Welcome to the new and improved Foreign Service Benefit Plan (FSBP) Summer Newsletter. We went to great lengths to make the information more personal and resourceful. The new format allows you to get to know some members of the AFSPA team who serve you. At the same time, the newsletter still features FSBP benefits available to you and educates you on changes in the healthcare industry. Please let us know what you think about the newsletter by emailing outreach@afspa.org. As always, we value your feedback.

The newsletter introduces this year’s theme, “Commitment to Excellence.” As you read the pages, this theme will repeat but the meaning will vary from person to person. We asked the FSBP staff to define “Commitment to Excellence” in their own words, and you will find their responses throughout this issue. The staff always strives to exceed your expectations when providing you with service.

We want you to know about the unique advantages you receive just from being a member of FSBP. The Focus on Services section contains a good news story that explains the purpose of acupuncture, one of the alternative benefits covered by FSBP. The personal testimony of a retired Foreign Service nurse practitioner takes you past the technical aspects into a deeper understanding of the holistic benefits of this treatment.

As always, this year has been another very busy year and one of change for FSBP. I want to share some of the most interesting and important items.

We have worked extensively with the Aetna/Coventry team on the transition of Aetna’s acquisition of Coventry Health Care. In January 2015, we moved FSBP to the larger Aetna Choice POS II (Open Access) network. With access to hundreds of thousands of providers around the country and negotiated

continued on page 2
network discounts, members enjoy greater savings and access to care. The article on page 4 explains what you can expect from the final stages of Coventry’s change to Aetna Inc.

It is no secret that the cost of health care trajectory is bending a bit. However, the actual cost of health care continues to increase, especially with the new and expensive specialty drugs coming to market. FSBP provides members with a comprehensive health plan with competitive premiums.

For 2016, our focus will continue to be on bringing health care closer to you, being a partner in your health, and incorporating initiatives set by the Office of Personnel Management (OPM). Please see more information about the new Self Plus One enrollment type in an article on page 10 of this newsletter. It defines the Self Plus One premium option and provides a website to gain answers to your most asked questions.

We reported last year that OPM has made wellness and prevention key initiatives for all Federal Employees Health Benefit plans in recent years. To that end, they have embraced the Health Effectiveness Data and Information Set, or HEDIS, measurements as a tool to encourage members to be proactive in many areas. HEDIS is a tool used by more than 90 percent of America’s health plans to measure performance on important dimensions of care and service. All plans, including FSBP, report their success in members’ compliance in many important areas. Consequently, we are increasing our outreach efforts, providing reminders, education and support to members to help improve the quality of their health, especially as it relates to the HEDIS measures. Please pay attention to the reminders we send—either electronically or through the mail. Our goal is that all Plan members get the care and support they need—from controlling diabetes and high blood pressure to maintaining and even improving their overall health and wellbeing.

In addition, OPM retains its focus on the experience Federal employees have when interacting with their health plans. For this, they use the Consumer Assessment of Healthcare Providers and Systems, or CAHPS, surveys. This information assists in assessing how we serve you, and you can find the most recent results in this issue.

Also for 2016, our new wellness package will give you more choices. We always focus our energies on wellness benefits and programs designed to get you healthy and keep you healthy. Stay tuned for more information as we unveil the new “Simple Steps to Living Well Together” program in the upcoming months.

Very exciting news—we are moving! Our new address will be 1620 L Street NW, Suite 800, Washington DC 20036. Look for more details within the next few months.

The Protective Association strives every day to deliver the level of service our members have come to expect from us. This demonstrates our ongoing “Commitment to Excellence.” Please enjoy the new format of the newsletter and let us know what you think.

Thank you for your trust and for giving us the opportunity to serve you. Throughout the government and health care changes, FSBP continues to focus on expanding access to care, optimizing delivery of prescription drug benefits, promoting preventive care and wellness, and advancing quality of care.

To Your Health,

Paula S. Jakub

Caring for your Health Worldwide®

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Where's Paula?

During the year, Paula travels throughout the country and around the world. In addition to meeting with our partners and following developments in the healthcare industry, Paula schedules events to meet with members. These meetings help her to better understand what members need and how we can serve our members best. Here is a sampling of Paula’s 2015 travels.

