

At times, our personal problems are too big to handle on our own. These issues and feelings can affect us at school or work, leading to problems on the job or causing stress and illness. Our family life and personal relationships can also be affected.

As a benefit to you, Community First Behavioral Health staff is available to provide information and help you choose a professional counselor or doctor who can help you sort out your problems. Common reasons for seeking help from our Behavioral Health staff include

- Aggressive behavior
- Family violence
- Anxiety
- Grief
- Autism
- Hyperactivity disorders
- Depression
- Physical and sexual abuse
- Divorce or marital problems
- School problems
- Drug and alcohol abuse
- Stress
- Eating disorders
- Suicidal behavior
- Emotional abuse
- Temper tantrums

Community First Behavioral Health staff can help you determine the type of behavioral health assistance you may need. Outpatient counseling services available include individual, couple, family and group counseling.

For those who need more intensive treatment, services available include

- Intensive outpatient
- Partial hospitalization
- Inpatient hospitalization
- Residential treatment

If you are experiencing a chronic mental health condition or require coordination of multiple services, our Behavioral Health staff can assist you with case management services.



CASE Management



Community First Health Plans

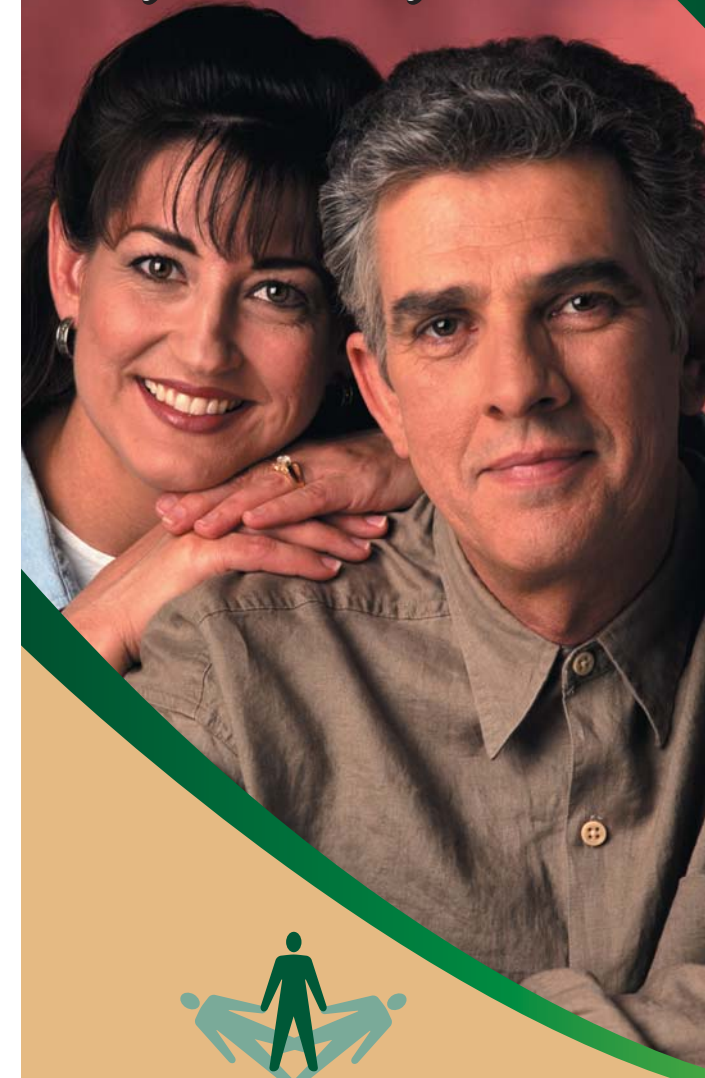
Our Case Management staff is available to assist members who have a chronic health condition which requires health care services from several different providers. Community First Case Managers work with you, your family members, your doctors and other members of your health care team, to be sure you are getting the type and level of care you need. They are available to help you understand your condition, planned tests and procedures, treatment options, and to answer health care benefit questions.

