



# COMPASS CONNECTION

SUMMER 2023

CELEBRATING  
**75 YEARS**  
OF COMPASS ROSE  
BENEFITS GROUP

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STAY CONNECTED  
**TO 24/7 CARE**

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PREPARE YOUR  
**FAMILY**  
FOR THE  
**UNEXPECTED**

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# Celebrating 75 Years of Compass Rose Benefits Group

Compass Rose Benefits Group is celebrating our 75th year serving federal employees! Our programs and offerings have evolved as we continue to raise the bar to provide the best coverage for our members.

We're looking back at the history of Compass Rose and celebrating how far we have come since 1948.

## History of The Compass Rose Health Plan

### 1940s

- The CIA established a department responsible for the insurance needs of CIA officers. This department was called the Government Employees Health Association (GEHA).
- Board of Directors was established.

### 1980s

- Circulated our first external newsletter, known today as the Compass Connection.

### 1950s

- We became part of the newly established Federal Employees Health Benefits (FEHB) Program and changed our name to the Association Benefit Plan (ABP).

### 1990s

- Manual claims processing was replaced by electronic claims processing.
- First plastic ID cards were issued.





## 2000s

- We changed our company name to Compass Rose Benefits Group (CRBG) and renamed our health plan to the Compass Rose Health Plan.
- Expanded to all employees and retirees of the Intelligence Community.
- Expanded to civilian employees and retirees of the Department of Defense.
- CRBG became a standalone corporation headquartered in Reston, VA.

## 2020s

- Introduced Compass Rose Aging Well program to support our members as they age.
- Expanded to employees and retirees of the Department of Homeland Security.
- Introduced Compass Rose Medicare Advantage for retirees.

## 2010s

- Compass Rose Charities was established to provide financial support to organizations in need.
- Expanded to employees and retirees of the Department of State.
- Began to offer an online portal for our members.

## Looking Forward

The Compass Rose team is hard at work to bring more enhancements to our plans for 2024. Watch for these updates during Open Season!

Whether you have been with us throughout the decades or recently joined, thank you for being a Compass Rose member.

# A Word From Sherri Hebert, Ph.D., Chief Operating Officer

Compass Rose would not be where it is without the thoughtful leadership and guidance of our Board of Directors and executive team.

For the last 14 years, Sherri Hebert, Ph.D., has been Vice President and Chief Operating Officer (COO) of Compass Rose Benefits Group. This year, she is passing the baton of COO to our current Health Plan Administration Director, Joni Huber. Sherri is not leaving Compass Rose but will be moving to a part-time role to spend more time with her grandchildren and family.



## **Hear from Sherri Hebert, Ph.D. on her transition into Compass Rose's Chief Administrative Officer**

In 2009, after spending 25 years in the Intelligence Community as a federal employee, I joined Compass Rose Benefits Group as the Vice President/Chief Operating Officer. I was thrilled to be able to support our exclusive membership in meeting their healthcare needs.

Over those 14 years, I have worked with a team of incredibly capable people. When I made the decision to move into a new part-time role at Compass Rose, promoting one-of-our-own was an easy decision.

This summer, Joni Huber will move from the Director of Health Plan Administration to the VP/COO role. Over the past eight years, I have seen Joni's dedication to our members, her passion for offering quality benefits/programs, and her business acumen working with our business partners. With her formal education and her hands-on experience, she is the absolute best person to fill this role.

Thank you,

A handwritten signature in black ink that reads "Sherri C. Hebert, Ph.D." The signature is written in a cursive, flowing style.

Sherri C. Hebert, PhD



# Introducing Joni Huber, Chief Operating Officer

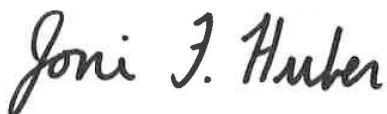
**Hear from Joni to learn more about her time at Compass Rose and how she envisions the future as the new Chief Operating Officer**

I am excited to take on the role of Chief Operating Officer at Compass Rose. After receiving my master's degree in healthcare administration, I joined the member services team at Compass Rose in 2015, answering phone calls from our members. Although I moved into other positions, most recently as the Director of Health Plan Administration, one thing remained the same: my dedication to serving our members.

