

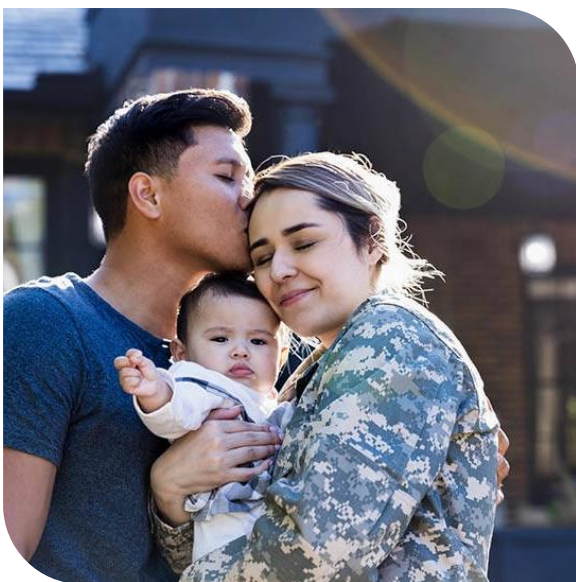
Welcome!

A Few Reminders Before our Member Advisory Committee begins:

- If you haven't already, please update your display name!
 1. Click on **More actions (...)** in the meeting toolbar.
 2. Select **Edit name** (if available).
 3. Enter your new display name and click **save**.
- Your microphones will be muted for the informational portion of the meeting.
- During the open Q&A session at the end of the meeting, if you have a question for our Member Services staff, (click the “raise hand” icon) and a meeting admin will unmute you.



- This meeting will be recorded and made available on our website, as will the meeting slides.



Welcome to the US Family Health Plan's Member Advisory Committee (MAC) Meeting

Chair: Nicole Tillett, Member Engagement Manager

Thursday, August 21, 2025
1:30 p.m. CST



MC6890

MAC Information

Nicole Tillett

MAC Chair

Manager of Member Engagement



Today's Agenda



1 Welcome Announcements

2 Approve Previous MAC Minutes &
Review February 2025 MAC Survey
Results

3 Member Engagement Updates

4 Member Services Updates

5 Pharmacy Benefits Updates

6 Quality Improvement Updates

7 Calm App

8 Managing High Cholesterol and
Promoting Healthy Lifestyle

9 MAC Meeting Survey

10 FQA and Open Discussion

Motion to Approve MAC Documents



02/20/2025 MAC Meeting Minutes

- Attached to the meeting invite



2025 Member Newsletter - How to Access

Our USFHP Newsletters are available online!

- Health reminders
- Healthy recipes
- Resources and contact information

You can find the Summer 2025 newsletter on our website or in your Member Portal.

What would you like to see in your newsletter?
Type your response in the meeting chat.



Care Management

Our Care Management program can help you plan and manage care for complex, chronic health issues as well as acute, episodic or short-term needs. The goal is to provide quality care, enhance quality of life and manage health care costs.

What types of services does the Care Management team provide?

- Condition management
- Health care provider support
- Medicine support
- Self-management goal planning
- Coordination of appointments

A Care Management referral can come from a provider, member, caregiver or discharge planner. Care Management is provided at **no cost**. Call 800.446.1730, option 2, from 9 a.m. – 5 p.m. (CST) to speak to a care manager nurse.

A 24-hour nurse line is also available at 800.455.9355.



MAC Survey

Yessica Anguiano Dominguez

Member Engagement & Health Equity

Senior Specialist



02/20/2025 MAC Results



- 52 beneficiaries attended the MAC meeting
- Educated beneficiaries about Diabetes
- MAC meeting presentation and recordings are posted on the CHRISTUSHealthPlan.org website



Still haven't set up your Member Portal? It's easy!
Register by scanning the QR code below now!



MAC Action Plans



- Discuss on how to navigate TRICARE Formulary for prescription medication coverage
- Educate on supplemental benefits
- Educate on coverage from an out of service area
- Educate on grandfathered benefits



Community Partnerships

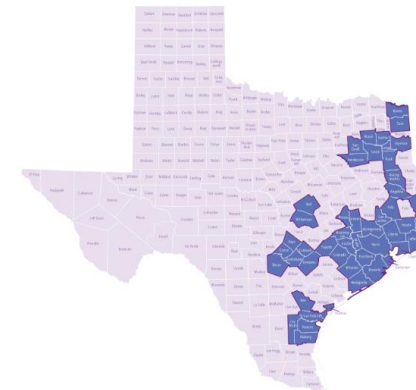


CHRISTUS Health USFHP is partnering with local University communities where we serve beneficiaries.

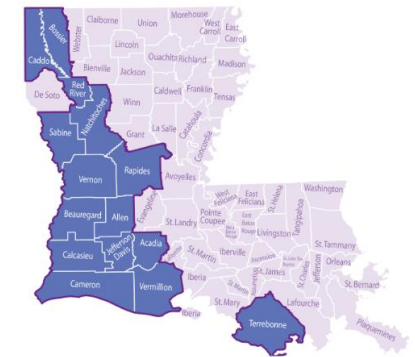
Goal: Increase access to college education to students by focusing on partnerships with local public universities in the USFHP service areas.

- ❖ **2025 Pilot Program** – partnered with Texas State University – San Marcos, TX
- ❖ **Finalizing two USFHP \$1,000 scholarships** to actively enrolled students who meet both of the following qualifications:
 - Healthcare career paths
 - Active duty, retirees, veterans, and their family members
- ❖ **Opportunities for the upcoming year** with additional Universities such as UT Tyler.

USFHP Texas market



USFHP Louisiana market



Member Services Updates

Rondy Bolden

Manager of Member Services



USFHP Updates

Our Training Program is *Always* Evolving

More...

1. Systems Training
2. Role Play
3. Observation Time
4. Feedback from Supervisors
5. Quality Audit Refreshers
6. Recognition of Great Work
7. Monthly Tests
8. Courtesy Training

And...

NEW Dedicated Training Space
just for Member Services



USFHP Member Services and Quick Reference Telephone Numbers:

EMERGENCIES AND AFTER HOURS

Call 911 for emergencies. Notify your primary care provider within 24 hours of your emergency room visit so all follow-up care can be arranged.

URGENT CARE (INCLUDING EVENINGS, WEEKENDS, HOLIDAYS, ETC.)

You can see an urgent care provider without calling your primary care provider, but you should call your primary care provider to let him/her know what happened, especially if you need follow-up care. The telephone number for your primary care provider is printed on the front of your Member Identification (ID) Card.

24-HOUR NURSE LINE: 800.455.9355

SPECIALTY CARE

If you need access to a specialist, you do not need a referral from your primary care provider. Call an in-network specialist for an appointment. If you need help finding a specialist, call your primary care provider first. The telephone number is printed on the front of your Member ID Card.

MENTAL HEALTH

US Family Health Plan **800.67.USFHP (800.678.7347); TTY 711**

NOTE: For more information regarding mental health services, see Page 17.