**Aetna & Express Scripts (ESI) Quarterly Meeting**  
Scottsdale, AZ  
February 18–20

Paula and the executive team joined Aetna and ESI executives for a discussion and analysis of quarterly FSBP goals and statistics including service operations, Plan experience, benefit plan design, and much more. Paula also held an event for members in the region on February 20.

**Express Scripts Shoulder-to-Shoulder Event**  
St. Louis, MO  
January 28

Paula spoke on a client panel discussing why the Foreign Service Benefit Plan chose Express Scripts (ESI) as our pharmacy benefit manager (PBM). She discussed the challenges our members face and communicated FSBP’s expectations of ESI to provide the service the members deserve.

**America’s Health Insurance Plans (AHIP) Institute 2015**  
Nashville, TN  
June 4 & 5

Paula was among 4,000 health care professionals focused on finding answers and tools to help health care organizations engage consumers in new ways, streamline processes for greater efficiencies, and use data to personalize health care and health care decisions.

**Foreign Service Retiree Association of Florida**  
Sarasota, FL  
January 16 & 17

Paula was invited to attend a meeting of the Foreign Service Retiree Association (FSRA) of Florida. She discussed FSBP and the greater Aetna Choice POS available to Florida members. Paula reviewed OPM initiatives and the coordination of Medicare and FEHB. She also took the opportunity to discuss the Senior Living Foundation and thanked the FL FSRA for their long-time support.

**Federal Education Association Meeting**  
Orlando, FL  
June 30

Paula spoke at the FEA Annual Membership Meeting. Some important topics included the 2016 FEHB OPM initiatives, the Self Plus One enrollment type, the Affordable Care Act, exciting future medical technology, and FSBP’s focus on health and wellness.

**Commitment to Excellence**
Paula Jakub received a letter of appreciation from Sophie K. (pictured above) at Good Morning Hospital in South Korea. Paula was humbled by the high praise in the message, which she is sharing for all to see.

Dear Paula,

First of all, thank you so much for visiting our hospital in Korea. It is always exciting to have you here. Each time you bring exciting news about the Foreign Service Benefit Plan (FSBP) and you listen attentively to what we have to say. It seems as though FSBP is always improving and striving for the best!

We always look forward to seeing you every year. It is amazing how very consistent you are with your annual visit, although it must be a lot of work for you. Because of your efforts, we feel very safe and relieved when members of FSBP come to our hospital as patients.

Since we are located outside of the United States, it is sometimes difficult to deal with other insurance companies in the U.S. when an issue arises. But with FSBP, we can always talk to you when there is a problem and we have faith that FSBP will work with us to solve the problem together. However, because of your great work, problems rarely arise.

We feel that FSBP sincerely cares for its members and they care for the hospitals that treat them.

Moreover, FSBP makes the billing process easy, which saves a lot of time and effort. I have dealt with many other insurance companies and I feel there is no other insurance company who is as reliable as FSBP.

We are so happy working with such an excellent team like you. I just wanted to say how grateful we are for FSBP and for all the extraordinary work you do for us and for the patients.

I already can’t wait to see you next year! I hope you had a safe trip back.

Thank you.
Sophie K.
Good Morning Hospital
International Center
883 Habeong-dong, Pyeongtaek-si
Gyeonggi-do, 450-833
South Korea

Aetna Curtails Coverage of Surgical Tool

“It is important that women understand up front the risks of morcellation.”
— AFSPA CHAIRMAN, THOMAS TRACY

Aetna is ending most of its coverage of hysterectomies performed with a device that has drawn warnings from federal regulators over a risk for spreading cancer. The nation’s third-largest health insurer said it will curb coverage of power morcellation in hysterectomies for removing uterine fibroids “because the safety and efficacy of this approach has not been demonstrated.” Laparoscopic power morcel lators are less-invasive surgeries than standard abdominal procedures. The Food and Drug Administration warned that the devices should not be used in most cases because they can spread undetected cancers. For more information, visit: www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm424443.htm.

Important information about Aetna and Coventry

Aetna and Coventry Heath Care, the Foreign Service Benefit Plan’s administrator, are now one company. The combined organization creates one of the nation’s largest health care benefits companies and is working to ensure a smooth transition for members.

What you need to know

Your network of health care providers changed.