Compass Rose's passion for providing exceptional member service is the most rewarding part of my job. No matter what is being discussed or what decision is being made, potential impacts to the member are at the forefront of each conversation.

I look forward to continuing Compass Rose's great work over the last 75 years to help ensure our members have the benefits and programs they need to live their healthiest lives while providing the highest level of customer service possible.

Thank you,



Joni F. Huber



# Prepare Your Family for the Unexpected

Preparing for death is an unpleasant topic that many avoid discussing with their families. However, it is never too early to prepare and assemble end-of-life documents. Taking these steps will not only ease your mind but also help your loved ones after you are gone.

To help members and their families prepare for aging and death, we created a guidebook to help you gather all your important information in one safe place. This includes business contacts, property holdings, last wishes and usernames and passwords for online accounts.

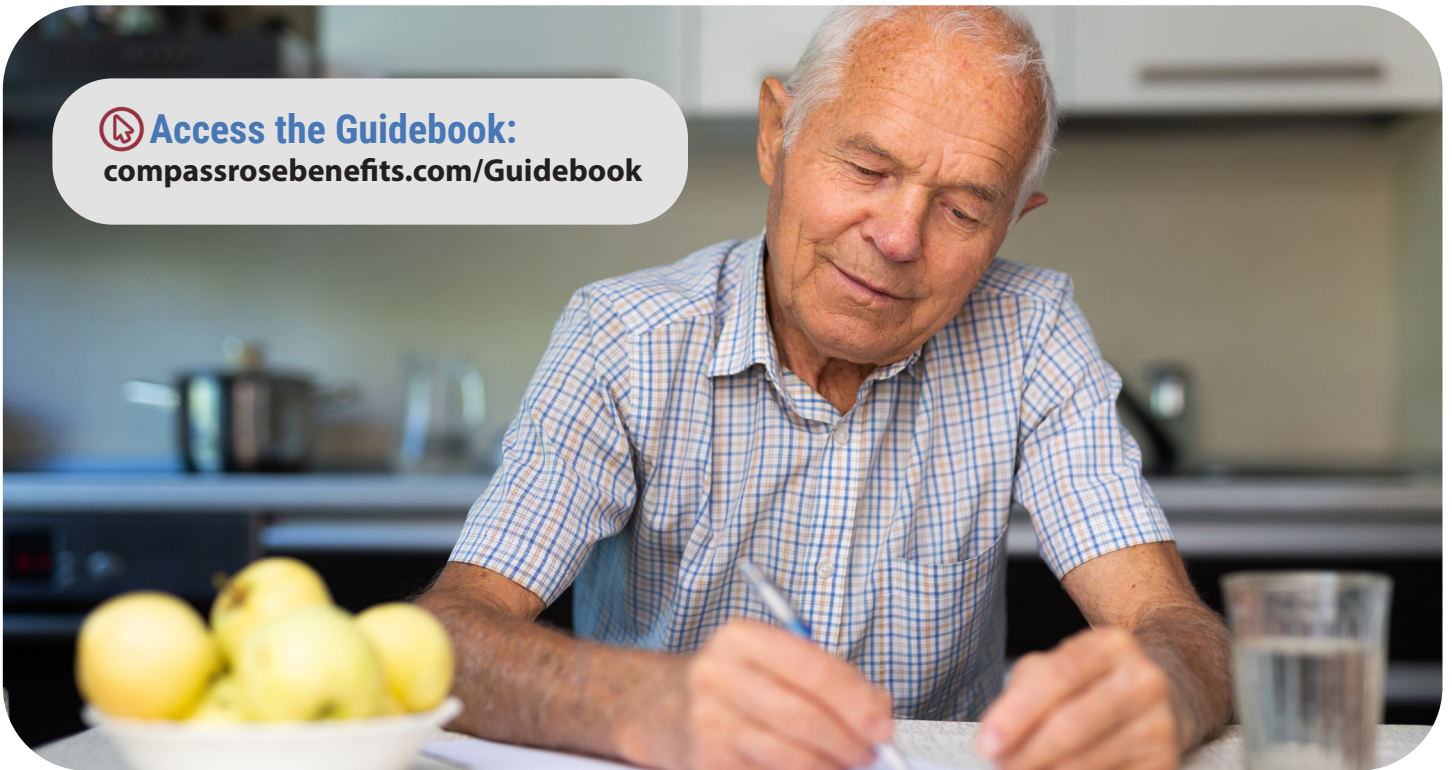
Your loved ones will need to close or update accounts, manage taxes and have access to any properties to avoid chaos after you pass. For example, if you are the primary earner or have any bills in your name, your family will need access to your bank accounts to start managing it themselves.

