Welcome to the new AFSPA IN ACTION Spring Newsletter. The primary focus of the FIRST EDITION of the Spring newsletter is your health and wellness. You also will find updates from Aetna and Express Scripts, our partners in the industry, be introduced to our IT team and find information about our new Disability Income Protection Plan.

We remain committed to providing members with benefits and programs to help get them healthy and remain healthy. Your wellness is a main focus for us and over the years the FOREIGN SERVICE BENEFIT PLAN (FSBP) has added programs and services to support your goals. In 2016, we began offering a new and fresh comprehensive Living Well Together program that “Surrounds You with Care.” Our Wellness Incentive Program is designed to give you choices to take that first step with the Health Risk Assessment, Biometric Screening, and Healthy Actions.

In our effort to provide you information that fits your individual situation, we have structured a segment in this newsletter to focus on you and your condition – then match our programs to your needs. See the full chart on pages 6 and 7. I hope you will find this format helpful as you continue your journey to better health.

We are pleased to introduce our 2016 theme, “Commitment to Service.” Our entire AFSPA team strives every day to provide the service you deserve. In some cases, I believe we have fallen a bit short of your expectations and we are working through our “growing pains” to provide the high level of service you have come to expect; thus our 2016 theme. We take your comments very seriously and you will learn of our actions in this regard on page 10.

As our membership continues to grow, it is vital that we not only keep pace with our service level, but also provide programs to meet the changing needs of our members. Our new Disability Income Protection Plan offered by CIGNA does just that, including benefits for pregnancy. Along with our existing plan offered by Lloyd’s of London, with the unique Lump Sum Benefit Option, the addition of the CIGNA plan offers AFSPA members the choice that best suits their individual needs. Please read more on page 2.

The Protective Association works every day to deliver the level of service our members have come to expect. This demonstrates our ongoing “Commitment to Service.” Please enjoy our new Spring newsletter and let us know what you think by emailing outreach@afspa.org.

In the midst of government and healthcare changes, AFSPA and FSBP continue to focus on you and your health and to provide you with information and programs that can have a positive effect on your quality of life.

Thank you for your trust in us and for giving us the opportunity to serve you.

To your health.

Paula S. Jakub, RHU
CEO, AFSPA
New Disability Plan
By Gina Weatherup

As a Federal employee, your work makes a difference every day. AFSPA exists to support you. The AFSPA team overseeing Ancillary Insurance Programs heard that the short-term disability plan offered through Lloyd’s of London did not meet all of our members’ needs. In response to this feedback, we reached out to another long-time partner to create an additional plan.

AFSPA asks the question What if...

What if you are in a car accident? Some estimate there is one crash every minute in the U.S., though people drive – and crash – all around the world. Imagine the sudden jerk of the car during impact, the immediate feeling of shock. Imagine the pain. You are taken to a hospital and you get the best medical care possible. The good news is you will recover. However, the doctors tell you it will be a long process and you will need an intensive course of physical therapy before you are able to return to work. As you concentrate on building your strength and recovering from traumatic injuries, how will you pay your bills?

As a Federal employee, it is almost certain you have sick leave available. The question is: do you have enough?

If not, you have two options: you can work with human resources and your coworkers to request shared leave, if available, or you can make the proactive decision to purchase a short-term disability plan now. As of February 1, 2016, AFSPA offers its members a choice between two prime disability plans.

The Lloyd’s of London Disability Income Protection Insurance plan provides participants with 60% of their annual salary, up to $5,000 a month, for up to two years. This plan also offers an optional Lump Sum Benefit of $250,000, or up to five times your annual salary, whichever is less. There is an application process and acceptance is dependent on your health status. It also excludes injuries suffered as a result of war or terrorism.

The CIGNA Global Health Benefits plan has only one requirement for enrollees: they must work at least 30 hours a week. There is no application process; thus, no one is turned away. This plan covers injuries and illnesses that occur as a result of war or terrorism, in addition to other causes. It also can be used for maternity – much like the short-term disability plans offered in six states and to District of Columbia government employees. CIGNA’s short-term disability coverage pays enrollees 60% of their annual salary, up to $5,000 a month. Enrollees choose between a two-year benefit period and a five-year benefit period at the time of enrollment.

