

Table of Contents

| | |
|--|--|
| Introduction..... | |
| Health Service Management (HSM)..... | |
| Access and Availability Standards..... | |
| Adult Preventive Care & Immunizations..... | |
| Asthma..... | |
| Attention-Deficit/Hyperactivity Disorder (ADHD)..... | |
| Behavioral Health Medical Record Documentation Guidelines..... | |
| Breast Problems..... | |
| Child Abuse and Neglect..... | |
| Diabetes..... | |
| High Blood Cholesterol..... | |
| High Blood Pressure..... | |
| Major Depressive Disorder..... | |
| Medical Record Documentation Guidelines..... | |
| Osteoporosis..... | |
| Overweight and Obesity Management in Adults..... | |
| Pediatric Preventive Care & Immunizations..... | |
| Prenatal Care..... | |
| Cesarian Section..... | |
| Respiratory Syncytial Virus (RSV)..... | |
| Clinical Case Management Programs Offered by CFHP | |
| • High Risk Prenatal Program..... | |
| • Asthma Disease Management Program..... | |
| • Diabetes Disease Management Program..... | |

* Most current version of guidelines can be found at
<http://www.cfhp.com/PhysiciansProviders/Index.aspx>

An Introduction to Community First Health Plans

Community First Health Plans evolved from a desire to provide superior health care to our community. Locally owned and managed, our non-profit HMO strives to make this goal an affordable reality for our members, while at the same time, supporting the local economic base.

Dedicated to the ideal of good health for the good of the whole community, our goal is to make preventive health services more accessible to our members. Choices of physicians, hospitals and other providers are spread throughout the area, and the benefits are easy to understand.

Our plan's design emphasizes regular, preventive care for the whole family. We encourage all network physicians and other medical professionals to help our members learn about and develop better habits for a healthier lifestyle. We want to partner with you and your patients for disease prevention, early detection of illness and more effective treatment management.

Committed. Responsive. Innovative. Now is the time to discover the advantages of a locally owned health care plan that reinvests in its members, its physicians and its community. At Community First Health Plans, helping our members maintain their health is our first concern.

Quality Health Care

Under our plan, members have access to a large group of physicians offering primary care, behavioral health and other specialty care, as well as access to related health care professionals. With the help of their chosen primary care physician, members take control of their health care needs, using preventive measures that help minimize the risk of future illness. Instead of just reacting to problems, our Health Plan aims to be progressive with annual check-ups, immunizations, health education, preferred drug listing (Open Pharmacy Benefit), preventive health programs, clinical care coordination programs and easy referrals to specialists.

Access

Members can freely choose their primary care physicians from the excellent group of professionals that have contracted with Community First Health Plans. In addition, family members may decide to use the same or a different physician, depending on individual preferences. By developing a close relationship with the primary care physician, our members enjoy ready access to quality care and proper coordination of referrals. Community First Health Plans allows open access for OB/Gyn services and for behavioral health initial consults. Behavioral health providers are required to notify the

member's PCP when behavioral health services are rendered. Our members are allowed to use any participating OB/Gyn physician without obtaining a referral for the following services:

- ◆ annual well woman check-up;
- ◆ care related to a pregnancy;
- ◆ care for all gynecological conditions; and
- ◆ care for any disease or treatment within the scope of the doctor's license including diseases of the breast.

The Only Plan of its Kind: Local Economic Benefits

Community First is the only plan of its kind with roots firmly based in San Antonio. This strengthens our local economic base and allows us to continue improving our plan as we become successful. Our values are:

- ◆ commitment to quality health care and service at an affordable price;
- ◆ loyalty to our customers;
- ◆ integrity in all business interactions;
- ◆ accountability to our community; and
- ◆ mutual accountability for performance.

Confidentiality

At Community First Health Plans, we rigorously protect the confidentiality of personal and proprietary information. This holds true for all of our members, providers and employees.

Member information is kept strictly confidential. This includes information regarding medical conditions, history, medication, family illnesses, and personal and financial data.

Such information is released only to those authorized to receive it, either by law or by the member's written consent. When such information is released, it is done so only to the extent to which it is necessary.

Commitment

We continually seek new ways to offer the most affordable and innovative coverage to employers and their employees. We strive to provide timely information to physicians regarding information that will assist in keeping our members healthy. At Community First Health Plans, our name is our commitment.

Communication

Effective communication is essential to providing clinical care coordination for our Community First members. We are dedicated to interacting closely with physicians, ancillary health care professionals and patients with a carefully designed support system to improve clinical outcomes and patient satisfaction. Our clinical guidelines are recommendations developed by national specialty societies and adapted and approved by local community physicians. They are NOT intended to be a cookbook set of rules to substitute for good clinical judgment.

Quality Management Program & Structure

Our Quality Management Program is an integrated, comprehensive program that incorporates review and evaluation of all aspects of the health care delivery system. Components of this program include problem-focused studies, peer review, risk management, credentialing, compliance with external regulatory agencies, utilization review, medical records review, ongoing monitoring of key indicators (e.g., mortality review and Cesarean section rates), and health care services evaluation.