Community First Case Managers are able to

- Determine your needs
- Coordinate care with your doctors and therapists
- Develop a plan of care that is updated as often as needed
- Assist in ordering special equipment and supplies
- Coordinate behavioral health services
- Initiate home health care
- Assist with access to community programs
- Evaluate additional needs
- Track your progress over time or changes in your condition

The goal of the Case Management Program is to ensure members have access to all the health care services they need in the most efficient and effective manner possible and to promote the highest quality of life possible.

Helping you stay healthy





DIABETES

in Control

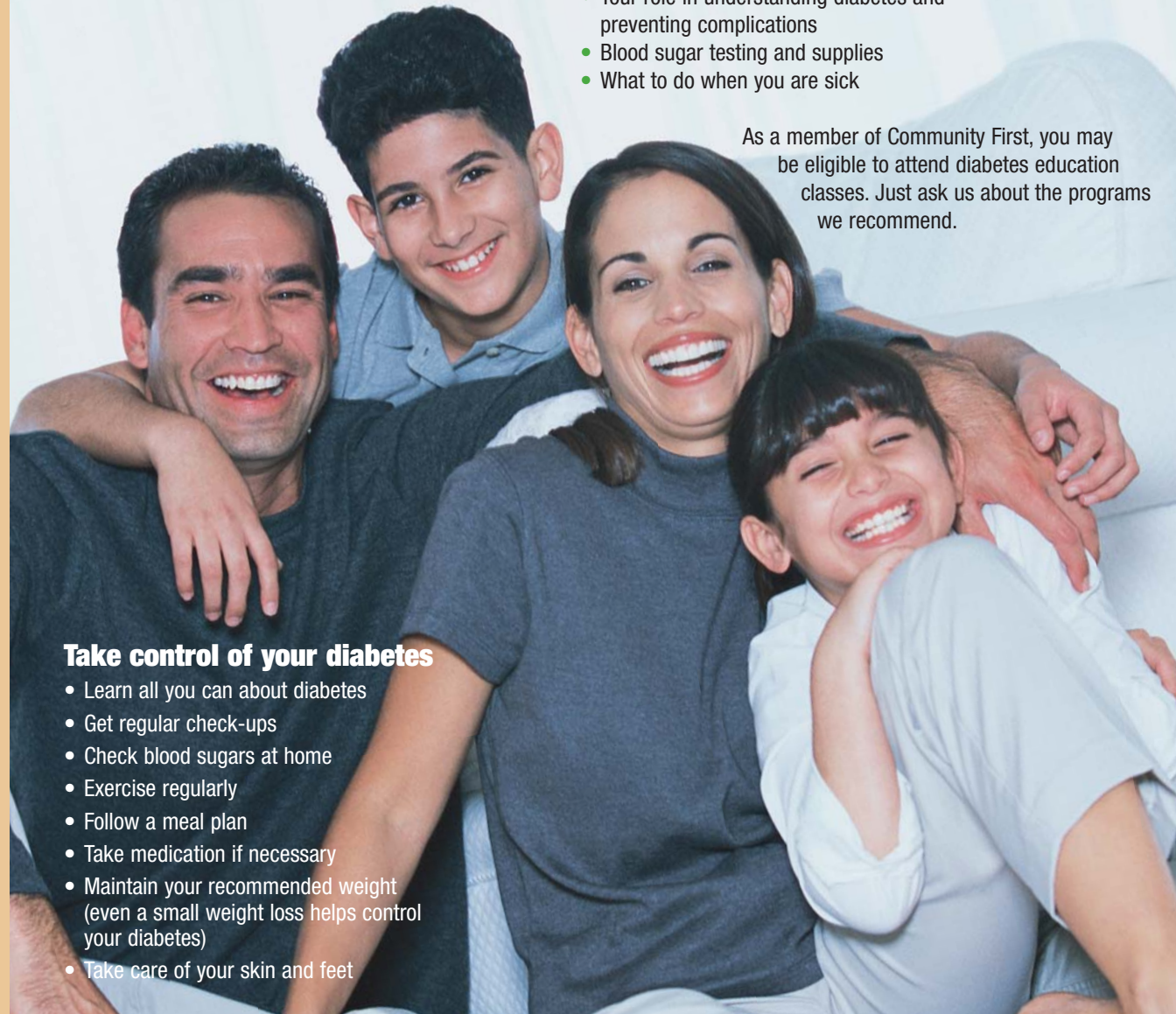
Community First Health Plans

If you are among the 16 million Americans who have diabetes, learn all that you can about your disease. People who take an active role in learning about diabetes are the most successful in preventing or delaying diabetes complications.

When you enroll in the Diabetes in Control Program, you will receive ongoing information on topics such as

- Controlling your blood sugar
- Tips for talking to your doctor
- Routine diabetes screening tests
- Your role in understanding diabetes and preventing complications
- Blood sugar testing and supplies
- What to do when you are sick

As a member of Community First, you may be eligible to attend diabetes education classes. Just ask us about the programs we recommend.



Take control of your diabetes

- Learn all you can about diabetes
- Get regular check-ups
- Check blood sugars at home
- Exercise regularly
- Follow a meal plan
- Take medication if necessary
- Maintain your recommended weight (even a small weight loss helps control your diabetes)
- Take care of your skin and feet

HEALTHY

Expectations

Community First Health Plans

Having a baby is a big commitment. The first and most important step to having a healthy baby is beginning prenatal care early, as soon as you know that you are pregnant.

Through our Healthy Expectations Program, health educators and nurses work with you and your doctor to provide information and answer questions about your pregnancy. A short questionnaire helps us develop an action plan that is right for you and track your progress. Free, informal classes are held throughout the Bexar County area.