US FAMILY HEALTH PLAN

Member Services: **800.67.USFHP (800.678.7347); TTY 711**

MAIL-ORDER PHARMACY (MAXOR MAIL-ORDER PHARMACY): 800.687.0707

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

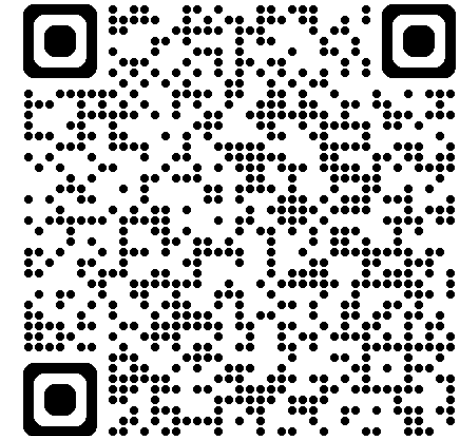
Manpower Data Center Support Office: **800.538.9552**

Fax: **800.336.4416**

INTERPRETER SERVICES

Interpreter Services are available through Member Services, **800.67.USFHP (800.678.7347); TTY 711**. You can request any language you need and an interpreter will be brought on the line.

Find it in your Member Resources Handbook on pg. 6 here:



Member Services hours of operations:
Mon-Fri; 8 AM – 5 PM local time

Pharmacy Benefits Team Updates

Brooke Williams,

**Pharmacy Benefits Services Strategy
Specialist**



Pharmacy Benefits



Want to save money and time? Sign up to get your 90-day supply of your medication through MAXOR Pharmacies and MXP Mail Order. You can save up to \$608 per prescription, per year.

Supply Amount	Generic Formulary	Brand Name Formulary	Non-Formulary
	Tier 1	Tier 2	Tier 3
30-Day Supply	\$16	\$43	\$76
90-Day Supply *	\$13	\$38	\$76

***Limited to Maxor Pharmacies or by Maxor MXP Mail Order**

Non-Network Pharmacy – up to a 30-day supply:
50% cost share after Point-of-Service deductible

Call Prescription Mail Order: 866-408-2459

Maxor, your current pharmacy benefit manager is getting a new name on January 1st, 2026. While the name is changing, your benefits and service will stay the same with VytlOne. Be on the lookout for additional information from **VytlOne**. No action needed!



Pharmacy In-Network Locations:

Pharmacy Network-DoD Contract Pricing

- MaxorPlus Mail Order Pharmacy
- Maxor-Clear Lake

Locate your nearest pharmacy here:



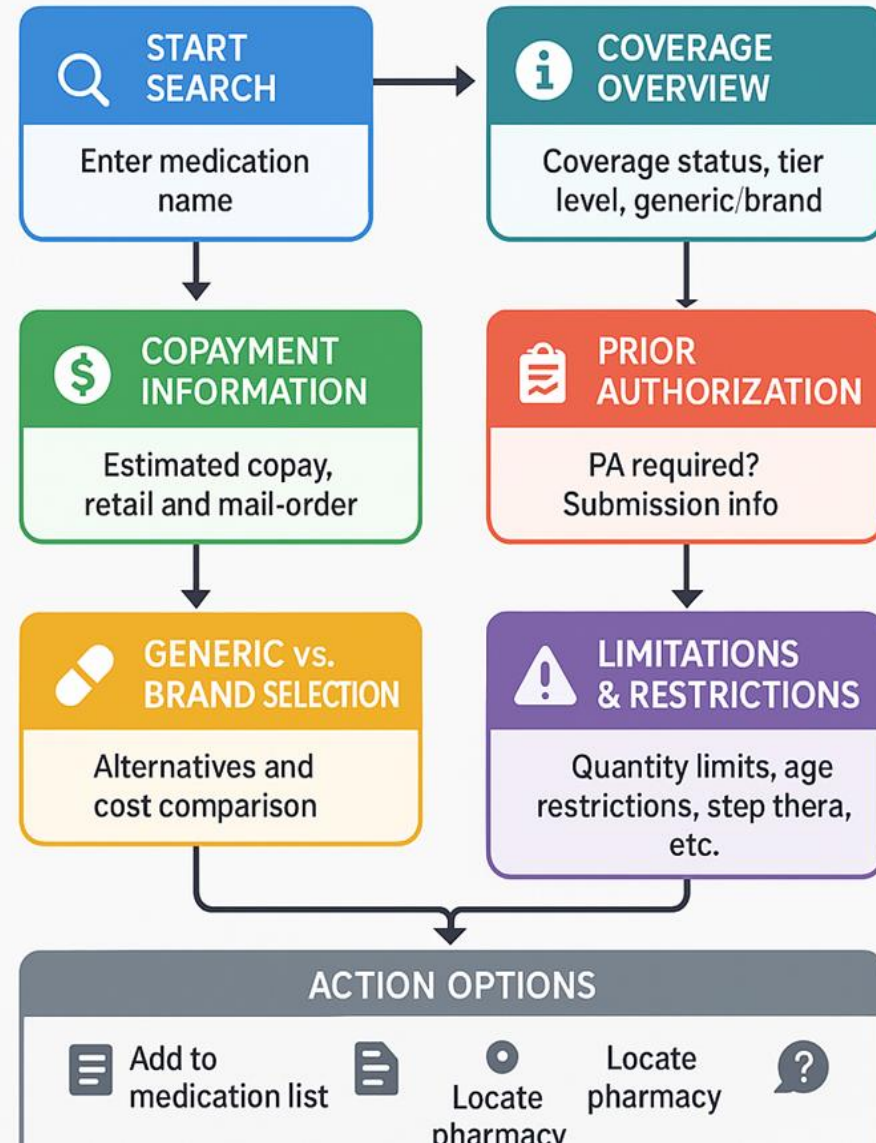
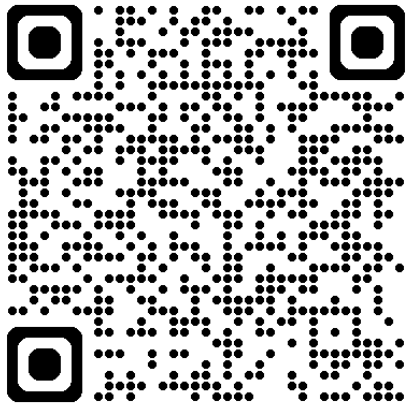
Retail Network (54,289 locations)*

- CVS, including Target locations
- Walmart
- Sam's Club
- H-E-B
- Kroger*
- Costco*
- Tom Thumb*
- Brookshire Brothers
- Market Basket
- Inwood Pharmacy-1960 area
- Ed's Pharmacy-Sugar Land
- Katy Pharmacy
- Kelly Drug-Mineola
- Scott's Pharmacy-Winnsboro/Scott's Quitman Pharmacy-Quitman