The purpose of our Quality Management Program is to improve the health of our members. Community First continues to focus our attention on ensuring that health care quality and appropriateness are consistent with accepted practice and meet or exceed regulatory standards. The scope of the program is comprehensive and includes health care services provided in institutional or non-institutional settings

The Quality Management program is under the direct supervision of our Vice President of Health Care Services, the Medical Director and our Quality Improvement Committee.

Quality Improvement Committee (QIC)

Community First's Quality Improvement Committee (QIC) develops, implements, evaluates and revises the Quality Management and Improvement Program as delegated by the CEO and the Board of Directors. The QIC performs the following functions:

- ◆ Recommends and approves all health care plans (i.e., Quality Management and Improvement, Utilization Management, Health Promotion and Wellness, etc.) and policies that govern the execution of Community First activities that significantly impact the health status of Community First membership;
- ◆ Critically analyzes trends and other population-based data specific to the health care needs of Community First members;
- ◆ Evaluates summary information from quality reports; reviews identified quality of care problems;
- ◆ Assists with the development of protocols, standards, guidelines and indicators for clinical practice that support quality of care monitoring activities;
- ◆ Oversees the actions of the P& T and Credentialing Committees;
- ◆ Reviews and approves all physician-related Corrective Action Plans and re-evaluates the effectiveness of those plans; and
- ◆ Actively contributes to the development of study topics and special reports.

A Community First participating health care physician serves as Chair of the QIC. The entire QIC membership, as well as any ad hoc committees that may be appointed by the QIC, consists of Community First's Medical Director and at least eight primary care and specialty providers. Health care providers reflective of the health care needs of Community First members including behavioral health participating health care providers are involved in the review of Community First's utilization and management program as well as in the development of Practice Guidelines. Any practicing physician who is interested in participating in our QIC process should feel free to contact our Medical Director at (210) 358-6101.

The current members of the QIC are:

- ◆ Dianna, Burns, MD, Chairman
- ◆ Robert K. Johnson, MD
- ◆ Ernesto Parra, MD
- ◆ Averell Sutton, MD
- ◆ Robert Parker, MD
- ◆ Priti Mody-Bailey, MD, MA, Associate Medical Director
- ◆ Mary Garcia-Holguin, MD, Associate Medical Director, Behavioral Health
- ◆ Susan J. Dickerson, RN, CCM, Vice President, Health Services Management
- ◆ Charles Kight, President/CEO
- ◆ Mark Funk, MD
- ◆ John Shayne, MD
- ◆ Sanjuanita Garza-Cox, MD
- ◆ Sheila Owens-Collins, MD
- ◆ Rodolfo Urby, MD, Vice President and Senior Medical Director

Pharmacy & Therapeutics Committee (P&T)

A Pharmacy & Therapeutics Committee (P&T) has been formed by Community First. Launched in January of 1998, the Committee is devoted to improving the effectiveness of prescription drug therapies and usage. The P&T advises network physicians and participates in Quality Improvement activities related to the administration of prescription medications. It also reviews pharmacy quality assurance results.

The goal of the Committee is to improve the overall quality and effectiveness of patient drug usage by developing standards and procedures to ensure the propriety, safety, and effectiveness of drug therapies. The P&T's recommendations – which are presented to the Quality Improvement Committee – are based on an extensive review of drug utilization reports. To complement these measures, the P&T is also implementing educational programs and exploring innovative ways to correct drug usage deficiencies and provide cost-effective drug therapy.

The current members of our P&T Committee are:

- ◆ Jose R. Rebolledo, MD
- ◆ Stephen A. Maxwell, MD
- ◆ Joan Laufman, MD
- ◆ George Crawford, MD
- ◆ Priti Mody-Bailey, MD, MA, Associate Medical Director
- ◆ Mary Garcia-Holguin, MD, Associate Medical Director, Behavioral Health
- ◆ Susan J. Dickerson, RN, CCM, Vice President, Health Services Management
- ◆ Currently assigned Clinical Program Manager, NPS-PTI
- ◆ Mary Ann Mote, VP/Chief Revenue Officer, UHS
- ◆ David Van Buskirk, RPh
- ◆ Jeffrey Feinstein, MD

Credentialing Committee

Community First's Credentialing Committee is responsible for reviewing and evaluating provider credentials, delegated credentialing and the credentialing policies and procedures of both the Health Plan and each delegate. As designated by the Quality Improvement Committee and the Board of Directors, the Credentialing Committee performs the following functions:

- ◆ Oversees verification of providers participating within Community First's network;
- ◆ Reviews and approves the credentials of all providers submitting applications to Community First Health Plans using the criteria established by NCQA, TDI, and Community First policies and procedures;
- ◆ Assists with the development and improvement of the credentialing policies and procedures; and
- ◆ Reviews and approves summary and audit information supplied by each entity providing delegated credentialing.