A short-term disability plan is not right for everyone. AFSPA recommends members consider purchasing a plan if they are new to Federal service, anticipate needing maternity leave in the future, or are simply seeking additional peace of mind. Rate calculators and additional information, including limitations for pre-existing conditions for both plans are available at: www.afspa.org/disability.

Financial Wellne$$...
From John F. Ermer, CPA jermer@bhcbcpa.com

Tax scams have increased this past tax season. They involve emails or phone calls that purport to be from the IRS. The email scams often lead to realistic looking IRS websites. These sites encourage you to provide private information that can be used in identity theft. The IRS usually makes first contact through a letter.

If you get a phone call or email from someone purporting to represent the IRS, it is most likely a fraud. You can forward suspicious emails to phishing@irs.gov.

For IRS phone calls, get a name and badge number, and then call the IRS at 1-800-366-4484 to determine if the individual is an actual IRS employee.

Good luck to you all!
AFSPA wants to thank those who participated in the 2016 Annual Meeting on Friday, March 4, 2016.

The members who attended saw AFSPA’s new headquarters and learned about new developments at AFSPA. The meeting was led by Board Chairman, Thomas M. Tracy, CEO, Paula S. Jakub and COO, Kyle Longton. Members listened to presentations that included a year-in-review of AFSPA, a brief overview of FEHB, new benefits in the 2016 FSBP, information on the restructured Living Well Together Wellness Program, and information on Medicare. Everyone who attended asked questions and gave feedback throughout the meeting. The overall event was successful because of the interaction between the AFSPA members and the AFSPA team. Please enjoy these pictures from the 2016 Annual Meeting.
TrestleTree is a health transformation organization working to enhance healthy behaviors. It is one of the services that FOREIGN SERVICE BENEFIT PLAN (FSBP) members have access to through the Plan. TrestleTree shows measurable and sustainable changes regardless of one’s motivation level or the severity of the condition. Their outcomes have proven to lower healthcare costs. Please read this article to learn more about the services from TrestleTree.

Health Coaches Share FSBP Successes

TrestleTree Health Coaches work with FSBP members and understand that making changes is not easy, that we all get stuck with our health at times, and that life can get “messy.” Your Health Coach will explore ways that you can make changes to quit using tobacco, lose weight, and improve your exercise and nutrition. And the best thing is that you don’t have to be “ready” to make changes to join health coaching. Even if you just are thinking about making a change, a TrestleTree Health Coach can help. Read how Health Coaches have achieved some successes with FSBP members:

TOBACCO CESSATION: “One FSBP member had smoked for more than 40 years and was having health concerns. We worked to put together a plan for quitting that included a look back at previous quit attempts, identifying triggers, and changing her habits and routines. We also explored small changes with her nutrition and exercise that would prevent weight gain as well as identified activities that would bring her joy. She quit smoking, found healthier ways to eat, and started a realistic exercise plan. She began to breathe better. A follow-up chest x-ray also showed internal improvement! It was definitely a change and it was worth it!”

WEIGHT MANAGEMENT: “This FSBP member felt somewhat hopeless because her weight had gone up and down frequently over the years. In health coaching, we focused on helping her to come up with a long-term plan for eating healthier. She learned how to be more consistent with exercise and developed a plan that would be easier to maintain over time. She started some of the changes and lost 10 pounds! She was excited about her progress and felt she could keep improving her health over time!”

EXERCISE: “Weight management and stress were the problem areas for this FSBP member. She was willing to give health coaching a try even when other things had not worked in the past. We worked on consistent activity, healthy food choices, and water intake. The biggest change was finding a way to get 10,000 steps a day from walking or using videos. She lost five pounds and thought her changes helped her blood pressure. She enjoyed the health coaching and how it kept her on track. She said it gave her an incentive to keep going when she knew I would be calling!”