Aetna Choice POS II (Open Access) replaced the Coventry National Network as of January 2015. Please use the new ID cards that we mailed to you in December 2014.

The Coventry logo will change.

Currently, “an Aetna Company” has been added to the Coventry logo. You will see only Aetna on an increasing number of health plan communications like letters and explanations of benefits. It will take time before the Aetna name appears on all communications.

Online Member Support tools stay the same for now.

Until the transition is complete, you will continue to see the Coventry logo on features like My Online Services, Coventry Mobile, and other support tools. Continue to use these support tools as you do today. We will notify you when changes take effect.

We are here to help.

We appreciate your patience and understanding during this transition period. We are here to help answer your questions and we will provide you with updates as they become available. If you have questions, please contact us at health@afspa.org or 202-833-4910.
Lupus  The Great Imitator

The American Foreign Service Protective Association makes it a priority to educate our staff on various health issues. The more the internal team understands various conditions, the better they can assist members with their own individual needs.

May was Lupus Awareness Month. In recognition, staff participated in a special training specifically about this disease that affects 5 million people worldwide. Lasonji Holman, a Family Nurse Practitioner, led the lunchtime workshop. Ms. Holman drew upon her advanced clinical education and her work at the National Institutes of Health in leading the workshop for AFSPA staff and answering their questions about Lupus.

These following paragraphs summarize the information presented at this insightful training:

Lupus is a camouflaging auto-immune disease that damages the skin, joints, and organs. It causes the immune system to attack healthy cells and tissues within the body—affecting the kidneys, lungs, and even the brain. With its variety of masking symptoms, Lupus can take years to be diagnosed.

The cause of the condition remains unknown. Lupus can affect anyone but it has been proven to be most common in women of childbearing years, from ages 15 to 44. Lupus affects women of color two to three times more than Caucasian women, including those of African American, Hispanic, and Asian descent.

Many other conditions have similar indicators as Lupus, which is why it is sometimes called “The Great Imitator.” Diagnosing Lupus can be difficult for medical professionals because the symptoms have to be ruled out from other diseases. For example, rheumatoid arthritis begins with joint pain and swelling. Fibromyalgia begins with fatigue and joint pain. As the condition continues, people with Lupus develop skin rashes or symptoms in other organs as well, which distinguishes Lupus from other conditions.

Unfortunately, no cures exist and no methods to prevent the disease exist. However, there are approaches to managing the symptoms. Often a person will receive treatment from several specialists including a rheumatologist (an arthritis doctor), a dermatologist (a skin doctor), a cardiologist (a heart doctor), and many other health professionals. A treatment plan will be developed to fit the patient’s needs.

Outside of a physician’s interventions, there are measures that can be taken to lessen the signs of Lupus. These include avoiding ultraviolet rays, reducing stress, and exercising regularly. The prevention of injuries and infections also can reduce the effects of the disease.

Living with Lupus requires access to a strong healthcare team. It is vital to work closely with a physician to control symptoms and to suppress an overactive immune system. Utilizing proper strategies will minimize long-term damage to the organs.

The training covered all aspects of Lupus, from signs and symptoms to methods of treatment. Staff appreciated the in depth presentation from Ms. Holman, FNP. The attendees spoke highly of the trainer and her knowledge of the topic.

One participant, Rachel Hamilton, said, “I went from being uneducated about Lupus to being educated. I really learned new information today.”
Acupuncture—Timeless Medicine for Modern Times

What’s on your bucket list?
Retired Foreign Service Health Practitioner, Rebecca Reynolds, NP, wanted to explore her interest in alternative medicine and she did it. Now she is telling her story to inspire others and to share the benefits of acupuncture. After her 18 years in the Foreign Service, this second career has proven to be a new found passion.

Rebecca (Becky) Reynolds is a Family and Adult Nurse Practitioner with years of experience as an independent health care provider in the U.S. and abroad. She was born in Thomasville, Georgia—just north of Tallahassee, Florida. Her father developed a lung disease and passed away when Becky was only 18. She was frustrated because she could not help him and this sparked her interest in health care.

