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Dear AFSPA Member,

Greetings and Welcome to April 2018! During this season of new beginnings and reflection, I feel privileged to play a role in serving more than 73,000 AFSPA members every day.

Migration Frustration



We are continuing to improve the many Migration related issues and operational challenges. I know it has caused extreme frustration and I want to extend my sincerest apologies for the delays in response times, claims payment, and overall inconvenience this migration may have caused you. We are working every day to resolve every issue. For our long-time members, you know this is not how AFSPA standardly operates. Please remain patient as we strive to return to the service levels you deserve. To our newer members, please don't let this first impression cloud your opinion about us. I know it is not what you expected or what you were promised, but we are committed to restoring the excellent service you have heard about us from your colleagues. We are working harder than ever for the privilege to continue to serve you.

Annual Member Meeting Presentation

Several years ago, we moved the AFSPA Annual Member Meeting from January to March to avoid the DC area winter weather. This year's meeting was scheduled for Friday, March 2, 2018. However, mother nature had other ideas and hit the region with a Nor'easter. This major wind storm caused the Federal government, and thus our AFSPA office, to close for the day. Although we could not hold the onsite meeting, almost 300 members participated in

When was the last time you updated your contact information with us?



Click here

TO UPDATE YOUR CONTACT INFORMATION IN OUR MEMBER PORTAL

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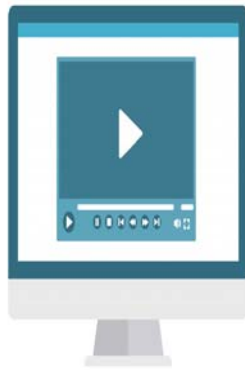


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Alcohol Awareness Month



the live webinar offered that day. [Click here to view the recording of the Annual Meeting presentation and to learn the latest AFSPA/FSBP updates.](#)

Since 1987, April has been designated as Alcohol Awareness Month. It is meant to increase public understanding and reduce the stigma of alcoholism. The [National Council on Alcoholism and Drug Dependence, Inc.](#) has chosen, "Changing Attitudes: It's not a 'rite of passage.'" as their 2018 theme. It emphasizes education on treatments and prevention of alcoholism. Youth particularly need this information. Parents play an important role in helping kids understand the impact of alcohol.

FSBP offers support programs for both adults and children. Treatment services range from outpatient detoxification to Telehealth. See [Section 5\(e\) Mental health and substance misuse disorder benefits for the 2018 FSBP Brochure](#) for a full description of available services.

Free Program Available to **FSBP** Members Diagnosed with Diabetes



For our **FSBP** members living with diabetes, I want to remind you of our new program called [Livongo](#) that is available to you at no additional cost. This is a remote diabetes monitoring program that provides support through a cellular enabled meter, mobile app and personalized interventions. The program includes:

- Unlimited blood glucose test strips and lancets
- In Touch® glucose meter
- Real-time interventions by Certified Diabetes Educators

For more information, [please refer to page 95 of the 2018 FSBP Brochure](#). If you would like to register for Livongo, [click here](#) or contact 800-945-4355. Registration code is **FSBP**.

FSBP's Notice of Privacy Practice (NPP) for Protected Health Information (PHI)



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Lastly, we are required to maintain and provide you with our [Notice of Privacy Practices \(NPP\)](#), which was last updated on April 1, 2017. *The Notice of Privacy Practices* describes the following information:

1. How your confidential medical information (i.e., Protected Health Information [PHI]) may be used and disclosed;
2. How you can get access to your PHI; and
3. **FSBP's** responsibilities.

[Click here](#) to review **FSBP's** NPP, which also appears:

- On **FSBP's** website footers;
- On Member Portal;
- On My Online Services (MOS - the shared Aetna and **FSBP** website);
- In new **FSBP** member packets; and
- In other **FSBP** member communications, where applicable.



For questions on **FSBP's** NPP, please call a Health Benefits Officer at 202-833-4910.

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As a reminder, please look for your 2018 AFSPA in Action Spring Newsletter in your mailboxes soon. I hope you enjoy this new season of fresh starts and new beginnings. As always, thank you for your trust and for giving AFSPA the opportunity to serve you.

To Your Health,

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