NUTRITION: “I had an FSBP participant who came into coaching very skeptical. She was willing to try what we discussed during our first appointment, particularly around what she was eating. She made some changes in the foods and frequency of her meals. During our next appointment, she was overjoyed and told me how much better she was feeling. She said she now saw the benefits of health coaching and wanted to continue after that!”

Spring Forward with Your Health

With the start of Springtime, it is a natural time to focus on your health and to get on track with your health goals. FSBP offers a free and confidential health coaching program to help you. All FSBP members can work with a TrestleTree Health Coach free of charge to achieve your health goals! With the Simple Steps to Living Well Together program, you can talk over the telephone with a trained healthcare professional to improve your health and well-being. This program is about you and your health. Your Health Coach will get to know you and how best to help you as an individual. This program is not about simply telling you what to do; and it is not about telling everyone to do the same thing. You have an opportunity to learn the small changes that can make a huge improvement in your health - based on your unique health and life story!

“Through health coaching, I feel energized and out of the funk I was in last year!”

– FSBP Member
Get Connected Today
Your health journey is an individualized journey. Talk with your own TrestleTree Health Coach today through the free and confidential Simple Steps to Living Well program offered by FSBP. Through conveniently scheduled appointments over the telephone, you will have a trained healthcare professional who is there to provide guidance, support, and resources to help you achieve optimal health. Call toll-free today at 1-855-406-5122 to find out more and to get started toward your health goals. You can also enroll online at http://enroll.trestletree.com (passcode: FSBP). Jump forward with your health this Spring!

FSBP Wellness Incentives Program for 2016

Many years ago, FSBP changed from being an insurance plan that just paid benefits for services rendered as a result of illness/accident. We shifted to a health plan that focused on health and wellbeing. The goal is to keep you healthy.

As explained in the 2015 AFSPA in Action Fall Newsletter, we revamped our wellness program, Simple Steps to Living Well Together. By following the simple steps below, you can earn up to $250 in wellness incentives! Please see the Plan’s 2016 Wellness Brochure mailed to you in last fall’s Open Season packet or review the 2016 FSBP Brochure online at www.afspa.org/fsbp, both of which explain the Program in greater detail.

Step 1: Complete the Plan’s Health Risk Assessment (HRA) online through My Online Services or by calling 1-866-237-1442 or 1-479-973-7149. After you complete the HRA you can obtain a $100 gift card* from a variety of merchants/retailers. **NOTE:** You must complete the HRA by December 1, 2016.

Step 2: Complete a Biometric Screening at a Quest Diagnostics Patient Service Center or obtain the screening from your physician by having your physician complete a Biometric Screening Physician Results Form and submit it to Quest Diagnostics. A Biometric Screening is done generally during a routine physical examination. You must complete the HRA to be eligible for this incentive. After you complete the Screening, you can obtain a $100 gift card* from a variety of merchants/retailers. **NOTE:** You must complete the Biometric Screening or submit the form by December 9, 2016.

*The gift card incentives may have tax implications. Please consult with your tax advisor.

Step 3: Complete a Healthy Action as described in the Wellness Brochure by participating in one of the Plan’s many wellness programs and earn $50 to be deposited in a Wellness Incentive Coventry Fund Account to reimburse you for certain unreimbursed medical expenses. You must complete the HRA and the Biometric Screening to be eligible for this incentive. **NOTE:** You must complete the Healthy Action by December 31, 2016.

"After my first four appointments with my TrestleTree Health Coach, I felt like I had pulled myself out of a sinking hole!"
– FSBP Member
### Have or Need Help with…

