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Chief Medical Officer @ US Family Health Plan/St. Vincents  
Interviewer: Lauren Satterfield

### *Western Medicine and Holistic practices meet to Better Serve the Military Community*

While autumn may bring bright spots of pumpkin spice and holiday planning, many Americans are dealing with tough healthcare concerns like flu shots and open enrollment. As if dealing with health decisions and ailments aren't difficult enough, throw in claim forms and doctor referrals and now you've got your hands full. We're here to tell you, not all insurance companies are built the same. So, how does your provider stack up?

When sitting down with Dr. Roberta McNeill, Chief Medical Officer at Uniformed Services Family Health Plan (USFHP), she mentioned three words that come to mind: community, innovation, and options. USFHP has provided comprehensive care for military families for over 30 years. Dr. McNeill is a Board Certified Family Doctor originally from Brooklyn who attended SUNY Brooklyn for medical school and completed her residency at Columbia Presbyterian in Manhattan. Throughout her career she has worked for federally qualified health care centers in New York City, including smaller practices and a few large hospital systems.

No stranger to the insurance industry, Dr. McNeill worked for Amerigroup, Anthem, and Horizon Blue Cross Blue Shield before joining USFHP in November of 2021, where she oversees all medical determination decisions, clinical initiatives, and the company's quality assurance teams. During her first 12 months, this TRICARE Prime® military health care provider has made more than a few changes to excite potential members during their open season, which ends December 13th.

### **What should retirees and active duty families consider before switching providers?**

No matter who you are, people should consider three things when choosing an insurance company.

*Flexibility:* Does the provider fit your lifestyle? Do they have weekend hours to fit your family's schedule? For example, a popular benefit we offer is the Nurse hotline. All USFHP members have 24/7 access to a Nurse Advice Line, a free telephone service connecting them to a specially trained registered nurse that will be able to quickly assess your situation and help you decide on the most appropriate steps to take.

*Relatability:* How intimate does your insurance company know your health profile? Do you have a single point of contact? USFHP sets members up with case managers who intimately learn about the individual and family to offer dedicated care coordination and proactive support like setting up appointments, finding providers, and regular check-ins.

*Location:* How accessible are the doctors and specialty services you need? Do you have options within a 20-minute drive? We differ from other military insurance companies because we offer an all civilian network. USFHP partners with some of the highest ranked hospitals and care services in the nation. Members can choose from over 20,000 providers.

### **USFHP is offering acupuncture, massage therapy, and chiropractic care in 2023. Why is this a big move?**

We are really catering to our younger members with our Integrative Health Services. It emphasizes a holistic, patient focused approach to health care and wellness; focusing on the whole person, mind, body and spirit. Western medicine is starting to adopt holistic practices as medical research is highlighting their benefits. My son actually sees a chiropractor. People think of the military as strict and rigid. But, we support the comprehensive wellness of our retirees and active duty families. Many doctors, including myself, have seen benefits from non-traditional medicines such as these. It's important for us to give our members the flexibility and choice to do what is best for their family.

### **USFHP has also extended its Fitness Reimbursement to include yoga, zumba, and tai chi/martial arts in 2023. Why is this important to members?**

Our reimbursement program is another popular benefit among USFHP members. As an organization we are all about movement. From martial arts to chair yoga, it is beneficial for everyone at every age. The research to prove this is abundant. Movement is good for your mind because it releases endorphins that boosts your mood. And it's great for your heart and for your muscles. We encourage our members to get out and move or go to a gym. With COVID becoming more controlled, people are going back to gyms. USFHP hopes this benefit will continue to encourage the habit.

### **What do you say to potential members who are considering USFHP?**

I've worked for large plans over my career. Every single person from the CEO to case managers take the commitment to serving our service men and women seriously. We do this by

creating intimate relationships with our members. Even our CEO talks directly to members consistently. Since we are local, our staff goes out into the community to ask how can we improve, what support do you need, what benefits do you love? Since we are a smaller plan, there aren't too many layers within the company. You know who you have to reach out to if you need help. Simply, our retired military staff understands the mission when it comes to serving our military community and their families.

### **How can eligible customers enroll with USFHP?**

Enrollment is easy. You can enroll via phone, online, email or mail. Give us a call at (800) 241-4848, to speak with one of our Customer Service Experts or visit us at [www.usfhp.net](http://www.usfhp.net).

### **About USFHP:**

The Uniformed Services Family Health Plan (USFHP) is a TRICARE Prime® military health care option that's sponsored by the Department of Defense. USFHP has provided comprehensive care for military families for over 30 years. Our health care services are offered to military families including active and retired National Guard and Reservist who reside in New Jersey, New York City, Westchester, Orange, Rockland, Suffolk, and Nassau counties, as well as Eastern Pennsylvania and Western Connecticut.