



# Monthly Message from the CEO

June 2017



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Dear AFSPA Member,

Welcome to Summer 2017! By now, you should have seen the Spring AFSPA in Action Newsletter in your mailbox. It highlights our Annual Meeting that occurred in March 2017. The Newsletter discusses managing your blood pressure, telehealth, and frequently asked questions from members. As always, COO Kyle Longton explains our handling of some of your most difficult situations and responds to member concerns in his ongoing *AFSPA Listens* column. [See an electronic copy of the Spring 2017 AFSPA in Action Newsletter here.](#)

## June is Migraine and Headache Awareness Month

For anyone who has suffered from even one migraine, you know how painful and even debilitating it can be. Please refer to [page 8 of our Spring Newsletter](#) for helpful tips. **FSBP** members have access to pharmacists who specialize in the treatment of migraine headaches in the Express Scripts Neuroscience Therapeutic Resource Center through our [cobranded website](#).

## June is Men's Health Month

**To the 48% of our FSBP members who are men**, please take the time to pay attention to your health. If it has been more than a year since your last full [physical exam](#), then pick up the phone today and call your primary care physicians office and book yourself an appointment. The Plan covers your annual physical exam at 100% if you use an in-network provider in the U.S. or any covered provider outside the U.S. In addition, we cover:

- Preventive services, counseling, and screenings that have a recommendation of "A" or "B" from the United States Preventive Task Force (USPSTF) and also are covered under the Affordable Care Act (ACA)
- Adult routine immunizations endorsed by the Centers for Disease Control (CDC)

## Traveling this Summer? Apply for AFSPA's Travel Insurance

Summertime also means traveling to visit family or looking forward to a much-needed vacation. If you plan to travel this summer or if you have family coming to visit you, whether internationally or domestically,

## FSBP Member Updates

### Chiropractic and Massage Therapy Claims

For those affected by the issues surrounding massage therapy and chiropractic claims, the reprocessing of all the affected claims has been completed as of May 26, 2017. This means that members should begin to see the payments and revised Explanation of Benefits arriving in your mailboxes and bank accounts in the near future.

### New Phone System

We have implemented our new phone system as of June 1. It offers new features such as:

A call back feature. If members do not wish to remain on hold, they can opt to have an HBO call them back when their place in the queue comes up.

[Leave us a message.](#) Members can leave a message with your best phone

please consider applying for AFSPA's travel insurance. AFSPA's travel insurance provides referrals to physicians and hospitals, payment for medical claims, emergency evacuation, and emergency accidents and illnesses. **This plan is especially important for family members visiting you overseas if their health insurance, like Medicare, does not cover services outside the U.S.** [See the full description of AFSPA's travel insurance services here.](#)

I hope you and your family continue to make healthy choices throughout the summer. We will do our part in delivering the level of service you have come to expect. As always, thank you for your trust in us and for giving AFSPA the opportunity to serve you.

To Your Health,

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

number, (including international numbers), your member ID, and the reason for your call to provide you with better and more prompt service when we do connect.



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