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<th>Condition</th>
<th>Program/ Brochure Page #</th>
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<td><strong>Personalized</strong>&lt;br&gt;- Provides nurse support; education about the disease and how it affects the body;&lt;br&gt;- medical management to help lead a healthier lifestyle</td>
<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td><strong>Blood pressure management</strong></td>
<td>Digital coaching (online) p. 85</td>
<td><strong>Basic</strong>&lt;br&gt;- Creates an individualized plan for successful behavior change</td>
<td>Access My Online Services at <a href="http://www.AFSPA.org/FSBP">www.AFSPA.org/FSBP</a></td>
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<td></td>
<td>Health coaching p. 83</td>
<td><strong>Personalized</strong>&lt;br&gt;- Dialogue with a coach&lt;br&gt;- Work one-on-one with a Health Coach to improve your health over the phone through scheduled appointments</td>
<td>Call 1-855-406-5122 or 1-479-973-7168, or visit <a href="http://enroll.trestletree.com">http://enroll.trestletree.com</a> (passcode FSBP)</td>
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<td><strong>Basic</strong>&lt;br&gt;- Provides online nutritional information for cancer patients</td>
<td>Visit <a href="http://www.therapeasecuisine.com">www.therapeasecuisine.com</a></td>
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<td>Cancer Management Program p. 85</td>
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<td>Call 1-800-593-2354</td>
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<td>Access My Online Services at <a href="http://www.AFSPA.org/FSBP">www.AFSPA.org/FSBP</a></td>
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<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td><strong>Chronic pulmonary disease</strong></td>
<td>Disease Management Program p. 84</td>
<td><strong>Personalized</strong>&lt;br&gt;- See Disease Management Program above</td>
<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td><strong>Congestive heart failure</strong></td>
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<td><strong>Personalized</strong>&lt;br&gt;- See Disease Management Program above</td>
<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td>Call 1-855-406-5122 or 1-479-973-7168, or visit <a href="http://enroll.trestletree.com">http://enroll.trestletree.com</a> (passcode FSBP)</td>
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<td><strong>Stress management</strong></td>
<td>myStrength™ – online mental health support program p. 86</td>
<td><strong>Personalized</strong>&lt;br&gt;- Offers Interactive dialogue&lt;br&gt;- Provides evidence-based resources to overcome depression, anxiety, &amp; substance abuse</td>
<td>Visit <a href="http://www.mystrength.com">www.mystrength.com</a>, select “Sign-up” and enter code “FSBP”</td>
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<td><strong>Anxiety</strong></td>
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*Basic* is generally an online interaction. **Personalized** generally involves one-on-one interaction (either online or telephonic) to discuss individual concerns as it is a more intensive process.
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<td>Call 1-800-579-5755 or e-mail <a href="mailto:FSBPhealth@aetna.com">FSBPhealth@aetna.com</a></td>
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<td>Call 1-855-406-5122 or 1-479-973-7168; or visit <a href="http://enroll.trestletree.com">http://enroll.trestletree.com</a> (passcode FSBP)</td>
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<td>Access My Online Services at <a href="http://www.AFSPA.org/FSBP">www.AFSPA.org/FSBP</a></td>
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<td>Virtual Lifestyle Management Program p. 84</td>
<td><strong>Personalized</strong>&lt;br&gt;– Intensive&lt;br&gt;– A year-long internet-enabled program providing tools and a trained coach&lt;br&gt;– Must have Body Mass Index (BMI) of 30 or higher</td>
<td>Call 1-866-312-8144; e-mail <a href="mailto:afspa@vlmservice.com">afspa@vlmservice.com</a>; or visit <a href="http://afspa.vlmservice.com">http://afspa.vlmservice.com</a></td>
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<td><strong>Pre-diabetes</strong>&lt;br&gt;See also Diabetic education/training benefit p. 44</td>
<td>Pre-Diabetic Alert Program p. 86</td>
<td><strong>Personalized</strong>&lt;br&gt;– Dialogue with a nurse&lt;br&gt;– Provides education/support to members “at risk”</td>
<td>Call 1-800-593-2354</td>
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<td><strong>Pregnancy</strong>&lt;br&gt;See also Pregnancy health counseling benefit p. 44</td>
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<td><strong>Personalized</strong>&lt;br&gt;– Provides educational materials and support for healthy and high risk pregnancies</td>
<td>Call 1-800-593-2354</td>
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<td><strong>Smoking cessation</strong>&lt;br&gt;See also Tobacco cessation program benefit p. 44</td>
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<td>Tobacco Cessation Program p. 43</td>
<td><strong>Personalized</strong>&lt;br&gt;– Provided through health coaching&lt;br&gt;– Offers two quit attempts through telephone counseling&lt;br&gt;– Obtain medication</td>
<td>Call 1-855-406-5122 or 1-479-973-7168; or visit <a href="http://enroll.trestletree.com">http://enroll.trestletree.com</a> (passcode FSBP)</td>
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Most members know Express Scripts, Inc. (ESI) as the Foreign Service Benefit Plan’s (FSBP) Pharmacy Benefit Manager – the company that fills our prescriptions. That is very true. In 2015, Express Scripts filled over 438,000 prescriptions at a plan cost of almost $55 million! But many would be surprised to know that ESI does much more for our members each and every day – much of their activity is working behind the scenes.

