



Monthly Message from the CEO

May 2018

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Dear AFSPA Member,

Greetings and welcome to May 2018! I can't believe we already are in the second quarter of 2018. The first quarter was a rough one with all the Migration related challenges. However, the processing time for claims is starting to improve as we become more familiar with the new system.

1st Quarter FSBP Claims Stats



Here are some domestic numbers from the first quarter:

- 81.3% of domestic claims were processed within 15 days
- 99% of domestic claims were processed within 30 days

Foreign claims took a bigger hit due to extensive quality checks:

- 40.8% of foreign claims were processed within 15 days
- 90% of foreign claims were processed within 30 days



However, if your claim was either delayed or processed incorrectly, these numbers mean nothing to you. And, you had every reason to be disappointed. Thank you for your patience as we continue to adapt to the new system. We hope to return to our normal 10 to 15-day average processing time by early summer.

May Health Observances and **FSBP** Benefits & Programs



Legal Considerations in the Foreign Service Webinar

Wednesday, May 9, 2018
10:00 am ET - 11:15 am ET

This webinar will focus on estate planning, specifically on wills, trusts, powers of attorney, and gifting.

AFSPA's Discount Care Programs

Save 20% to 60% on most dental procedures, plus great savings on LASIK and vision care!



Several health-related themes are highlighted in May – Women's Health Month, Mental Health Awareness Month, and High Blood Pressure Awareness Month. The **Foreign Service Benefit Plan (FSBP)** provides excellent benefits and programs that focus on all three of these health observances and more. Here is a quick overview of our related services:



Women's Health

- Well woman care based on current recommendations
- Breast and cervical cancer screenings
- Healthy Pregnancy Program
- [Express Scripts Specialist Pharmacists](#) are specially educated and trained in women's health issues. They stand ready to help you with any questions about medicines, at no cost to you. To learn more about women's health and other medical conditions (asthma, diabetes, etc.), call ESI at 800.818.6717 and ask for a specialist pharmacist.



[See pages 35 – 40 of the 2018 FSBP brochure for details.](#)



Mental Health

- One-on-one health coaching and digital coaching programs
- myStrength™- on-line mental health support program
- AbleTo – on-line treatment support program
- Telehealth video visits through Amwell for members in the U.S.
- Special Telehealth consultation benefit for members outside the U.S.



[See Section 5\(e\) of the 2018 FSBP brochure for details.](#)

High Blood Pressure

NEW! Save money on hearing aids.



TruHearing

TruHearing has saved hearing aid customers millions of dollars!

Now all AFSPA members can take advantage of these savings at no additional cost to you.

1-855-205-6252

COMMITMENT to the MEMBER EXPERIENCE II

afspa in action

SPRING 2018

Paula's Perspective



When the doctor said my blood pressure was high, I was shocked. I had never had any health issues before. I was a healthy, active woman. I was a member of AFSPA and I was proud of it. I was a member of AFSPA and I was proud of it. I was a member of AFSPA and I was proud of it.

afspa

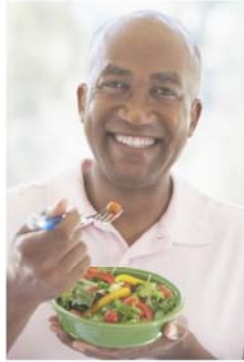
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High Blood Pressure Education Month encourages people to look at various lifestyle factors which may be contributing to high blood pressure. Lifestyle changes can help reduce blood pressure such as: maintaining a healthy body weight ([check the BMI Calculator](#)), regular exercise, quitting smoking, and following a healthy low sodium diet rich in fruit and vegetables. **FSBP** programs include:

- One-on-one health coaching and digital coaching programs
- Mediterranean Wellness Program
- Virtual Lifestyle Management



Controlling Blood Pressure is one of our 15 Healthy Actions for which you can earn a Wellness Incentive. Why not start on a better path by taking the [Simple Steps](#) today?

- Step One : Taking your Health Risk Assessment
- Step Two: Getting your Biometric Screening
- Step Three: Controlling Your Blood Pressure (Step three can be completed at any time)



[See Section 5\(h\) of the 2018 FSBP brochure for details.](#)

I truly hope you enjoy your Memorial Day holiday with your family, as we remember the sacrifices of the men and women who gave their lives in service to our country. As always, thank you for being a valued member and for your continued confidence in our ability to serve you.

To Your Health,

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

2018 AFSPA In Action Spring Newsletter is coming to your mailbox soon.

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