After working with Indian Health Services in the 1970s and 1980s, she joined the Department of State’s Office of Medical Services (MED) and served as the sole U.S. health care provider at American embassies in Cameroon, Honduras, Sri Lanka, El Salvador and Mexico. She has traveled to over 45 countries in Europe, Asia, Africa, the Middle East and Central America—many of them while she served as the Deputy Director of the worldwide Foreign Service Health Practitioner Program.

Becky discussed her time in the Foreign Service. She said, “It was not an easy job; you were on the clock 24/7.” The medical staff were challenged with giving care as close to U.S. standards as possible. However, the resources and cooperation varied from country to country. It taught Becky to be creative, flexible, and open-minded. At the same time, she also described those experiences as wonderful.

Becky has provided services to members of virtually every agency of U.S. Government that sent employees overseas. She has worked in a variety of clinical settings from stand-alone clinics to large facilities in the private and public sectors. She has treated everything from the common cold to tropical diseases such as dengue fever and malaria. After seeing firsthand many preventable chronic diseases, she is a strong believer in and advocate for preventive integrative health care. This brought Becky to her interest in acupuncture. In a presentation led by Becky, she explained the fundamentals of this alternative form of treatment. See the graphic below.

What is Acupuncture?
- Acupuncture has been a healing art for over 2000 years.
- Traditional Chinese Medicine believes illness occurs when there is an imbalance in energy/Qi.
- The intent of acupuncture is to bring the body and mind back into balance, via the acupuncture points along the 14 Channels, in order to resolve the imbalance.
- There are over 360 well-known acupuncture points.

What does Commitment to Excellence mean to you?
“Commitment to Excellence is a commitment to our members that they will receive the best quality service we can offer. This involves making sure that every member receives accurate information in a timely manner while providing them the correct resources for their needs. It is also a commitment and challenge to ourselves to consistently find new and better ways to increase the productivity of our work to better assist members.”

Philip Michel
Member Quality Services for Two Years

Focus on Services
Commitment to Excellence

The World Health Organization has found Acupuncture to be an effective treatment for:

- High Blood pressure/Hypertension
- Knee pain
- Headaches
- Arthritis
- Post-Traumatic Stress Disorder, Depression
- And many other ailments

Becky personally has found that acupuncture helps with overall mental health (PTSD, stress, and depression). As a retired Foreign Service Health Practitioner, she understands the stress of living overseas. Added pressures come from being away from parents, being away from children, and possibly having two residences to maintain (stateside and overseas). Becky recognizes this dynamic more than most and uses it to better help her clients. She currently treats several persons retired from the Foreign Service, which allows for a unique connection.

Becky utilizes Integrative Health Care when treating her patients. This means she incorporates complimentary health care like acupuncture and combines it with mainstream approaches like conventional medicine. Her nurse practitioner background and her acupuncture training qualify her to offer both methods of treatment.

For those who are curious about acupuncture, Becky encourages you to be engaged fully with your care providers. She said, “Make sure the person is well-trained and uses clean needles. Look for someone you like, you understand, and feel comfortable with.”

Becky finished her acupuncture training in 2014 and received her license in February 2015. She serves on the executive board of the Virginia Acupuncture Society. To learn more about Becky and her approach to acupuncture, visit her website at www.A-A-Acupuncture.com.

FSBP offers acupuncture benefits to its members. The program is unique as many insurances do not include alternative medicine. Becky said, “It is a really good preventative care option. In some cases, acupuncture can resolve or improve conditions with one to three treatments without invasive or risky procedures.” To learn more about FSBP’s acupuncture benefits, please visit www.AFSPA.org/FSBP.

FSBP provides coverage for acupuncture treatment. Members can receive reimbursement up to $60 per visit for 40 visits per benefit year.

Over Becky’s 30 year Federal career, she served from 1986 to 2004 in the Foreign Service. Above is a 1987 picture during her time in North Cameroon.

Becky has received awards both from foreign and U.S. governments including the Department of State, which recognized her with the prestigious Secretary of State’s Career Achievement Award. She is pictured above with Ambassador Marion V. Creekmore, Jr.
A s a FOREIGN SERVICE BENEFIT PLAN (FSBP) team member, I have always been curious about the Mediterranean Wellness Program. One of the tenets of the Mediterranean Wellness Program is to eat “real food,” rather than processed food. So on a recent weekend, I hunkered down with a copy of Dr. Will Clower’s “The French Don’t Diet Plan.” I settled on four recipes: Red Roasted Chicken, Comfort Food au Gratin (read: Potatoes au Gratin), Cancer Fighting Coleslaw, and Practically Flourless Chocolate Cake.