You will receive information about

- Doctor visits and tests
- Your baby's growth
- The upcoming delivery
- Tips for caring for yourself after delivery
- Your newborn's needs

If you are experiencing problems during your pregnancy, you may enroll in the Healthy Expectations Program. Nurses are available by telephone to answer your questions and give you the added support you may need at this special time.

ASTHMA

Matters

Community First Health Plans

If you have asthma, you are not alone. In the United States, asthma affects about 15 million people. Asthma is a chronic lung condition that causes inflammation and swelling of the airways, sensitivity to things that make swelling worse (dust, tobacco smoke, animal dander) and decreased airflow in the lungs. It can affect your activity level, productivity, rest, and attendance at work or school.

There is no cure for asthma, but you can learn to manage it so you can maintain a normal activity level and minimize the need for emergency treatment. Our AsthmaMatters Program was developed to provide you with some of the tools you need to prevent chronic and troublesome symptoms and improve your well-being. Members who have asthma are encouraged to complete a health survey. Based on the results, you will be enrolled in the asthma program that is right for you. Educational information is mailed to all AsthmaMatters participants throughout the year. Other aspects of our program help our members who have had difficulty controlling their asthma. These may include a peak flow meter and video, as well as a recommendation to attend an asthma education program.

Our goals are to help you

- Understand the causes or triggers of your asthma
- Have normal or near-normal lung function
- Participate in physical activity without having asthma symptoms
- Decrease the frequency and severity of flare-ups
- Promote restful sleep
- Increase your quality of life

Five essentials for good asthma control

- Learn as much as you can about asthma
- Identify and avoid things that make your asthma worse
- Monitor asthma symptoms and peak flow values
- Take asthma medicines as prescribed by your doctor
- Have an action plan to help you handle an asthma flare-up

For more information on any of these programs, call Member Services (210) 358-6070 or 1-800-434-2347

Members may not be eligible for all programs