



Message from the CEO

Dear Valued AFSPA Member,

As 2018 ends, I find myself thinking about the past year, and looking forward to the new year. I truly am grateful for our American Foreign Service Protective Association (AFSPA) members. I also appreciate the AFSPA employees who provide the level of service you expect, especially through the challenges we faced this past year. We hope to continue our strong relationship with you in 2019.

To begin, I want to remind you that Open Season ends on Monday, December 10. You have a few days left to review your options and make changes to your [Federal Employee Health Benefit \(FEHB\) Program](#) enrollment, your [Federal Employees Dental and Vision Insurance Program \(FEDVIP\)](#) enrollment, and your [FSAFEDS](#) enrollment. Whether you have the [Foreign Service Benefit Plan \(FSBP\)](#), or another Federal health plan, we want you to have all the information you need to make the right decision for you and your family. But please consider AFSPA's many services when making these important decisions. [To assist in your decision making, please review a recording of AFSPA's Open Season Preparation Webinar.](#)

For those who have the [Foreign Service Benefit Plan \(FSBP\)](#), we are very pleased to offer enriched benefits with our In Touch Care (ITC) Program. ITC provides serious support for acute or chronic health concerns. The program offers one-on-one nurse calls, online resources, Social Work help, and Pain Management, to name a few services. Our new Member Engagement Platform, accessible through [Aetna Navigator](#), creates a gateway to your personal health journey. Our Emmi® Education Programs make complex medical information simple and easy to understand. We have revamped our *Simple Steps to Living Well Together Program*, to reward you for your healthy outcomes.



For those facing serious health conditions, we are partnering with **PinnacleCare**, a health advisory service. Their Connection Health Advisors can help you navigate

serious diagnoses, by gathering appropriate medical history and the details of a current diagnosis. The Advisor reviews your case with PinnacleCare's Medical Team to guide you to the appropriate course of action. This may include connecting you with top-rated specialists who are experienced in your condition and can provide a second opinion and appropriate treatment options. To learn more and be referred to PinnacleCare's team, please call 800-593-2354.



I wanted to address the Aetna-CVS merger. Many of you may be nervous at this prospect, especially after our most recent claims migration. However, the change will have little immediate impact on the **Foreign Service Benefit Plan**. These are two



complimentary companies combining their strengths to transform the patient health care experience and deliver better care and coordination. Aetna will continue to serve as the Plan's Administrator, with the same team processing **FSBP** claims. In addition, the new company created by this merger looks to expand opportunities to bring health care services to consumers. Eventually, CVS Pharmacy locations will include space for wellness, clinical and pharmacy services, vision, hearing, nutrition, beauty, and medical equipment. This will be in addition to the products and services their customers currently enjoy. The new health services will function as a community-based health hub. Many CVS locations will connect you to the pathways needed to improve health. This planned coordination of care can answer patients' health questions while managing their prescriptions and health coverage.

Express Scripts will continue to serve as the Plan's Pharmacy Benefit Manager. That means the same team will serve our account and the same pharmacists will serve our members. CVS is a participating retail pharmacy in Express Scripts' network; however, members are not required to purchase their short-term (up to a 30-day supply) prescriptions at CVS. You still can choose from hundreds of participating retail pharmacies throughout the country.

As the health care landscape continues to evolve, AFSPA strives to remain at the forefront of benefit design and delivery. We leverage our relationships and work with our partners to create innovative solutions to meet our members' needs. Our focus remains finding the best way to serve you, wherever you are in the world.



Finally, the holiday season can bring joyful moments, but also stressful ones too. Money worries, travel concerns, or preparing your home for visitors – all can add stress. Depression and stress may hurt your health. **FSBP** offers many services to support you through this busy time of year, such as telehealth services through Amwell. To learn more, visit [Amwell's website](#) or call 844-733-3627. You are not alone. Regardless of where you are, **FSBP** is here to help.

As always, it is our honor to provide you with "unparalleled service." We thank you for entrusting us with your health care needs this past year – and want to continue serving you in 2019. I personally wish you and your loved ones a wonderful and healthy holiday season.

To Your Health,
Paula S. Jakub, RHU
CEO, AFSPA
Executive Director, Senior Living Foundation



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