

A Year of Gratitude and Partnership

Dear USFHP of Southern New England Provider Community,

As we approach the close of 2025, this season offers a meaningful moment to reflect on all that has been accomplished and to look ahead with optimism. We hope you each take time to pause, recharge, and celebrate the many successes you achieved this year.

Thank you for your unwavering commitment to caring for our beneficiaries throughout 2025. It is an honor for all of us at the US Family Health Plan of Southern New England to support you in delivering high-quality, compassionate care to our members and their families. Your dedication, expertise, and partnership make an extraordinary difference every day, and we are deeply grateful for the trust you place in our plan.

As we look to 2026, we are excited to bring forward new initiatives and enhancements designed to strengthen our collaboration and further support you in the exceptional work you do. We look forward to sharing these developments soon.

On behalf of the entire USFHP team, we wish you a joyful holiday season and a healthy, fulfilling New Year.

With warm regards,

US Family Health Plan of Southern New England

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Provider Update

Preparing for New Coverage in 2026: Key Reminders for Providers

As open season comes to a strong close, coverage for many of our beneficiaries will begin on January 1, 2026. As providers welcome additional patients to their panels, please keep the following important reminders in mind:

- Confirm that each provider's panel status is correctly listed as accepting or not accepting new patients.
- Verify that all provider demographic information—such as office address and telephone number—is accurate and up to date.
- Ensure your staff is aware of the provider's participation in USFHP.
- Updated co-payments can be found here: [TRICARE 2026 Costs and Fees Preview](#)

Taking these steps helps reduce beneficiary frustration and minimizes administrative burden for your team.

Referring a Member Is Easy

If you believe a member could benefit from additional support, simply call Tufts Health Plan at **1-888-766-9818, ext. 53532** and provide:

- ✓ Member's full name
- ✓ US Family Health Plan ID number
- ✓ Member's phone number and/or email
- ✓ Reason for referral
- ✓ Your name and contact information



What Happens Next?

After receiving your referral, a care manager will:

- ✓ Connect with the member to explain the program and invite them to participate
- ✓ Update you on the member's decision
- ✓ Collaborate with you if the member enrolls, aligning on health goals and ways the program can strengthen your care plan

These programs are designed to enhance the member experience while supporting the exceptional care you deliver. Together, we can help members feel more supported, more informed, and more empowered in managing their health.

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Provider Update

Provider Site Visits Resumed

Provider site visits began resuming late in the 2025 plan year, and we are truly grateful to reconnect with the dedicated professionals who make up our network. As our team grows, we want to be more than names in an email—we want to be familiar, supportive partners who understand the work you do and the communities you serve.



Site visits allow us to:

- ★ **Build meaningful relationships** by meeting face-to-face and strengthening the partnership between providers and plan staff.
- ★ **Better understand your practice environment**, from office workflow to patient needs, so we can support you more effectively.
- ★ **Ensure operational accuracy** by reviewing demographics, panel status, and other key information that helps reduce administrative challenges.
- ★ **Share updates and resources** that may benefit your team and enhance the patient experience.
- ★ **Listen directly to your feedback**, successes, and concerns—because your voice helps shape how we serve our beneficiaries.

During a typical site visit, our team meets with practice staff, reviews provider information, discusses any questions about plan processes, and offers assistance where needed. Most importantly, we take time to connect, get to know your team, and learn about the mission and heart behind your work.

We value these moments of connection and look forward to continuing to strengthen our partnership with each visit.

To set up a site visit with your local Provider Relations representative or request additional information, email ProviderRelations@usfamilyhealth.org.

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Provider Update

Clinical Corner



Personalized Support for Members with Medical Needs

When health needs become more complex, personalized support can make all the difference. Our Complex Care Management Programs—offered through Tufts Health Plan, our trusted third-party administrator— provide members with an extra layer of guidance tailored to their unique medical journey. These voluntary programs connect members with dedicated nurse care managers who understand their treatment plans, help them stay on track with their care, and partner closely with you to ensure a seamless experience. With convenient telephone support and a truly personalized approach, members gain confidence, clarity, and coordinated care every step of the way.



Pharmacy Reminders

When prescribing a new medication, please follow these guidelines:

IF THE MEDICATION SHOULD BE STARTED IMMEDIATELY:

Send a 30-day prescription to the patient's local retail pharmacy so treatment can begin right away, and also submit a 90-day prescription to the Brighton Marine Mail-Order Pharmacy to ensure the next supply is ready before the initial 30 days end.

IF THE MEDICATION DOES NOT NEED TO START RIGHT AWAY:

You may send the prescription directly to the Brighton Marine Mail-Order Pharmacy for up to a 90-day supply.



Referral Reminders

Specialist referrals expire annually on December 31. We ask Primary Care Providers to help ensure members obtain a new referral at the beginning of each Plan Year for specialty care including physical therapy, occupational therapy, and speech therapy.

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Provider Update

Military Cultural Competency

Military Families During the Holidays

Military families often face added stress during the holidays, especially when adjusting after a deployment or managing the ripple effects of invisible wounds. Providers can support families by encouraging simple, meaningful reconnection, helping them set realistic expectations for holiday routines, and reminding them to stay connected with supportive friends and community resources. It's also important to reassure families that seeking help is a sign of strength and that their **primary care provider is a key partner** in navigating stress, emotional challenges, and health concerns. Families can also contact our team directly at 1-800-818-8589 to obtain a list of specialty providers who can offer additional support during the holiday season.

For more information on easing Holiday and Reintegration Stress refer to [Easing Holiday and Reintegration Stress | Health.mil](#)



References:

O'Neal, C.W. & Lavner, J.A. (2021). Military-related stress and family well-being among active duty army families. *Family Relations: Interdisciplinary Journal of Applied Family Science*, 70, 1280-1295.

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Provider Update

Access to Care Standards

Type of Care	Access to Care Standards for Participating Provider
Emergency care	Immediate Access
Urgent Care	Within 24 Hours (1 Day)
Routine Care	Within 1 Week (7 Days)
Specialty Care	Within 4 Weeks (28 Days)
Office Wait Time	Less than 30 minutes

Stay current with all your US Family Health Plan communications. Sign up today to receive digital updates!



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Provider Update

Meet Our Team!

We want to offer a warm welcome to the recent additions to our Provider Relations team who will help support our program of care throughout the Northeast!



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