

Distribution List

US OUTCAN
PATIENT FAMILY ADVISORY COMMITTEE
9 DECEMBER 2021 – RECORD OF DISCUSSION

Date: Thursday, 9 Dec 21
Time: 1100 – 1235 hrs (EST)
Virtual Meeting over MS Teams

PARTICIPANTS

Co-Chairperson: LCdr Jeff MacDonald, CAFMLO
Co-Chairperson: Ms. Stephanie Turenne
Secretary: Master Sailor Lauchlin MacDonald, HCC
MFSUS Rep: Ms. Kim Hetherington
Committee: Carolyn Schroter
Dean Saroop
Kristy Chown
Jill MacNeil
Kerri Craig
David Gingras
Sonia Villeneuve
Beth Cennicola
Paul Lystiuk
LCol Carlo Rossi

Regrets: Nathan Lewis
Charles Mangliar
Louisa Fyfe

Opening remarks.

ST: Welcomed the group for the second PFAC meeting.

JM: Provided feedback that the billing procedure is to use TRICARE as a secondary insurer but due to some misinformation the BCAC in Alaska has ceased this practice. Matter will be addressed in an upcoming meeting with JBER. No other concerns were raised since the last meeting. Motion passed (DG).

General Questions.

To PFAC Chairs: What is the role of this committee?

Answer (multiple): PFAC hosts did you know sessions where people can raise concerns that they have been having particular to their area and to best understand how to disseminate information.

The PFAC works with MFSUS which can hold small meetings to disseminate information. The CAFMLO team will review the message and handouts from MFSUS prior to small meetings in order to ensure the accuracy and congruence of the message. Meeting minutes will be pushed to the MFS to post on their website.

If the same issue arises in multiple areas the CAFMLO team will raise the issue with the US side to see if any policy or program changes have occurred. A plan will be derived from this communication and disseminated as required.

One web page with all the information is available. MFS will look into linking the Facebook and Twitter pages to that page.

To PFAC Chairs: (asked by JM) Many of the one of places face issues and may need more help due to the lack of community, what is being done to track these issues?

Answer (multiple): Going forward sponsors should track these issues and resolves to include in their hand over. Specifics should be relayed to the CAFMLO team to create site specific FAQs and contact information.

To PFAC (asked by KC): Would we be able to create a survey to see what issues people are having in different locations.

Discussion (multiple): This is an excellent idea, however certain rules and programs will prevent us from being able to release it on the military side, so we will have to find a way around this. MFSUS has some restrictions as well but more leeway so we will try to set something up through MFS.

To PFAC (unknown DS? maybe): Are we able to get a centrally located site with all information we need for medical access?

Discussion (KH): The minutes are will be sent out through facebook and e-mail blasts. MFS resource and coordination is working on a more intuitive page that will include the minutes as well.

Discussion (JM and LM) Currently the information is available on the DWAN (<http://national.mil.ca/en/locations/outcan/washington-health-common-admin.page>), on the internet password protected (https://cdlsw-elfcw.ca/?page_id=1288&&lang=en#038;lang=en#038;redirect_to=https%3A%2F%2Fcdlsw-elfcw.ca%2F%3Flang%3Den), and publicly on the MFSUS site (<https://www.cafconnection.ca/unitedstates/medicalstaff>). On the MFS site there are videos and printable cards to be used for reference. Although we are mandated to keep the CDLS(W) internet and intranet sites available, our real one stop shop will be the MFS site. It is noted that a link to the intranet site is to be made available so members can easily view medical policy that pertains to them (if on DWAN).

Answer (KH): More help for the one offs can be provided through e-mail and doing more MFS coffee hours which could include some of the medical team.

Discussion (CR): The DND has limitations in being able to provide policy on an open source page and will likely have a lot of red tape for a questionnaire/survey that would cause significant delays. Unfortunately, e-mail blasts and facebook posts have very limited outreach, as people only read these if it pertains to their needs and wants at the time. CFSU and CDLS both sent e-mail blasts describing the process to access your PVC. Despite clear direction and multiple notifications many people still did not read or follow the direction provided, even though it was a subject of their interest.

To MFSUS (unknown): Are we able to get the Facebook and Twitter pages linked?

Answer (KH) We will look into making sure that we get all the social media sites on to a central message in regards to medical care.

To MFSUS (unknown): Where is the medical site on the MFSUS page? And can I find my health coverage information on there?

Answer (KH): There is a new layer being created that will make it easier to find but it is currently on the National site <https://www.cafconnection.ca/unitedstates/healthcareinfo>. Can the medical team please send me the required information for the PSHCP and PSDCP in order to add the policies to the MFS website?

To PFAC (Multiple): Can we have some sort of hard copy for us to have readily available when we need it?

Discussion (JM): There is a brochure in the works that should be released before the next PFAC meeting. It will have all the links to the PSHCP policies. There are two brochures, one for those on TRICARE Select and one for those on TRICARE Prime.

Discussion (multiple) QR codes should be added to the brochures in order to quickly take you to the website or information you need.

There should also be a printable card that you can put your insurance information on.

There is already a card but it should have a spot for minors to put their DoD ID and Benefits numbers on. If you do not know your Benefits/DoD ID/Social or Foreign ID you can access this information from medical records at your base. Make sure dependants are added to your posting message (before you come to the US).

There are too many cards can we make one card with all the information?

To Committee (raised by CS): There is an easier way to get your medical records. You can check your records on the milconnect website (or the Genesis site for the bases that have moved to Genesis). You can also check your benefits number on this site rather than going to medical records.

To CS – How do we use milconnect? Can we make appointments on the site?

Answer (BC) You can simply create your account activating your DS logon or Common Access card.

Discussion (CR) – Appointments have to be booked by phone since we are not assigned PCMs. Please make sure that the agent you speak to knows that you are a foreign military not assigned a PCM, as the operator may not be well versed administering foreign members.

To PFAC – Can we get letters to take with us to DEERS and Patient Administration to explain who we are and how to administer us?

Answer (CR) – Letters are currently being researched.

To PFAC – Who is our insurer while on vacation travel?

Answer – While in the US TRICARE is the insurer for military members. For approval for medical care you need to call 1-800-TRICARE. For families, while travelling within the US Allianz is your primary insurer and TRICARE is your secondary insurer.

If you are travelling outside the country on vacation members are covered by Blue Cross (service number with M replacing the leading letter), while families are covered by Allianz global.

If you are returning to Canada as part of your posting your family will stay under comprehensive coverage (4.01 CAD) and switch back to supplemental (4.00 CAD) once your provincial insurance has been activated.

To PFAC – How do I know who my TRICARE Insurer is?

Answer (JM) – The US is split up into TRICARE East and TRICARE West. Humana administers TRICARE East and Healthnet administer TRICARE West. A map showing where the line for east vs west is drawn is located on the tricare.mil website.

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ST: Homework for the PFAC.
ST and JM brochures
KH – Updating MFS Site
KH – Updating insurance cards
ST and CR letters to DEERS and the MTF
LM and BC Survey/Questionnaire

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Next meeting: Next meeting was recommended for the end of February TBD.

Meeting was adjourned at 1235 EST.