**Retail locations as of 6/9/2025*

Medication Coverage Finder

TRICARE Pharmacy
coverage– formulary
search Steps



Quality Improvement

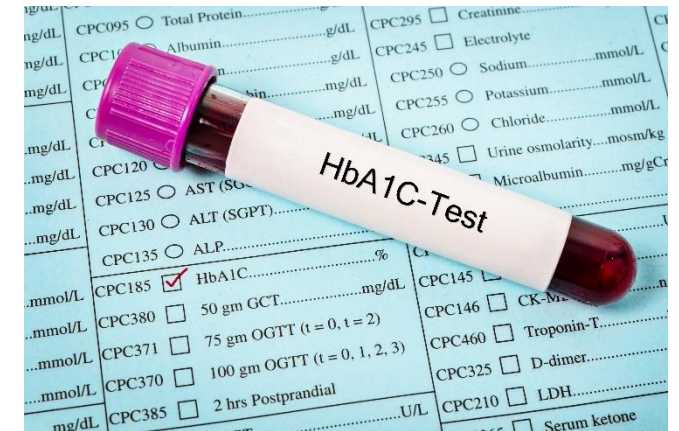
Mandi Longoria, RN, BSN

Program Manager HEDIS Nurse



5 Reminders for Controlling Blood Glucose (A1C) for Diabetic Patients

1. Ask your healthcare provider questions about your diabetes, your treatment plan, and how to effectively manage your blood sugar.
2. Schedule an appointment with your doctor every 6 months for monitoring
3. Know your target blood sugar levels and follow-up with your healthcare provider if unable to reach or achieve your target blood sugar levels
4. Be sure to refill your medication on time and take your medicine as prescribed by your doctor.
5. Embrace recommended lifestyle changes to your diet and exercise programs.



Quality Initiative for Colorectal Cancer Screening

Cologuard® is a noninvasive, at-home colorectal cancer screening test (Stool DNA with FIT) designed for adults aged 45 and older who are due to complete a colorectal cancer screening.

- Cologuard® detects DNA markers and blood in stool that may indicate the presence of colorectal cancer or advanced precancerous lesions.

In partnership with Exact Science, CHRISTUS Health will be sending out Cologuard® Kits at **no cost** to beneficiaries that are aged 45 and older that are due for a colorectal cancer screening.

If you receive a Cologuard® testing kit, please check with your healthcare provider to ensure it is the right option for you.

- If your healthcare provider does not recommend Cologuard® testing for you, simply recycle or dispose of test.



Quality Initiative for Colorectal Cancer Screening

The typical process for kit distribution follows this timeline:

- Early September: Beneficiaries are identified and contacted through a Welcome Letter from Exact Science.
- 2-3 Weeks after the Welcome Letter: Cologuard kits are mailed directly to beneficiaries' homes.
- Beneficiaries complete the test and return the kit.
- Results are processed and shared with the beneficiaries and providers within 7 days of kit return.
- If you receive a positive result, contact your health care provider to schedule appropriate follow-up testing.



Calm App

Zach Alpert


Calm App Sr. Customer Success Manager



Welcome.

Your session will begin momentarily.

Sign up for Calm while we wait:

1. Download and open the Calm app or scan the appropriate QR code →
2. Create an account with a personal email address and go to **Profile > Settings**  **> Link Organization Subscription.**
3. Enter *Christus Health Plan* as your organization.
4. Enter your work email address and click 'Submit' to activate your free subscription.





Making the Most of



at CHRISTUS Health

Calm App – Today's Agenda

01 Meditation

02 Building a mindfulness habit

03 Calm content

04 App tour

05 Q&A



Calm is scientifically proven to significantly decrease stress

“

Calm allows me to ease my anxiety and manage my stress from work or at work.

[I] better engage in my work and with my peers and obtain good presence during meetings so I am focused on the task at hand. It boosts my productivity and my overall emotions which allows me to better connect with my team.

EMPLOYEE TESTIMONIAL

68%

saw improvements in stress levels using Calm 1-2x a week¹

81%

saw improvements in stress levels using Calm 5+ times a week¹



A variety of tools and formats – available anytime, anywhere

Available in 190+ countries • 10 languages: English, Spanish, French, German, Portuguese, Korean, Japanese, Polish, Italian, Mandarin • New content daily



Breathe • Meditations • Sleep Stories • Music • Work Life • Wisdom • Movement • Dailies



Add up to 5 dependents

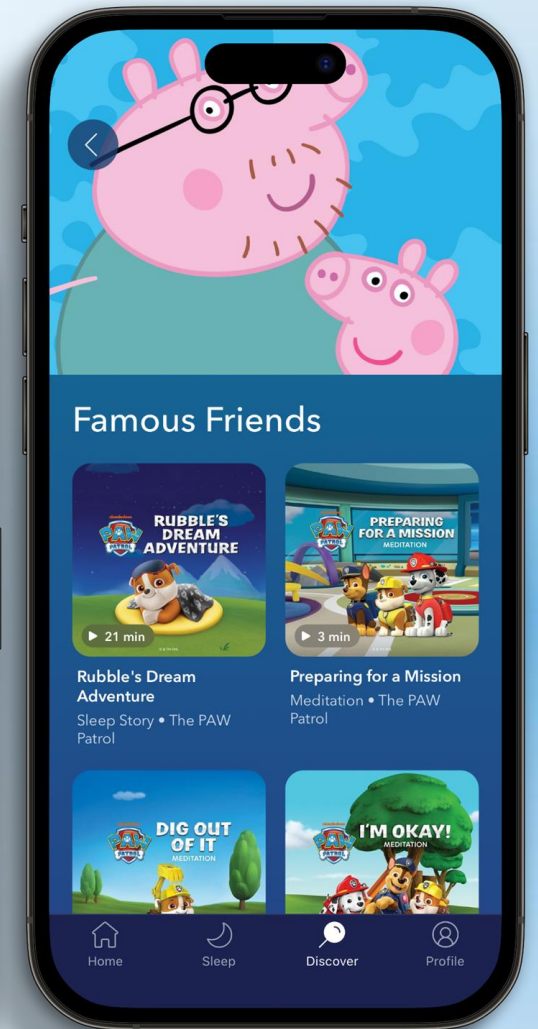
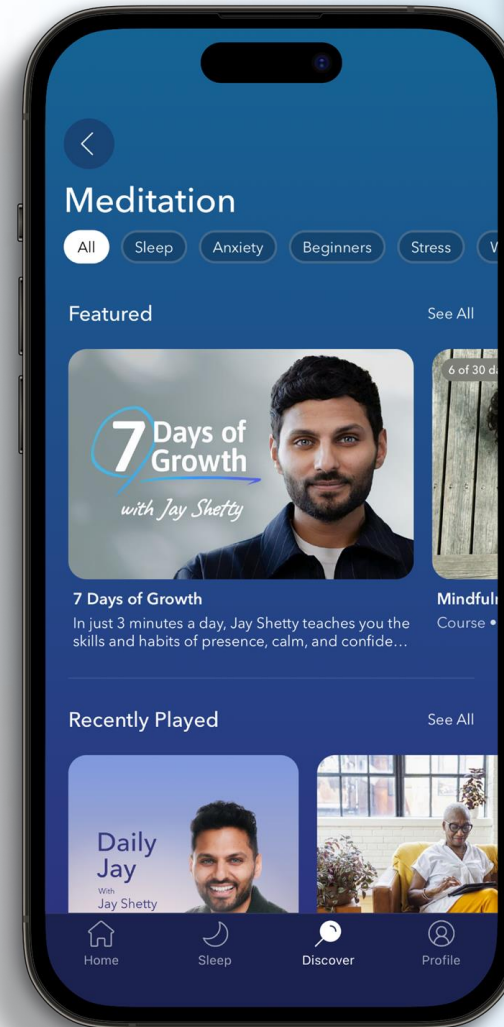
Your Calm app subscription can be shared with up to 5 family members or friends! Once shared, they will each have their own profile and account login.