I then tied on my favorite apron and got to work. One of the things I liked about these recipes is that there are not an overwhelming number of ingredients. If there is anything that makes my eyes glaze over, it is a recipe with two dozen ingredients. I hope you enjoy the recipes as much as I did.
Recipes for Wellness*

Try some of these healthy alternatives at home with your family.

Red Roasted Chicken

1 medium whole chicken, washed and patted dry
1 tablespoon extra-virgin olive oil
Salt and freshly ground pepper, to taste
¼ cup red wine vinegar
¼ cup red wine
1 medium onion, coarsely chopped
5 – 10 whole, peeled garlic cloves

HOW TO MAKE: Preheat oven to 400° F. Place chicken in a baking pan lined with aluminum foil. Rub it with the olive oil and give it a good sprinkle of salt and pepper. Add the vinegar, red wine, onion and garlic in the pan. Enclose chicken with aluminum foil, and place in oven for 40 minutes. Pull out chicken and remove upper layer of foil from pan. Turn temperature to broil, put pan back in oven and brown chicken for about 5 minutes.

Note: Dr. Clower’s recipe calls for a “medium chicken.” The chicken I used weighed 5.5 pounds and most likely did not fit into the “medium” category so it took longer to cook than stated in the recipe. Follow the instructions on the packaging regarding how many minutes per pound and also use a poultry thermometer. I added some cut up potatoes around the perimeter of the chicken. This turned out to be a very moist chicken!

Comfort Food au Gratin

2 cups thinly sliced potatoes (any kind)
½ large onion, minced
5 tablespoons unsalted butter
3 tablespoons all-purpose flour
2 cups milk
Pinch of salt
Salt and freshly ground pepper, to taste
½ cup shredded Swiss cheese

HOW TO MAKE: Preheat oven to 350° F. Blanch the sliced potatoes in boiling water for about 5 minutes. While the potatoes are cooking, sauté the onions in 2 tablespoons of the butter over medium heat, until they begin to pale but have not yet browned. Drain potatoes and take onions off the heat.

PREPARING THE SAUCE:
Melt remaining 3 tablespoons of butter in a saucepan. Sprinkle in the flour, incorporating it completely while stirring, and allow it to bubble until lightly browned. Add the milk gradually and the salt and whisk into the milk. Heat until it comes to a boil for just a minute and then remove from the heat. Season with salt and pepper, to taste.

Place potatoes and onions in a lightly buttered 2-quart casserole dish. Pour sauce over potatoes and shift the dish around to make sure the sauce seeps through the potatoes. Sprinkle cheese evenly over the top. Bake 50 minutes until top is golden and bubbly.

Note: You have to make a white sauce (“béchamel”) as part of this recipe. If you have never made one, don’t be put off by the fancy name. It’s very simple – I suggest heating the milk to at least room temperature before adding it to the butter/flour mixture. A white sauce is the basis for homemade macaroni and cheese. The potatoes were delicious and provided a lot of leftovers for the next few days.

Cancer Fighting Coleslaw

2 tablespoons mayonnaise
2 teaspoons Dijon or other spicy mustard
Salt and freshly ground pepper, to taste
2 cups thinly sliced cabbage
1 cup coarsely grated carrot
¼ cup finely chopped sweet onion (optional)

HOW TO MAKE: Mix mayonnaise, mustard, salt and pepper together. Adjust seasonings.
Mix in cabbage, carrots and onion thoroughly. Store in sealed container in refrigerator and serve cold.

Note: I used a combination of curly green savoy and purple cabbages. Combined with the carrots, it is visually appealing.

Practically Flourless Chocolate Cake

4 oz. semisweet baking chocolate
3 tablespoons brewed coffee
2/3 cup sugar
½ cup (1 stick) unsalted butter, melted
3 large eggs, separated
¾ teaspoon almond extract
Sprinkle of salt
½ cup cake flour

HOW TO MAKE: Preheat oven to 375° F. Butter and flour a 9 inch cake pan and set aside. In a small saucepan, melt chocolate with coffee over lowest heat until combined. Pour melted butter into large mixing bowl and then beat 2/3 cup sugar into the melted butter. Add egg yolks and continue beating. Fold melted chocolate/coffee mixture into the egg/butter/sugar mixture and add the almond extract.

