



# Compass Rose Benefits Group Compass Connection

*Spring 2024*

## Randy Stoughton

**Compass Rose President &  
CEO Retires After 35 Years**

pg 2

## **The Secret to Maximizing Your Prescription Drug Benefits**

pg 4

## Introducing Kevin Lanning

**Our New President & CEO**

pg 3

## **Understanding HEDIS & CAHPS Measures**

pg 6

## **What is Tech Neck?**

**And How Can You Avoid It?**

pg 5





# Randy Stoughton Retires After 35 Years at Compass Rose

**In March 2024, Compass Rose Benefits Group's Chief Executive Officer Randy Stoughton will retire after 35 successful years of service.**

Randy's journey at Compass Rose Benefits Group began in January of 1989 as a medical claims adjuster. In 2006, Randy became President and Chief Executive Officer (CEO), working alongside our Board of Directors, who are also members of our health plan. This close connection and support provided a direct link to what members are looking for, and helped Compass Rose be the member-centric organization it is.

Throughout his tenure, Randy's main priority has always been our members. Randy has always believed in listening, advocating, and helping members navigate the complexities through their healthcare journeys. Even as an executive, Randy always remained connected to the mission. He has even made phone calls to help lower or eliminate hospital bills on behalf of our members when they were egregiously billed.

"If I had to describe Randy in one word, it would be 'fair' and he's fair on all sides. Whether it is a company issue, or supporting a member, he is always fair. When negotiating with health systems, he was not asking for services to be 'free', but he was insisting they were fair," says Sherri Hebert, Ph.D., former Chief Operating Officer of Compass Rose. Sherri recalls a time pre-internet where members would bring in their physical receipts or bills to the Compass Rose office. Randy would dedicate the time to sift through and work with the members to sort out their claims. "He has always put members first," Sherri said.

## Hear from Randy on his retirement:

I want to thank everyone for the privilege to serve Compass Rose and our membership over the last 35+ years, and I am forever grateful to those that I have served with, the deep friendships that I have made, and the opportunity to be part of what Compass Rose is today. I leave with a smile knowing that Compass Rose is in great hands moving forward with the same priority and unwavering goal of servicing our membership to the highest levels for which they deserve.

With gratitude,

Randy Stoughton



## Introducing Kevin Lanning, Compass Rose President & CEO

Compass Rose Benefits Group is excited to announce that Kevin Lanning has been promoted to Chief Executive Officer (CEO). Kevin has extensive experience in our health plan, serving most recently as Executive Vice President of Health and Pharmacy Operations.



### Hear from Kevin as he takes on this new leadership role:

I am honored to take on the position of President and CEO at Compass Rose.

Having been a part of the Compass Rose family since 2018, I have had the privilege to share in our commitment of providing exceptional healthcare services to our members and contributing to the ongoing success and growth of our organization.

It is with great enthusiasm that I embark on this journey, continuing to serve our members and uphold the mission of Compass Rose. Providing a positive experience and industry-leading benefits to our members remains a top priority as I transition into the role.

I am dedicated to building on the foundation of excellence laid by my predecessor, fostering innovation, providing exceptional customer service, and ensuring our commitment to your health. This would not be possible without the trust and support of our members.

I am excited about the opportunities ahead and look forward to contributing to your health and wellbeing in the years to come.

Best,

A handwritten signature in black ink that reads "Kevin Lanning". The script is fluid and cursive.

Kevin Lanning





# The Secret to Maximizing Your Prescription Drug Benefits

By understanding how your prescription drug benefits work — and taking advantage of cost-cutting opportunities whenever possible — you may save money on your medications.

As a High Option Compass Rose Health Plan member, you have Optum Rx® as your pharmacy benefit manager to ensure you have the coverage you need. To further understand your prescription drug benefits, let's explore some of the features available to you as part of your plan.

## Save Money with Optum Home Delivery®

Optum Home Delivery does more than ensure you always have an adequate supply of your medication, so you don't miss a day. You can receive a 90-day supply of your non-specialty medications for the cost of two 30-day supplies, with free shipping straight to your door.

Plus, you have virtual access to a pharmacist 24/7 to help answer your medication questions and you can also set up automatic refill reminders to help you remember to get your prescriptions on time.