- Invite your family members or friends over the age of 16 to benefit from Calm with the instructions linked below:
 - Visit: <http://cal.mn/dependents>



Calm is an amazing app that helps my family and myself with anxiety and sleep. Recommendation: more Yawny McDawny stories. Good job!"

Calm user





APP OVERVIEW

Sleep

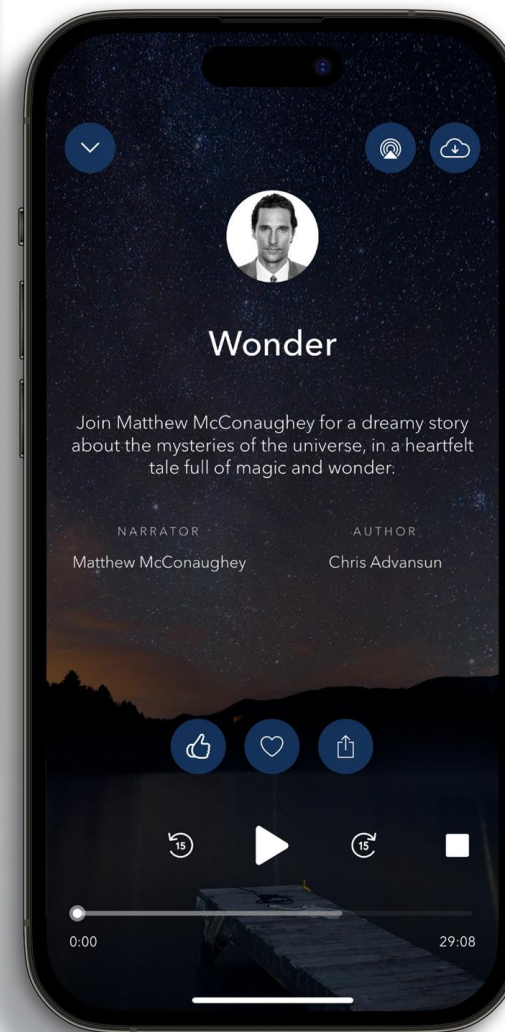
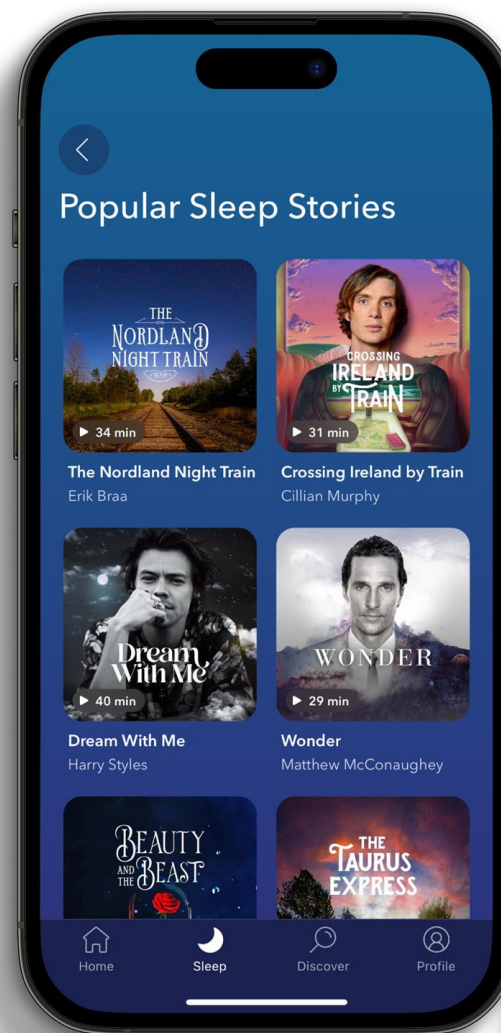
Sleep stories are adult bedtime stories to help settle the busy mind and unwind into a deep sleep. Sleep meditations, music, and soundscapes offer additional tools to help get a great night's sleep.

People who averaged 6 hours or less of sleep per night were about 2.5 times more likely to have frequent mental distress



Honestly, I had come to a point in my life where my insomnia and anxiety were at an all time high...I was asleep halfway through the sleep story and when I woke in the morning I was in disbelief. Nothing, I mean nothing had helped me until I found this app."

Calm user





APP OVERVIEW

Meditations

In Calm, there are both guided and unguided meditations for users of all levels. Meditation sessions range in length from 60 seconds to 60 minutes and you can filter by topic, narrator, and length

Meditation topics include:



Managing Emotions



Sleep



Stress & Anxiety



Building Resilience



Focus



Relationships



I'd always thought of meditation as new age mumbo jumbo...but I now have my own story about when I started meditation and when my life changed for the better" Calm user





APP OVERVIEW

Music & Soundscapes

Calm has hundreds of hours of exclusive music tracks engineered and to help you focus during the day, relax or sleep. Calm Music includes original compositions, piano covers, unique collaborations, nature sounds, white noise, and more.

Popular artists:

Keith Urban
Sabrina Carpenter
Kygo
Kehlani
Alanis Morissette

Popular soundscapes:

Baby Shush
Campfire
Evening Crickets
Heavy Rain
Ocean Waves



Such peaceful music for work. I work from home and this is so relaxing. Wish I had this years ago."

Calm user

Alpha  Calm Focused learning



MUSIC

BKLAVA

SILK: MUSIC FOR FOCUS



Motion (Binaural Beats)
SILK: MUSIC FOR FOCUS



Adrift (Creative Flow State)
SILK: MUSIC FOR FOCUS



Parallels (Task Switching)
SILK: MUSIC FOR FOCUS



APP OVERVIEW

Wisdom

Calm Masterclasses are educational, inspirational, audio programs taught by world-renowned experts.

