



## Why Community First?

*Community First is San Antonio's only locally owned and operated not for profit health plan. Being not-for-profit allows us to focus not only on the cost of healthcare but the quality of healthcare and its delivery. Our bottom line is not just a dollar amount but also the satisfaction of our members and the quality of service they receive.*

- All service delivered to our members is provided by staff located in the same community as our members. No out-of-state call centers, just personalized, local service.
- Marketing and Account Services staff are more accessible to the employer client providing an opportunity to develop an effective working relationship between CFHP and the employer.
- Case managers are available to interact with members to manage utilization and medical conditions.

***Having no stockholders, our goal is to maintain the confidence of our stakeholders.***



## Our Name is Our Commitment

*We provide quality, consultative service to our clients to maximize the value of our plans.*

- 100% of member enrollment packets contain approval letters including relevant information for members to access medical/prescription benefits services on the date of their enrollment with CFHP.
- Annual health fairs are held onsite for members to access valuable services including health screenings, nurse advice, nutrition information, and flu shots.
- Account Service representatives are available to visit employer sites quarterly to assist members with claims issues, PCP changes, updating personal information and adding/deleting dependents
- CFHP online wellness programs are available to be used in conjunction with personalized service from local Health Services Management staff. Areas of focus include diabetes, asthma, stress management, pain management, and nutrition.