There are multiple ways to place a home delivery order:

- Go online to **optumrx.com**, download the **Optum Rx app**, sign in to **myCompass** or contact Optum Rx by phone at **(800) 557-5785**.
- Your doctor can send an electronic prescription to Optum Home Delivery. Prescriptions for controlled substances, such as opioids, can only be ordered by e-prescribe.

For more information about your benefits, visit [compassrosebenefits.com/pharmacy](https://compassrosebenefits.com/pharmacy).

You may also contact Optum Rx at **(800) 557-5785**.



Log in to **myCompass** and click on **Go to Optum Rx** to use their drug pricing tool and earn 50 Wellness Reward points.

## Know What to Expect by Pricing Your Medications

When it comes to the costs of your medications, it helps to be prepared before you go to the pharmacy. You can find out whether your medication is covered and estimate how much it costs through the drug cost estimator, which is available online.

To use Optum Rx's drug pricing tool, sign in to your myCompass account by visiting [member.compassrosebenefits.com](https://member.compassrosebenefits.com).





# What is Tech Neck and How Can You Avoid It?

If you spend time scrolling on a smartphone or if you work on a computer, you may be causing unwanted stress on your neck. This stress is known as “tech neck”, a term used to describe chronic pain caused by continuous straining of the neck muscles while using technology.<sup>1</sup>

Over time, tech neck can damage your back and neck muscles and cause your spine to become misaligned. This damage can lead to poor posture and more serious conditions like herniated discs or pinched nerves.<sup>1</sup>

## How to Know if You Have Tech Neck

Tech neck can cause your shoulders to slump forward, causing soreness and pain. You may also experience lower back pain or headaches due to the extra pressure on your spine. What’s worse, it could lead to a herniated disc, which is extremely painful and can limit your ability to sit, walk or perform your daily tasks.

## How to Prevent Tech Neck

Though we live in a world that heavily relies on technology, there are ways you can prevent tech neck:

- When using your devices, reset your posture to make sure your spine isn’t slumped or curved.
- Keep your phone or laptop at eye level instead of craning your neck down. You can buy a laptop riser or create a makeshift one from a stack of books.
- Take technology breaks. Stand up and walk around every so often to stretch your body and your eyes.
- Find an ergonomic workstation to keep your wrists straight and your elbows bent at 90-degree angles. This can prevent shoulder slumping and bad posture.

If you experience any sudden pain in your neck or back, visit your primary care provider or the emergency room, depending on severity.



## Tech Neck Treatment at Your Fingertips

Living with tech neck or back pain can be debilitating. But there are ways you can treat it, from the comfort of your own home. Sword is a digital physical therapy program proven to help our members with their physical therapy needs. Their Doctors of Physical Therapy have helped our members with joint pain, tech neck, tennis elbow and more. You will receive a virtual physical therapy program and continuous support tailored to your needs, at no cost to you.

Discover the benefits of Sword at [meet.swordhealth.com/compassrose](https://meet.swordhealth.com/compassrose).

Sources:

<sup>1</sup> Health. <https://www.health.com/tech-neck-7488554#:~:text=Tech%20neck%20is%20any%20form,the%20shoulders%20to%20slump%20forward>.

# Understanding HEDIS & CAHPS Measures

Each year, our health plan is evaluated to measure the care and services provided to our members. These performance measures help us evaluate how well our plan is doing and identify areas in which we can improve.



One way we are measured is through **HEDIS**: Healthcare Effectiveness Data and Information Set.

HEDIS helps us gauge the quality of your care. When we see areas where members are not getting the care they need, we make sure to provide more education and resources around those topics, like preventive care and condition management.



Another measure we use is known as **CAHPS**: Consumer Assessment of Healthcare Providers and Systems.

CAHPS data is collected through a survey sent randomly to 1,100 members annually. This data tells us what our level of member satisfaction is, compared to other plans. The CAHPS survey asks

about doctor wait times, satisfaction with our health plan and prescription drug benefits and more. CAHPS focuses on matters that directly affected our members throughout the year.