Motivate Yourself:

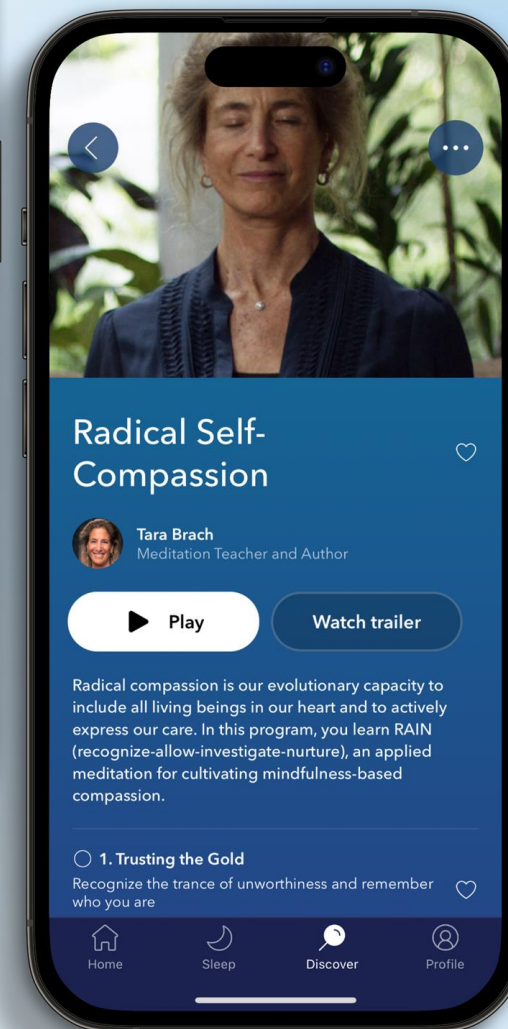
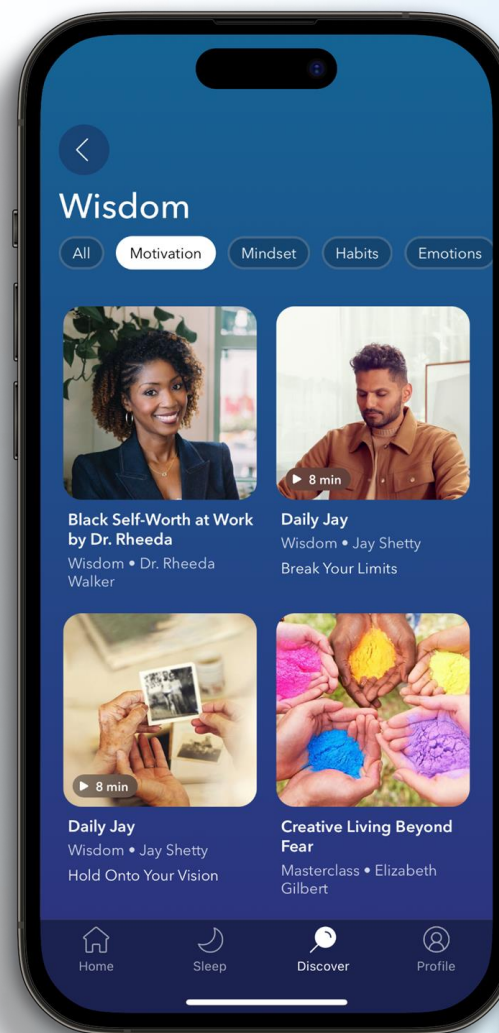
- Living with Intention with Matthew McConaughey
- Breathe Into It with Shawn Mendes
- The 4 Pillars of Health

Create Healthy Habits:

- Breaking Bad Habits with Dr. Judson Brewer
- Discovering Happiness with Shawn Achor
- Make Healthy Habits Stick with Michelle Segar

Strengthen Your Relationships:

- How to Really Listen with Kate Murphy
- On Vulnerability with Jason Rogers
- Radical Self-Compassion with Tara Brach





APP OVERVIEW

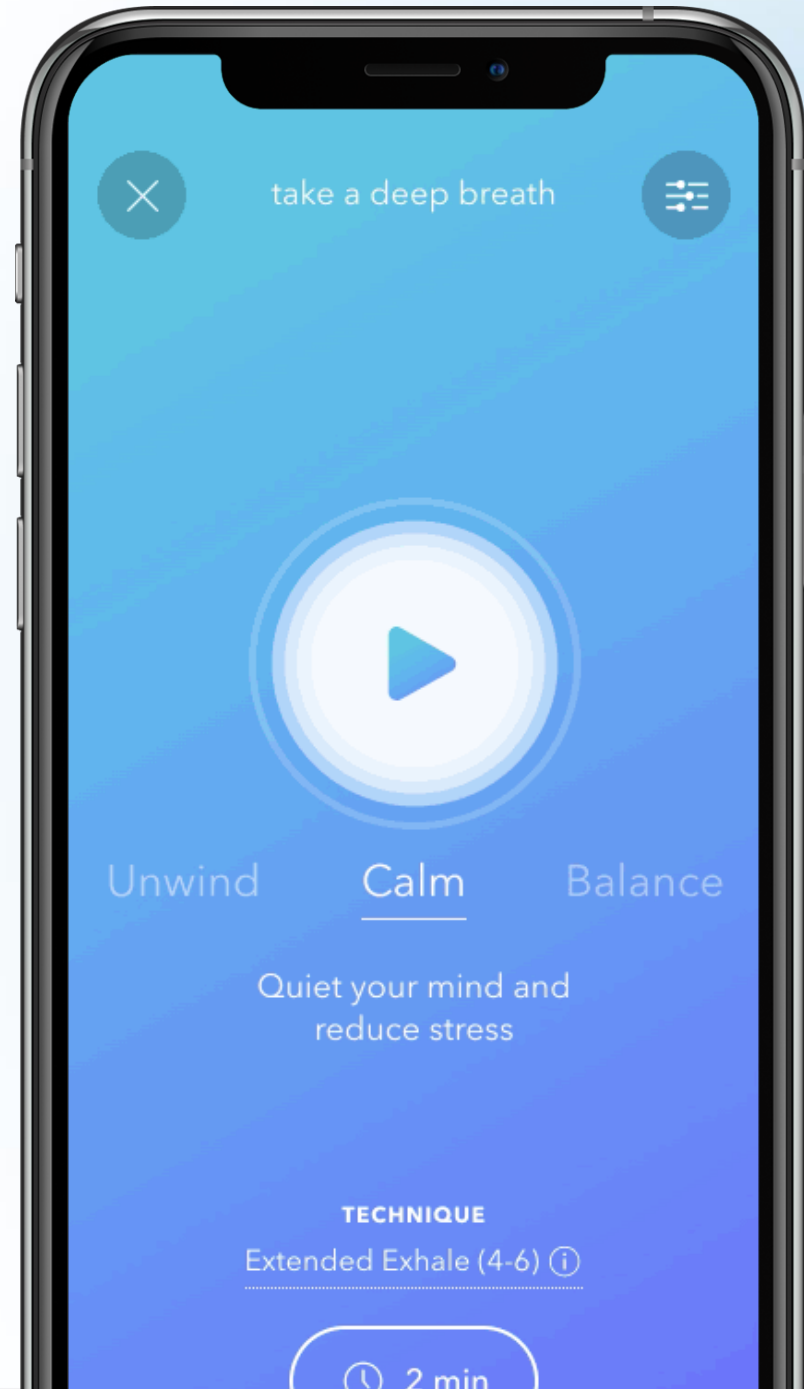
Breathe Bubble

The Calm Breathe Bubble is a simple breathing exercise designed to settle your nerves and help you reconnect with your body.