In a medium mixing bowl, beat the egg whites and salt on high speed until stiff peaks form. Stir a few dollops of this meringue into the cake batter with a spoon or spatula. Then add a quarter of the cake flour. Mix together until smooth. Continue until all meringue and flour are incorporated.

Pour batter into pan and bake for 25 minutes. The cake is ready when the edges are done (a toothpick or fork comes out clean) and the center is almost there, but barely undercooked.

Let cool for about 15 minutes before running a knife around the edges and flipping the cake onto a wire rack.

Note: This is good served with a dusting of confectioners sugar and in season sliced strawberries. Good luck, and enjoy!

We offer many unique benefits and programs as part of your FSBP coverage. The Mediterranean Wellness Program is just one. Please visit www.AFSFA.org/FSBP to learn more.
FOREIGN SERVICE BENEFIT PLAN

What You Need to Know

New FEHB Self Plus One Enrollment Type
Effective January 2016

Designate and enroll your eligible family member during Open Season

The Federal Employees Health Benefits (FEHB) Program introduces the Self Plus One enrollment type. The option for two party enrollment has been discussed for many years and will become a reality in 2016. Self Plus One is a new enrollment option in the FEHB Program that allows you to cover yourself and one eligible family member you designate to be covered.

The same enrollee and family member eligibility as Self and Family applies to Self Plus One. Consider Self Plus One if:

• Your family is just you and your child (up to the age of 26).
• Your family is just you and your spouse.
• You and your spouse are enrolled currently in two Self Only options.

Self Plus One will cover the enrollee and only one designated eligible family member. You should decide which enrollment type is best for you. You will not be enrolled automatically. If you want to change enrollment, you must take action this fall during the annual Federal Benefits Open Season beginning November 2015, which is the first opportunity for you to change enrollment. The coverage under a Self Plus One enrollment will take effect beginning in January 2016.

The Office of Personnel Management has provided a list of frequently asked questions regarding the new Self Plus One enrollment type under the FEHB Program. Visit their website at www.opm.gov/selfplusone for more information.

Submitting Claims

Being able to read claims is very important when submitting claims to the FOREIGN SERVICE BENEFIT PLAN (FSBP). When filing foreign claims, please make sure:

✓ The scanned claim is legible and not blurry
✓ The text at the top and bottom is not cut off
✓ Any handwritten information is legible
✓ There are no stamps or other documents on top of the text

Following this guidance will ensure your claim will be handled quickly and accurately.

In addition, FSBP reimburses members for covered prescription medications purchased at pharmacies outside the United States, per Section 7 Filing a claim for covered services of the FSBP Brochure. To process these, we need an itemized receipt from the pharmacy with the following information on it:

• Name and address of pharmacy
• Name of member and ID number
• Name of medication and dosage
• Amount of charge for each medication
• Date prescription was purchased

Overseas prescription charges are reimbursed at 90% of the charge and are not subject to the calendar year deductible.

If you have any questions about submitting claims, please ask a Health Benefits Officer.

FOREIGN SERVICE BENEFIT PLAN
Committed to Excellence

Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess.

Here is what you said about FSBP:

89% of our members gave FSBP an above average rating for FSBP’s Customer Service

90% of our members gave FSBP an above average rating for FSBP’s Claim Processing

96% of our members gave FSBP an above average rating for FSBP’s Overall Quality

We are glad you are more than satisfied with your health plan.
The Office of Personnel Management has made wellness and prevention key initiatives for all Federal Employees Health Benefit plans. The Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by America’s health plans to measure performance on important dimensions of care and service.