What does this mean for you as a member? The primary purpose of these measures is to improve your care. More education and better preventive care programs mean less doctor visits and healthier outcomes for you. It is important to do your part in improving and maintaining your health by attending your annual check-ups, getting necessary cancer screenings and following advice from your provider.

If you are struggling to meet your personal health goals or have an ongoing condition, our Living Well team is here to support you. The **Living Well** Program is designed to take away the added stress of managing your health, with experts available to answer your questions and help you navigate the complexities of the health care system. Get started with a Living Well nurse by sending an email to **[wellness@compassrosebenefits.com](mailto:wellness@compassrosebenefits.com)** or calling **(866) 368-7227 (option 5)**.

See our full 2023 HEDIS and CAHPS results at:  
**[compassrosebenefits.com/2023Performance](https://compassrosebenefits.com/2023Performance)**



# How To Report Fraud, Waste & Abuse

The Compass Rose Health Plan is committed to keeping our members safe from health care fraud, waste and abuse. As a health care consumer, you should know how to recognize what is considered fraud, waste or abuse, and when to report it.

## What is Fraud, Waste & Abuse?

Fraud, waste and abuse are illegal ways that a provider or member can make a profit.

Examples include:

- **Fraud:** a practice billing you for services you did not receive.
- **Waste:** a provider performing services that are not medically necessary to your care.
- **Abuse:** waiving patient co-pays or deductibles and over-billing your health plan.

If you suspect fraud, waste or abuse, report it to us and we will investigate.

Read more about fraud, waste and abuse:

[compassrosebenefits.com/policies/fraud-waste-and-abuse](https://compassrosebenefits.com/policies/fraud-waste-and-abuse)

## Fraud, Waste & Abuse Hotlines:

Compass Rose Health Plan Fraud, Waste and Abuse Line: **(866) 368-7227 (option 7)**

UMR Fraud and Abuse Hotline: **(800) 356-5803**

Optum Rx® Phone: **(800) 557-5785**



## MISSION FINANCIAL SOLUTIONS

### Do You Have The Key Estate Planning Documents?

Recognizing the importance of estate planning is integral to ensuring that your wishes are honored, your assets are managed effectively, and your loved ones are provided for in a manner that aligns with your intentions. The careful consideration and preparation of key documents is the foundation of a comprehensive estate plan that promotes financial security, peace of mind, and a legacy that endures beyond one's lifetime.

Essentially, estate planning is the proactive approach to overseeing and safeguarding your assets during your lifetime, with a focus on preserving and directing their distribution upon your demise. Regardless of age, health, or wealth, it is crucial for individuals to possess four (4) fundamental estate planning documents to ensure your loved ones are provided for in a manner that aligns with your intentions. In this Mission Financial Solutions article, we address the reasoning and benefits of each.

Read more at [https://bit.ly/MFS\\_EstateMarch24](https://bit.ly/MFS_EstateMarch24)

\* Compass Rose members have FREE access to articles, interactive tools and even personalized answers to your financial questions through Mission Financial Solutions. The information on the Mission Financial Solutions website is for educational purposes and the opinions and information is provided by the publisher (Horowitz & Company) and is not the opinion of Compass Rose Benefits Group or its affiliates.



# Compass Rose Benefits Group

11490 Commerce Park Drive, Suite 220  
Reston, VA 20191

## Inside This Newsletter:

**New Leadership**

**Prescription Drug Benefits**

**Avoiding Tech Neck**

**HEDIS & CAHPS Measures**

**And More!**

### **Medical Claims**

UMR  
P.O. Box 8095  
Wausau, WI 54402  
(888) 438-9135  
[UMR-medicalbenefits@umr.com](mailto:UMR-medicalbenefits@umr.com)

### **Compass Rose Benefits Group**

(866) 368-7227  
[compassrosebenefits.com](http://compassrosebenefits.com)

### **Provider Precertification**

UMR  
(800) 808-4424

### **Prescription Drug Program**

Optum Rx®  
(800) 557-5785  
[compassrosebenefits.com/OptumRx](http://compassrosebenefits.com/OptumRx)

### **Doctor On Demand**

(Telehealth)  
(800) 997-6196  
[compassrosebenefits.com/DrNow](http://compassrosebenefits.com/DrNow)

### **Find Us On:**