I've gained a life skill that I use every day - closing my eyes and focusing on the breath for a few seconds while I'm on the train or in a waiting room or about to go to an intense meeting in the office."

Calm user





Original kids content with beloved characters and celebrity narrators.

- New weekly sleep stories, meditations, lullabies, soundscapes and music
- Novel characters like Peppa Pig, Kung Fu Panda, Thomas & Friends, & Minions
- 87% of parents felt that Calm was helpful for kids' sleep

87%

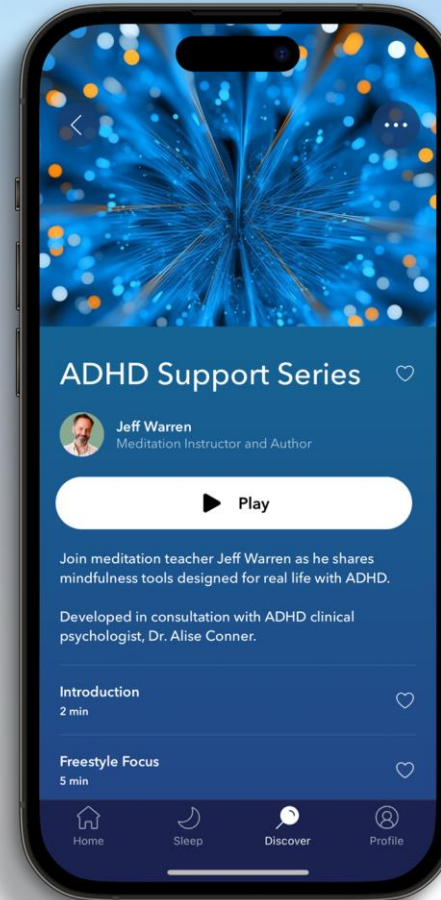
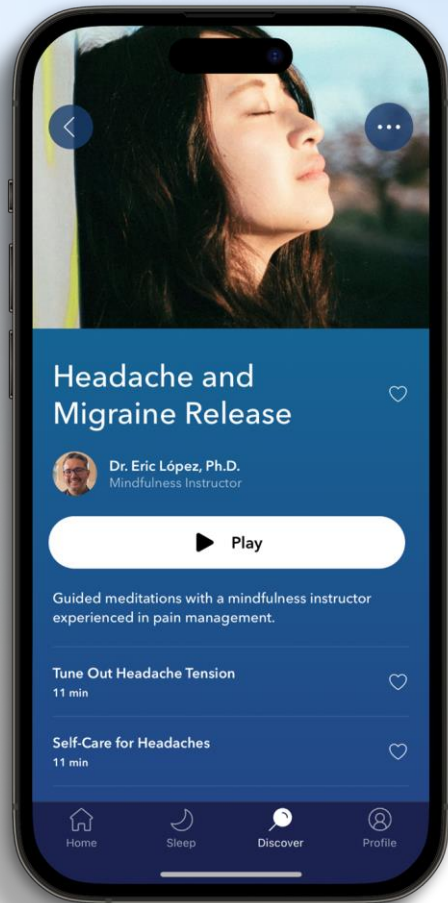
Of parents said Calm was helpful for kids' sleep

[Calm for Parents Blog](#)



Specialized Mental Health Support

Headache & Migraine Release • Stress & Anxiety Tools • ADHD Support Series • Tinnitus Support





Mind & Body

Nurture your body and mind with mindful activities

- Engage in a mindful approach to physical well-being
- Explore masterclasses for informed lifestyle choices
- Uplevel your existing physical health or fitness routine by incorporating mindfulness and breathwork into your routine



Mindful
Walk



A Mindful
Run



Breaking
Bad Habits



The 4 Pillars
of Health



Train Your
Mind



The Daily
Move

Mindfulness for Beginners

Recommendations from Calm

BLOG ARTICLES



[What is Mindfulness Meditation?](#)

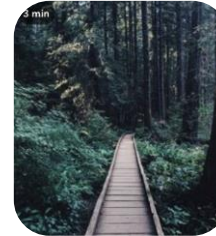


[How to Meditate](#)



[Meditation for Beginners](#)

IN-APP CONTENT



[Start Here](#)

Jeff Warren



[Mindfulness for Beginners](#)

Jeff Warren



[7 Days of Calm](#)

Tamara Levitt



A scenic landscape photograph of a calm lake reflecting the surrounding environment. In the foreground, the water is still, showing clear reflections of the sky, mountains, and forest. The middle ground is dominated by a dense forest of tall, green evergreen trees that line the shore. Behind the forest, a range of rugged mountains rises, with several peaks covered in snow. The sky above is a clear, vibrant blue with a few wispy white clouds. The overall scene is peaceful and majestic.

Questions?

Medical Management: Managing High Cholesterol and Promoting a Healthy Lifestyle

Rhonda Hopson, RN, MSN

Care Management Manager



What is Cholesterol?

It is a fatty substance that your body needs to stay healthy, but when there is too much of it in the blood, it can cause health problems. This can increase your risk of heart attack and stroke because blood can't flow through your arteries easily.



Types of Cholesterol and their effects

LDL “bad cholesterol”

Contributes to plaque buildup in your arteries, leading to heart attacks and strokes

HDL “good cholesterol”

Helps clear out the cholesterol your body doesn't need.

Triglycerides

Type of fat that can raise your heart attack and stroke risks.

*It is important to talk with your provider about your test results and what they mean for you *

Get Your Cholesterol Checked:



Consult with your doctor and check your cholesterol levels with a blood test called “lipoprotein profile”, usually done after a 9-12 hour fast and will provide information about your:

- Total cholesterol
- LDL "bad" cholesterol
- HDL "good" cholesterol
- Triglycerides

Health Consequences of High Cholesterol

Heart Attack

- High cholesterol can lead to blockages in your arteries

Stroke Risk

- Elevated cholesterol increases the risk of strokes due to restricted blood flow

Elevated Blood pressure

- High Cholesterol contributes to elevated blood pressure, impacting overall health

Liver Disease

- Excess cholesterol can cause fatty liver disease, affecting organ function

Gallstones

- Elevated cholesterol levels can increase the risk of gallstone formation.