**COST**

**ESI:**
- Works with manufacturers to negotiate discounts on thousands of drugs.
  - Our 60,000 members are included in their portfolio of 85 million lives. When Express Scripts talks on behalf of 85 million people, the manufacturers listen. ESI’s approach with their National Preferred Formulary (NPF) generated $6.1 million in savings for FSBP in 2015.
- Provides discounts to FSBP that we then pass on to members.
- Offers innovative programs like the NPF, Hepatitis C Program, Cholesterol and Oncology Care Programs, Prior Authorization rules and compound drug exclusions. These ensure patients receive the right drug, at the right time, at an affordable price.

**SAFETY**

**Advanced Utilization Management**

This means making sure the prescribed drug meets Standard of Care and FDA guidelines regarding drug quantity. ESI uses a stepwise approach to manage patient drug utilization and the Plan’s drug spend. They guide patients to safer, more cost-effective drug choices using clinically based criteria, designed to ensure that each choice reflects the right patient, the right drug, and the right amount.

**Drug Utilization Review**

ESI works behind the scenes, constantly monitoring the prescriptions members fill for potential dangerous drug interactions. Whether your prescription is filled at a retail pharmacy or through home delivery, ESI pharmacists review your drug history and intervene, if necessary. Through ESI’s innovative program, 9,636 dangerous and potentially life threatening drug interactions were detected and prevented for FSBP members.

ESI engaged in over 41,000 clinical touches to our members last year including the safety alerts for dangerous drug interactions.

**SUPPORT**

**Therapeutic Resource Centers (TRCs)**

- Specialist pharmacists (pharmacists with advanced training in a specific disease to better identify issues and improve your health outcome) help members with specific medications and the diseases they treat.
- Members have access to the Express Scripts TRCs that continue to provide advanced, specialized clinical care for patients with chronic conditions. Through this unique and personal approach, ESI’s specialist pharmacists helped thousands of FSBP members manage their medical conditions in the areas of oncology, diabetes, cardiovascular, pulmonary, and women’s health, to name a few.

**BEYOND the PERIMETERS**

**ESI’s Customer Service**

Representatives identify a financial need and find financial support from the specific drug manufacturer, if available. Last year, they obtained $52,600 in support for FSBP members.

**STRATEGIC PLANNING**

FSBP’s 30 year partnership with first National Pharmacies, then MEDCO, and now Express Scripts, has been one of trust, innovation, and strategic planning. We work together to keep today’s costs under control and find groundbreaking approaches to manage tomorrow’s spend. ESI provides members with the benefits, programs, and support in the complicated world of pharmacy and – yes – ESI even fills your prescriptions.

For your improved health and wellness, we invite you to the FSBP website (www.afspa.org/fsbp). Click on the “Prescription” tab to review support programs to help you. Then, click on the co-branded website link to log in to the Plan’s prescription website to find out how much your medication will cost and more information.
■ **You can repair the damage**

If you smoke, you don’t need to hear how bad it is for you. You already know. But maybe you didn’t know just how fast your health could improve by quitting. If you quit today...

- Your heart would start to recover the very next day
- Your risk for heart disease would drop sharply after two years
- You’d be less at risk for cancer in your mouth, throat, esophagus, bladder, pancreas, and lungs

Those are just some of the health benefits. You can count on a brighter smile, bigger savings, and more energy too.

