



Winter 2021–22

Dear Providers,

Thank you, as always, for providing the highest-quality services to members of the military community, especially during these challenging pandemic times. And as winter envelopes New England, please stay safe and healthy yourselves.

Remember, you can call Tom Leonard or me with any questions you have about providing for our members.

Sincerely,

Stephanie Tooley
Senior Manager, Provider Relations and Sales

[Email](#)

New Massachusetts Transparency Regulations

With the new Massachusetts regulations regarding transparency in providing information to patients about healthcare networks, there may be some confusion about US Family Health Plan. Because we are a federal program, the state statutes do not apply to us. However, it's important that providers inform our members about the provider's participation in network facilities.

US Family Health Plan is a limited network. A provider may be in our network, but if they perform a procedure at an out-of-network facility the member could be responsible for 50 percent co-insurance. Please allow enough time between seeing the member and scheduling a procedure to verify if the facility is in the US Family Health Plan network. Although the network is a subset of the Tufts Health Plan (THP) network, not all THP facilities are in the US Family Health Plan network. A complete list of in-network facilities is available on our website at www.usfamilyhealth.org.

Importance of Follow-Up on Orders for Colon Cancer Testing

[See our full hospital list](#)



HEART *to* HEART Provider Update



US Family Health Plan recently completed a member study of colon cancer screening during 2020. We found that many colonoscopies were deferred to the following year. We also discovered that many members were given orders for Cologuard testing but did not complete the test. It is important for providers to follow up on orders for Cologuard or other testing when ordered to be certain that members complete the test. A records review showed few providers followed up on members when the test was ordered but not completed.

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[See our full hospital list](#)