Preparing for death can help make sure you cover every aspect of your life and can make your loved ones' lives much easier.



**Access the Guidebook:**

**[compassrosebenefits.com/Guidebook](https://compassrosebenefits.com/Guidebook)**



## Compass Rose Aging Well

Getting older can be overwhelming, but you don't have to do it on your own. We can help support you as you age gracefully with the Compass Rose Aging Well Program. Our Resource Coordinator, Barbara Labosky, BS, CCM can help you identify local resources for housing and transportation, along with preparing for end-of-life care. You can connect with Aging Well by emailing **[agingwell@compassrosebenefits.com](mailto:agingwell@compassrosebenefits.com)** or calling **(866) 368-7227** (option 6) Monday through Friday, 9 am to 5 pm EST.







## Get Connected to 24/7 Care

As an older adult, living alone or retiring may equal more alone time. In fact, Americans ages 60 and older are alone for more than half of their day, according to data from Pew Research Center analysis of Bureau of Labor Statistics.<sup>1</sup>

While independence as you age may be welcome, do you have a plan in place if you need emergency medical assistance while no one is around?

As a Compass Rose Medicare Advantage member, you can sign up for a free device that may provide immediate assistance during a medical crisis, fall or emergency. Lifeline Personal Emergency Response System (PERS) is a lightweight device worn around your neck or wrist. In the event of a medical emergency, such as a stroke, heart attack, fire, home invasion or a fall, simply press the button to be instantly connected to help.

The optional AutoAlert fall detection technology may help if you fall and become unconscious. If AutoAlert is enabled, it will automatically provide

access to help if it detects a fall, whether you press the button or not. While you may not be able to predict an emergency, you can be prepared with PERS.

### Take PERS With You

PERS can help even when you are not home. As long as you have a working cellular device and cellular phone coverage, PERS works anywhere. Whether you are walking, hiking, at the grocery store or in the car, wearing your PERS device helps offers peace of mind. The device is also water resistant, making it handy to have in the rain or while taking a shower. Not only does PERS provide quick access to help in many situations, but it also helps boost your confidence and independence as you age.

Enroll in PERS online at [lifeline.com/uhcmedicare](https://lifeline.com/uhcmedicare) or call **1-855-595-8485, TTY 771**.

<sup>1</sup> Pew Research. <https://www.pewresearch.org/short-reads/2019/07/03/on-average-older-adults-spend-over-half-their-waking-hours-alone/>



11490 Commerce Park Drive  
Suite 220  
Reston, VA 20191

### **Compass Rose Medicare Advantage**

United Healthcare

(844) 279-9286

TTY 711

8AM-8PM M-F

[uhcretiree.com/CompassRose](http://uhcretiree.com/CompassRose)

### **Compass Rose Benefits Group**

(866) 368-7227

[compassrosebenefits.com](http://compassrosebenefits.com)

### **Prescription Drug Program**

Optum RX

(888) 279-1838

[OptumRX.com](http://OptumRX.com)



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