■ **Why it’s hard to quit**

It’s the nicotine. When you smoke, it spreads powerful, pleasing feelings throughout your body. Plus, the act of smoking becomes a part of almost everything you do. So when you eat, drive, celebrate, drink coffee, or take a break, you feel that pull to smoke.

■ **No smoking, not less smoking**

You may be thinking: “What if I smoke less and less... until I don’t need to smoke at all?” It sounds like a good idea. But here’s why it’s not: Studies show that even if you smoke less, you’ll likely inhale deeper. So you will still get the same amount of nicotine. What about low-nicotine products? Same story. By inhaling deeper, you can get just as much nicotine as you would with a regular cigarette. And this will drive you to continue the habit. The only way to quit smoking is to quit it completely.

■ **FIVE TIPS TO QUIT**

1. **Join a support group.** You’ll hear others’ struggles and strategies.
2. **Stay busy.** Read a book, tackle a home project, or envision your new life.
3. **Avoid triggers.** Skip alcohol, social events, or work breaks until you are less tempted.
4. **Pack a snack.** Chew gum or eat carrots when you want to smoke.
5. **Stay strong.** If you slip up one day, stay positive. And avoid the temptation to keep smoking.

**FSBP** offers a Tobacco Cessation Program to help you stop smoking. The plan allows two quit attempts per calendar year that include proactive telephone counseling and up to four tobacco cessation counseling sessions of at least 30 minutes each in each quit attempt. Over-the-counter medications approved by the FDA to treat tobacco dependence can be obtained through this program at no charge.

**Note:** To enroll in the program, contact a Health Coach at 1-855-406-5122 or 1-479-973-7168. You also may enroll online at [http://enroll.trestletree.com](http://enroll.trestletree.com) (passcode: **FSBP**).

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**When was the last time you had a massage?**

The Foreign Service Benefit Plan (FSBP) covers up to 40 massage, 40 acupuncture, and 40 chiropractic visits a year. That’s over three visits a month! No referrals required.

FSBP thinks of generous wellness benefits — like massages without referrals — as simply, standard healthcare. That’s why we include massage benefits and a robust wellness program.

For information on how to file a claim for massage therapy, please see page 42 of the FSBP Brochure or page 10 of this newsletter.

If you are not a member of FSBP and are interested in the benefits we offer, please look for details on how to enroll during the 2016 Open Season or during a Qualifying Life Event.
Throughout the year, I have the opportunity to dialogue with members about their experiences using AFSPA’s products and services. In person, by e-mail, over the phone, and through comments shared by other staff members, you have provided me with information on what works well and where we can make improvements. In this section, I want to share with you some of the actions we have taken based on member feedback.

You recently made changes to your website. I can’t find information on programs or where to submit a claim.

In November 2015, we redesigned our website. While this resulted in a new look, some of the information was organized in less than intuitive ways. For instance, using the term, “Member Portal” made sense to us, but it was not clear to all of our members to use that link to submit claims. Since February, we have been working to reorganize and streamline the content. We added a “Help” option to provide a tour and explanation of how to use the various sections of the website. A new link on the FSBP pages – “Submit a Claim” – will take you to a page that explains how to submit claims through the Portal. Our goal is for the website to appeal to potential members while providing current members with all the information they need. This effort is ongoing and we welcome your continued feedback.

I live overseas and submitted a claim with records. When I didn’t hear anything, I called multiple times but never received helpful information. Eventually, I was told I needed to submit additional records, but I had already sent everything I had. Why is it so difficult to get information and to get a claim paid?

Inquiries like this one have caused us to take a deeper dive into some of our operations. In the case of this member, there were multiple breakdowns with both the customer service and the Plan administrator’s (Aetna) responses. This member did not receive the “unparalleled service” we promise to all of our members. We took the steps needed to resolve this matter and process the claim. However, I am planning to use this case as a study for ongoing staff training to identify missed opportunities for resolution and ways to improve going forward.

These are just a sampling of the ways we have acted upon member feedback in our day-to-day operations. I encourage you to continue to let us know how we can serve you better. You can reach me at kyle.longton@afspa.org.

