

Distribution List

US OUTCAN
PATIENT FAMILY ADVISORY COMMITTEE
12 MAR 2026 – RECORD OF DISCUSSION

Date: Thursday, 12 Mar 26

Time: 1200 – 1300 hrs (EST)

Virtual Meeting over MS Teams

PARTICIPANTS

Co-Chairperson: Maj. Gerren Martin

Co-Chairperson: Mrs. Beth Ceniccola (FL)

MFSUS Rep: Ms. Ashley Young

Committee Members:

Tammy Hardy (CO)

Jennifer Paul (CA)

WO Guillaume Thibault (WA)

Cpl Dhruba Chakraborty (MD)

Sgt. Kenneth Thomson (CO)

Absent Members

Secretary: MCpl Kevin Ramkishore

Virginia Blakie

Katherine Kellner-Thomson

Capt. Teigen Rook

Meeting Start Time: 1207

SUMMARY:

The meeting focused on ongoing challenges and improvements related to healthcare access and administrative processes for members and families. Key topics included inconsistencies in MSH processes, the absence of MSH tutorials and the need to develop internal resources, concerns regarding MSH overpayments, and improvements to the R70 process, including the development of a checklist. The committee also emphasized the importance of continued education on processes and policies to sustain recent progress and improve member experiences. Planning for Healthcare 102 will incorporate lived experiences to reflect variations

in care across locations, reinforce that families are not alone in their experiences, and strengthen overall engagement.

OLD BUSINESS:

Welcome Book

CFSU (CS) has finalized the revised Welcome Book and is exploring development of a Departure Book. The Health Team was engaged later in the process; however, the content remains general and directs members and families to the website for detailed information.

Discussion highlighted the need for location-specific guides to support families with processes unique to each area, particularly to facilitate smoother transitions and access to healthcare services. While such resources previously existed through MFS, they are not currently available. CAF members are thought to have resource books for location specific information – need to confirm locations.

A reference guide was suggested to be included in the welcome guides outlining the identification requirements for DEERS registration. Consideration for a portable card format for ease of access was mentioned. Additionally, the CAF sponsor program was mentioned as a means of support for this process; however, it was identified that not all members have sponsors.

BCAC Information

BCAC contact information requires confirmation to ensure that only appropriate individual or group mailbox details are shared publicly. A general solution is to provide the public with the BCAC location rather than specific points of contact.

Rate of Exchange

The issue has been elevated to the Treasury Board. As of the meeting date, Maj. Gerren Martin has not received an update.

MEETING DISCUSSION POINTS:

Claim Process Concerns

Concerns were raised regarding inefficiencies in the claims process, including repeated requests for additional documentation and requirements to submit new claim forms. In some cases, resubmitted claims are stated as being processed under previous claims (may or may not have been), creating confusion, delays in reimbursement, and challenges in tracking. Inconsistent

guidance from MSH has also been reported, with differing instructions provided to members (e.g., submission via email).

MSH Tutorials

The absence of official tutorials from MSH was identified as a gap. It was confirmed that MSH does not currently provide tutorials; therefore, the development of internal resources (e.g., screen-recorded walkthroughs) will be required to support members.

MSH Overpayment Concerns

A new issue has emerged regarding overpayments to members, in some cases significant. Members are advised to report overpayments to MSH; however, there is currently no established process to address these situations within MSH. This concern has been elevated to the Treasury Board for awareness.

R70 Claim Process Checklist

The committee recommended adding a standardized checklist to the website outlining required documentation for R70 claims – on the same page as where to send R70s. While submission instructions are already available online and do not vary by location, the checklist would improve clarity. Required documents include the Explanation of Benefits (EOB), invoice, and proof of payment.

There is also a need for increased education on reimbursement policies, as not all expenses are covered through R70s or Foreign Service Directives. Coverage aligns with the Ontario Health Insurance Plan (OHIP), and key areas such as drug reimbursements require clearer communication. Misunderstandings have led to increased member frustration and additional workload for the Health Team. Clarifying member versus CAF responsibilities remains a priority. It was noted that earlier engagement with the Health Team has improved outcomes and reduced uncertainty.

Live Session – Healthcare 102

Discussion focused on incorporating lived experiences to enhance understanding of healthcare access across locations. It is important to reflect the variability in access to military treatment facilities, recognizing that not all families have the same options. The session will aim to provide a realistic overview of care pathways and available supports, ensuring different perspectives. Aim is to help people feel less alone in their challenges and understand the different processes and support systems.

Progress over the past 18 months was noted, with the session intended to build on these improvements through continued education. Sharing PFAC committee member experiences was also identified as a means to strengthen credibility and support.

Key Topics for Healthcare 102:

- Initial expectations vs. reality
- Critical information needed for transition to US medical system – on and off base
- Navigating challenges and barriers
- Accessing care and managing payment/reimbursement
- Tools and templates to support members
- Highlighting the importance of Healthcare 101 content

The session is targeted for the end of May. Beth and Maj. Gerren Martin have already committed to contributing by sharing their experiences.

PFAC Recruitment

Committee Chairs will develop a recruitment document and distribute it through the chain of command and MFS newsletters.

ACTION ITEMS:

- Confirm appropriate parameters for sharing BCAC information with local families and members.
- Develop tutorial resources (e.g., claim submission process, website navigation, claim history, profile management).
- Design and deliver Healthcare 102, incorporating shared experiences to reinforce community support. Delivery timeline – Last week of May 2026
- Create a Healthcare Quick Guide template for member use.
- Verify inclusion of PFAC information in Welcome Books and confirm availability on SharePoint.

End Meeting: 1305

Future Meeting: TBD

Minutes prepared by: Jennifer Paul

Reviewed by: _____