HEDIS measures address a broad range of important health issues. Among them are the following:
- Asthma Medication Use
- Controlling High Blood Pressure
- Comprehensive Diabetes Care
- Breast Cancer Screening
- Antidepressant Medication Management
- Childhood and Adolescent Immunization Status

Below are a few of these major health issues and what you can do to make sure you obtain your necessary screenings and care:

<table>
<thead>
<tr>
<th>Health Issue</th>
<th>What You Need To Know</th>
<th>What You Can Do</th>
<th>What FSBP Covers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Cancer Screening</td>
<td>Breast cancer is the second most common type of cancer among American women. Clinical guidelines recommend mammograms to detect the cancer when it is most treatable.</td>
<td>Get a routine mammogram if you are a woman 50 years or older.</td>
<td>100% coverage for routine mammogram screenings when obtained through our network or a provider outside the 50 United States.</td>
</tr>
<tr>
<td>Diabetes Management</td>
<td>Blood Sugar Screening, or Hemoglobin A1c testing, reports your average level of blood sugar and indicates how well you are managing your diabetes. Carefully controlling blood sugar levels, performing regular tests, and making healthy choices can prevent or delay diabetes complications such as nerve, eye, kidney, and blood vessel damage.</td>
<td>Get your A1c test, if you have diabetes.</td>
<td>As part of a routine physical, covered at 100% when obtained through our network or a provider outside the 50 United States.</td>
</tr>
<tr>
<td>Controlling High Blood Pressure</td>
<td>High blood pressure can lead to serious heart and health conditions. Incorporating healthy lifestyle behaviors and taking medications to reduce blood pressure can provide health benefits and can lead to improved longevity.</td>
<td>Visit your physician to make sure your blood pressure is adequately controlled.</td>
<td>As part of a routine physical, covered at 100% when obtained through our network or a provider outside the 50 United States.</td>
</tr>
<tr>
<td>Imaging for Low Back Pain</td>
<td>Imaging studies (X-ray, MRI, CT scan) for low back pain are often inappropriate within the first four weeks of diagnosis, and do not produce positive health outcomes for patients. Imaging studies, in the absence of other serious underlying conditions, increase costs and may expose patients to greater risk.</td>
<td>Follow your provider’s advice. You may not need an imaging study.</td>
<td>Covered at 90% Plan allowance when obtained through our network or provider outside the 50 United States (subject to deductible and precertification requirements).</td>
</tr>
</tbody>
</table>

For more information on HEDIS measures, please visit:
Our Mission  To provide unparalleled service that our unique, worldwide membership requires, AFSPA manages a comprehensive set of health insurance benefits and related programs promoting the welfare of our members who support U.S. foreign affairs and related missions.

Our Vision  As a Center of Health Care Excellence, AFSPA is the premier provider of creative, innovative health benefits, insurance programs and professional services to its eligible membership as well as an expert resource to the entire Federal workforce.

Our Values  The core values under which we operate can be summarized by the acronym WE CARE.

At AFSPA, we hold ourselves accountable to:

W ork tirelessly to serve our members and ensure compliance with all legal requirements.
E thical behavior, honesty and integrity demonstrated at all levels.
C ommunication that is open and honest at all times.
A ccuracy in the performance of our duties.
R isk management in seeking to better serve our members.
E mployees are our most important asset.

What does Commitment to Excellence mean to you?

“Commitment to Excellence means to have a Heart of Service. I had the honor of serving my country in the army for 12 years. This allowed me to develop the foundation of trust and strength. At AFSPA, it is expected to put our hearts into serving our members and assisting them when they need us most. I am committed to assisting our members to make the best healthcare choices for themselves and their families. My job gives me the opportunity to take the burdens off the members. If I can make their lives easier, that brings me joy.”

Natachia Gourdine-Tyson
Health Benefits Officer for Two Years

“Commitment to Excellence is understanding that you sometimes have to think outside the box, combined with a willingness to place yourself in the member’s shoes and go above and beyond to try and resolve a matter. I love my job simply because I love helping people. There have been moments when in my mind I thought I was just doing my job. But later I hear the member’s story and their appreciation for helping them—only to find out that my actions actually had a much greater impact on a member’s life than I would have ever thought.”

LaKiia McCall
Supervisor, Health Operations-with FSBP Seven Years

“Commitment to Excellence means that you are willing to change the way you think and make adjustments to achieve excellence. You need to be flexible and try different things in order to achieve this as well. I like my job because I get to interact with people and help them with their struggles. My passion is helping people. I strive to restore their faith in customer service.”

Brandon Rowles
Health Benefits Officer for Five Years