Identifying Risk Factors for High Cholesterol

Unhealthy Diet

- High intake of saturated and trans fats can raise cholesterol levels

Lack of Exercise

- Sedentary lifestyle contributes to higher cholesterol and weight gain
- High body weight

Smoking Status

- Smoking damages blood vessels, reducing HDL cholesterol levels

Family History

- Genetic predisposition can increase the risk of high cholesterol

Age Factor

- Risk increases as individuals age due to natural body changes

Create a Healthy Eating Plan



Choose Whole Foods

- Unprocessed fruits and **vegetables**

Limit Saturated Fats

- Cut down on fatty meats and full-fat dairy products
- Butter, cheese, and red meat

Increase Fiber Intake

- Incorporate more whole grains (**Oats**), legumes, and nuts
- Apples, bananas, broccoli, spinach, and sweet potatoes

Watch Portion Sizes

- Control portions to avoid overeating and maintain a healthy weight

Stay Hydrated

- Drink plenty of water and limit sugary beverages for better health

Meal Plan Ahead

- Plan meals to make healthier choices and avoid last minute options

How to Read Your Food Labels

1. Serving Information



2. Calories



3. Nutrients



Nutrition Facts	
4 servings per container	
Serving size	1 cup (227g)
Amount per serving	
Calories	280
	% Daily Value*
Total Fat 9g	12%
Saturated Fat 4.5g	23%
Trans Fat 0g	
Cholesterol 35mg	12%
Sodium 850mg	37%
Total Carbohydrate 34g	12%
Dietary Fiber 4g	14%
Total Sugars 6g	
Includes 0g Added Sugars	0%
Protein 15g	
Vitamin D 0mcg	0%
Calcium 320mg	25%
Iron 1.6mg	8%
Potassium 510mg	10%
* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.	



4. Quick Guide to percent Daily Value (%DV)

- 5% or less is **low**
- 20% or more is **high**

Section 1: Check Serving Size

Pay attention to serving sizes to manage cholesterol intake effectively

Section 2: Saturated Fat

Limit saturated fat to reduce LDL cholesterol and cardiovascular risks

- **Trans Fat**

Avoid trans fats as they increase bad cholesterol levels significantly

- **Cholesterol Amount**

Choose foods with less than 200mg of cholesterol per serving

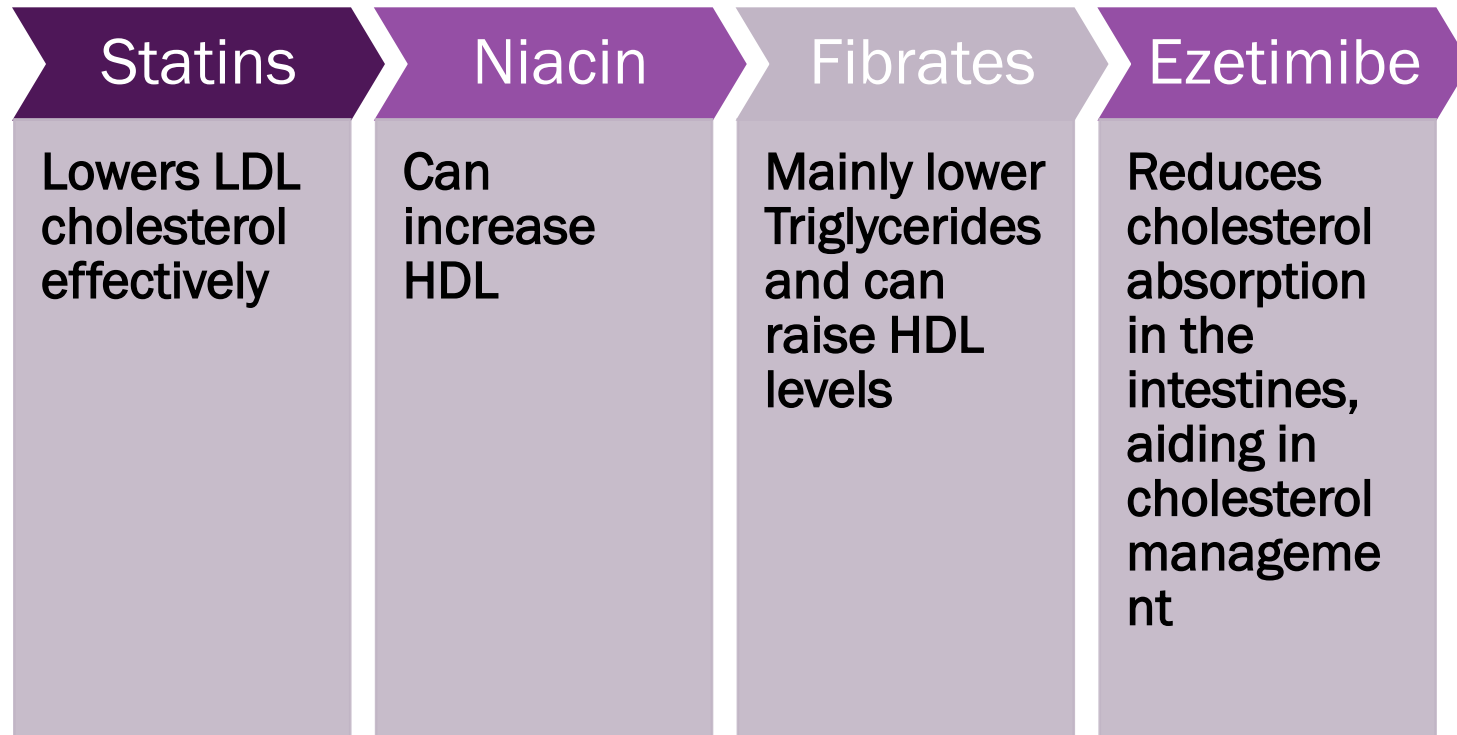
Section 3: Fiber Content

Look for high fiber foods to improve cholesterol levels

- **Ingredient List**

Choose products with healthier fats and whole food ingredients

The Role of Your Prescription Medications for Treatment



Incorporating Physical Activity into Lifestyle



Daily Walk

Aim for at least 30 minutes/day



Strength Training

Incorporate weightlifting sessions twice a week



Fun activities

Sports, Swimming, Dancing



Take the stairs

Opt for stairs instead of elevators



Join a class

Group fitness for motivation and accountability

Strategies for Staying Motivated



Set goals

Identify specific and achievable health goals to work towards



Create Plan

Develop a structured plan that includes daily health habits



Stay Consistent

Maintain regularity in sticking to your health habits over time.



Track Progress

Monitor your improvements to stay motivated and adjust as needed.



Celebrate Success

Acknowledge and reward yourself for small victories in health goals.



Be Flexible

Adapt to your plans and goals as needed to maintain motivation over time.

Key Takeaways



Use your Benefit: WholeHealth Living Choices

Complimentary and Alternative Medicine (CAM)

As a USFHP beneficiary, you can get 10-30% off CAM health and wealth services

Visit WholeHealth Living Choices or call 800-274-7526

Participating alternative providers include:

- Chiropractors
- Naturopathic physicians
- Acupuncturists
- Tai Chi
- Massage therapist
- Pain Management practitioners
- Nutritionist and herbal consultants
- Yoga instructors
- Meditation practitioners
- Homeopathic practitioners

Mental Health and Cholesterol Management

Mindfulness

Practice mindfulness to reduce stress and improve emotional health

Calm App

Social Support

Maintain strong social connections to boost mental wellness and motivation


Seek Help

Don't hesitate to consult mental health professionals for guidance

Talkiatry.com

Use your new Talkiatry Benefit:





Take advantage of your new mental health benefit and schedule your first appointment to speak to a specialist today.