Quick Tips on Filing Massage Claims

by Kelly Tyler
Senior Health Benefits Officer (Correspondence), Six Years

We understand that claim submissions have been a challenge and we want to make the process easier.

Here are some general tips regarding the submission of massage claims.

The following information is needed:

- Patient’s name
- Patient’s date of birth
- Patient’s ID number
- Provider’s name, address, and license or certification number
- Date of each service
- Description of service rendered
- Cost for each service
- Tax identification number, if available (for providers in the United States)

Note: If you paid for the services, please provide your paid receipt.

The link for claim submission is: https://secure.myafspa.org
The Member Portal is at the top of the screen.

I hope this information will be helpful in streamlining the massage claim submission process.

AFSPA Listens
By Kyle Longton, Chief Operating Officer

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What does Commitment to Service mean to you?

ANTON LIGONS
HR Generalist
Hired February 2016
“Commitment to Service is exhibiting character, integrity, and the desire to live a purpose driven existence.

Understanding that we all are mandated to give the best of ourselves to achieve a common goal, which is to impact our world positively, one member at a time. I personally am excited about being a part of an organization that has tens of thousands of satisfied members. My hope is to push forward that agenda by recruiting top level talent and supporting the team that takes care of you!”

Keara Jones
Health Benefits Officer I, Seven Years
“Commitment to Service means going above and beyond, providing excellent customer service, and insuring that our members’ concerns are met. I like helping members resolve their claim issues. I enjoy coming to work every day because every day is different. I feel like I am playing a part in making a member’s day.”

Meet AFSPA’s IT Team

How long have you worked at AFSPA?
A little less than a year

What is your job title?
Information Technology Manager

What are your major job responsibilities/duties?
I lead IT services at AFSPA. This means ensuring that staff have what they need to serve the members and that our online tools are secure and meet member needs. I work with our partners to keep things going today and to plan for tomorrow.

- Manage all Member Portal requests
- Manage requests from the Intranet (AFSPA’s internal website)
- Set-up all IT equipment
- Handle staff requests related to tech-support
- Handle monthly telephone survey reports for the Health Team.
- Oversee IT-Inventory

What do you like about your job?
I enjoy my job because I have the chance to help our staff and our members who are stateside and overseas. I have the privilege to serve those who have served and who continue to serve us.

What do you want members to know about IT at AFSPA?
I would like the members to know that we are always looking into innovative ways to improve their experience with our services by utilizing new technology.

What other interests do you have outside of IT?
I like to ride my motorcycle, to go snowboarding, and to take my niece and my dog to the park.

What does Commitment to Service mean to you?
It means that I am 100% devoted to fulfilling our members’ requests and to providing great IT support to them.

What is your job title?
Information Technology Assistant

What are your major job responsibilities/duties?
I enjoy my job because I have the chance to help our staff and our members who are stateside and overseas. I have the privilege to serve those who have served and who continue to serve us.

What do you like about your job?
I like that my job is hands on and I learn something new every day. I enjoy working with the staff at AFSPA.

What do you want members to know about IT at AFSPA?
We want our members to know the IT-Team is here to help them. We are here to guide and answer any questions. We want members to feel comfortable telling IT about any issue they have experienced when logging onto our websites.

What other interests do you have outside of IT?
Other interests are landscaping, exercising, building mechanical items, and sports.

What does Commitment to Service mean to you?
It means getting the job done by any means necessary. Also, it means providing unparalleled service to our members worldwide.
AFSPA has launched a Facebook page!

We wanted to establish an online community to share ideas and build connections. Facebook serves as a platform to keep our members informed and educated.

Please join the page!

Just visit www.facebook.com and type “American Foreign Service Protective Association” in the search bar and hit the “Like” button! It is that simple.

In March 2016, AFSPA was visited by two partners from the Marine Corps Community Services Okinawa. Andrew Menges and Roy Forster presented a Certificate of Appreciation to AFSPA for providing support during 2015. Paula Jakub and Kyle Longton graciously accepted the award on behalf of the Association. Over the years, AFSPA has sponsored many events and activities that promote health and wellness throughout their region. We are grateful to enhance the quality of life for the U.S. military community living on Okinawa.