEDIS) to help measure the effectiveness of our preventive and wellness programs. HEDIS measures address a broad range of important health issues in regard to prevention and disease management. Examples of HEDIS measures include preventive cancer screenings and those related to the care of patients with diabetes. Since this tool is used by more than 90% of all health plans in the United States, it allows us to compare our performance with other plans.

USFHP QUALITY MEASURES FOR EFFECTIVENESS OF CARE

	2019 Results (Using 2018 Data)	HEDIS 75th Percentile
Colorectal Cancer Screening	71.4%	69.9%
Breast Cancer Screening	74.8%	77.4%
Cervical Cancer Screening	67.8%	79.1%
Chlamydia Screening in Women	39.6%	54.7%
Comprehensive Diabetes Care		
HbA1c Tested	92.0%	93.2%
HbA1c Good Control <7%	37.8%	42.0%
HbA1c Adequate Control <8%	62.8%	63.5%
HbA1c Poor Control >9% (lower is better)	25.6%	24.1%
Eye Exams	78.2%	63.6%
Monitoring for Nephropathy	92.1%	92.3%



*NCQA is the National Committee for Quality Assurance.



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