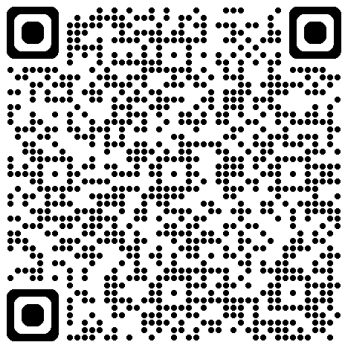


Talkiatry

Psychiatry,
with you in mind

Why people love Talkiatry

-  Virtual visits
-  Flexible scheduling
-  Medication management
-  Choose your psychiatrist



Scan QR Code to get started!

How it works

- 1 Take our online assessment**
Answer a few questions about what you're looking for and your medical history.
- 2 Choose your psychiatrist**
We'll help match you with a psychiatrist on our team who fits your needs and schedule.
- 3 Get the care you need**
You'll have your first virtual visit in days and start collaborating on your care with your doctor.

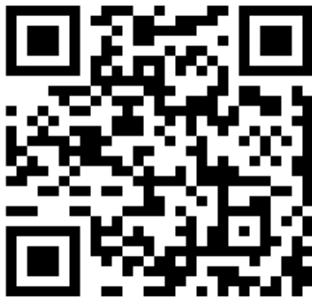
Care Management Contacts



Torie, RN BSN
USFHP Care Manager



Janette
USFHP Care Coordinator



More info, scan the QR code

Please reach out to the Care Management department if you have questions:

Speak to a Care Coordinator, Nurse, or Social Worker

Available: Mon – Fri; 8 a.m. - 5 p.m. local time

Phone Number: (800) 446-1730 option 2

OR

Our 24/7 Nurse line phone number:

(800) 455-9355

Thank you!

USFHP Travel Coverage

Jorge Vargas,

USFHP Telesales Representative



Travel Coverage for USFHP Beneficiaries

Traveling out of our service area on vacation?

You're still covered for **urgent and emergency care**. No need to change anything.

Next steps for dependents who move out of our service area:

You must update your address in DEERS and move to TriWest/Humana. You may have an option to enroll in a local USFHP plan if one is available in the area.

DEERS Contact Information:

Toll-free: 800-538-9552

TTY/TTD: 866-363-2883

Fax: 800-336-4416 (primary) or 502-335-9980 (alternate)

USFHP General Info and Life Events:

Jerry Lara,

Director of USFHP Sales



What is the difference?



TRICARE
encompasses all
military health
services,
including mental
health and
pharmacy
services.



USFHP is one the
TRICARE Prime options
you can choose to enroll
in if you are an eligible
retiree, or active-duty
family member.

There are six Designated
Providers (DPs)
throughout the United
States, who offer USFHP.



CHRISTUS Health is the
organization, who is
contracted with DHA, to be
able to offer this plan. You
have the option of seeking
healthcare services at
hospitals, clinics, or urgent
care facilities without
referrals.

What Happens When You Turn 65?



Question	Answer
What should you do when you turn 65 years old?	If you're grandfathered in (October 1, 2012), you have the option to stay with USFHP. Otherwise, you will have to move to Tricare for Life and must enroll into Medicare Part B.
Should you enroll into a Medicare Advantage (MA) plan?	Beneficiaries grandfathered into USFHP cannot enroll in an MA Plan. Those on TRICARE for Life may enroll into a MA plan, but it is not necessary.
Should you disenroll from your USFHP plan, if you are grandfathered in?	No, but you should enroll in Medicare Part B.

What Happens When You Turn 65?



Question	Answer
Who is your primary benefit holder at 65?	If you are on USFHP, we are primary. If you are still working and have commercial insurance, the commercial insurance is primary.
When you turn 65 years old, what are the covered benefits?	The benefits are the same but if you enroll in Medicare Part B, you will not have any medical copays, monthly premiums are waived. You will still have to pay prescription copays.
What benefits change, if any?	No change to benefits if you are grandfathered into USFHP. There are changes if you enroll in TRICARE for Life.

Questions and Answers Session

Jacquette Phillips,
USFHP Member Services Supervisor



Questions & Answers



Beneficiary Question	Answer
Where to find information on the costs, copays, cost shares and annual deductibles and catastrophic cap for military retirees within the USFHP family who retired prior to 2011, and have the Medicare Premium deducted from their monthly Social Security benefits.	To find information about your plan's cost share, visit Tricare.mil . Once there, search for 'copayments and cost share' and click the blue link titled Costs for all retirees, their family members, survivors, and others for detailed information.
My husband is retired and has USFHP. If he dies, will I still have USFHP coverage?	Yes, you can continue your USFHP coverage as a surviving spouse, provided the following conditions are met: <ul style="list-style-type: none">• You must notify DEERS of your spouse's passing to update your records• You must not remarry.• You must reside in a USFHP service area.

If you have specific or individual questions, please stay on the call. After we adjourn, an agent will be able to assist you.

Questions & Answers



Beneficiary Question	Answer
When a USFHP member goes to a hospital that took over from CHRISTUS Health to have surgery and accepts USFHP, why are there anesthesiologist that charge for their services because they do not accept USFHP and why are they not informed of this in advance?	If the hospital is in-network, all doctors providing service will be billed as if they are INN, meaning you won't be charged OON rates, even if they are not individually contracted with USFHP.
Please provide the update about what medical transportation company are you using this year. Is it Trust Ride or some new service?	Transportation services are currently provided by Trust Medic formerly known as Trust Ride. Transportation to covered medical services (up to eight round trips or 16 one-way trips). However, we are actively seeking a new transportation provider to better meet our members' needs.

If you have specific or individual questions, please stay on the call. After we adjourn, an agent will be able to assist you.

Questions & Answers



Beneficiary Question	Answer
Do you or will you offer health clubs in the area for us to join at discount or free?	Unfortunately, USFHP does not offer discounts to local health clubs including SilverSneakers. However, you are welcome to visit the CHRISTUS Health Plan website to explore services available through Whole Health Living Choices.

If you have specific or individual questions, please stay on the call. After we adjourn, an agent will be able to assist you.

General Question and Answers Discussion



Please feel free to ask any general questions now!

If you have specific or individual questions that may contain your personal information, please stay on the call. Once adjourned, an agent will be able to assist you.



MAC Survey

Yessica Anguiano Dominguez

Member Engagement & Health Equity

Senior Specialist



Feedback Survey



Your voice is important, and we appreciate your feedback!

Please take a few minutes to complete and submit a survey about today's meeting!



Thank You for Attending!



The next USFHP MAC Meeting will be held on **Thursday, February 19, 2026.**



Beneficiary Education References



- [LDL and HDL Cholesterol and Triglycerides | Cholesterol | CDC](#)
- [What Is Cholesterol? | American Heart Association](#)
- [Blood Cholesterol - Diagnosis | NHLBI, NIH](#)
- [How to Understand and Use the Nutrition Facts Label | FDA](#)
- [Hyperlipidemia \(High Cholesterol\): Levels, Causes, Symptoms & Diagnosis](#)
- [Prevention and Treatment of High Cholesterol \(Hyperlipidemia\) | American Heart Association](#)

Thank you for joining us!



Adjourned