The current members of our Credentialing Committee, which is chaired by Community First's Medical Director(s), are:

- ◆ Bakthavathsalam Athreya, MD
- ◆ Leo K. Edwards, MD
- ◆ Dora Gonzalez, MD
- ◆ James Hadnott, MD
- ◆ Freeman Jordan, MD
- ◆ Gary McWilliams, MD
- ◆ Priti Mody-Bailey, MD, MA, Associate Medical Director
- ◆ Mary Garcia-Holguin, MD, Associate Medical Director, Behavioral Health
- ◆ Paul Maldonado, Credentialing Specialist
- ◆ Rodolfo Urby, MD – Chair, Vice President and Senior Medical Director

Health Services Management (HSM)

The members of the Health Services Management staff are:

Rodolfo Morales Urby, MD, MPH, MBA, Vice President and Senior Medical Director

Dr. Urby is a graduate of University of Texas HSC and is board-certified by the American Board of Family Practice and by the American Board of Medical Management. He also has a Masters in Business Administration – Health Care Management from Our Lady of the Lake University and a Masters in Public Health from School of Public Health University of Texas HSC. Dr. Urby has received numerous honors and awards during his career. Dr. Urby is involved in several community and professional projects. He is currently a Clinical Professor at UTHSCSA in the Department of Family and Community Medicine and is President and Chief Executive Officer at Community Medicine Associates. Dr. Urby serves as Medical Director for the San Fernando Health Centre and on the Christian Medical and Dental Association medical mission trips to Mexico. He joined CFHP in 2006.

Priti Mody-Bailey, MD, MA, Associate Medical Director

Dr. Mody-Bailey is a graduate of Baylor College of Medicine and is board-certified by the American Board of Family Practice. She also has a Masters in Health Services Management from Webster University. Dr. Mody-Bailey has greater than 5 years experience in Practice Management and has a busy clinical practice in Southeast San Antonio. Dr. Mody-Bailey is experienced in preventive medicine issues and has served on various quality management and utilization review committees in San Antonio. She is currently a Clinical Associate Professor at UTHSCSA in the Department of Family and Community Medicine. She joined CFHP in May of 2003.

Susan Dickerson, RN, BSN, CCM, Vice President, Health Services

Susan is a graduate of East Carolina University, Greenville, NC. Susan has over 18 years of professional medical experience managing/directing/consulting in managed health care, infection control management and critical care nursing including private and government sectors. Susan served as the Managing Health Care Services Director for a large health plan in the San Antonio Market for nearly 10 years; the offices served a member population of over 300,000. In December of 1995, Susan joined another health plan to direct the Health Care Services Federal TRICARE Service contract for Region 6, which served a population of over 750,000 beneficiaries. Susan joined Community First Health Plans in March of 1998.

Cynthia Henderson, RN, Director, Case Management

Cindy joined Community First in June 2003 as a case manager after many years with the San Antonio Metropolitan Health District. She was promoted to Director of Case Management in November 2006. She received her nursing degree from Odessa College and also holds Bachelor's degrees in Biology and Geology. She has over 15 years of clinical experience, including pediatrics, pediatric oncology/hematology, maternal-child nursing and case management for high risk prenatal patients and children. Cindy became

a certified case manager in 2006 and is a member of the Case Management Society of America.

Denise Kain, RN, Director, Utilization Management

Denise holds a Masters in Human Services Administration from Springfield College, Springfield, Massachusetts, a Bachelors in Business Administration from Westfield State College, Westfield, Massachusetts and an Associates in Nursing from Holyoke Community College, Holyoke, Massachusetts. She has over 34 years of varied Registered Nursing experience including 25 years of managerial experience and 16 years of Managed Care Experience. Her insurance experience includes HMO, PPO, Medicare and Military Managed Care. Denise joined Community First Health Plan in February of 2006. She received her certification in Case Management in April of 2006 and is a member of the Case Management Society of America.

Christine Hollis, Director, Health Promotion & Wellness

Christine joined Community First in 1996 as a Health Educator, in 2003 was promoted to Manager of the Health Promotion and Wellness Department and in 2007 was promoted to Director of the Department. Christine has more than 18 years experience working with community through the public, private, and managed care arenas of healthcare. She earned a bachelor's degree in sociology with a minor in psychology and has completed some course work on her Master's in Pubic Administration with a concentration in Public Health at the University of Texas at San Antonio.

Mary Garcia-Holguin, MD, Associate Medical Director

Dr. Garcia-Holguin, a San Antonio native, is board certified in adult psychiatry. She obtained her medical degree from the University of Texas Medical School in Houston. She completed her general psychiatric residency at Duke University Medical Center in Durham, North Carolina. She received and completed a fellowship in child and adolescent psychiatry at the University of Texas Health Science Center in San Antonio. In her private practice she specializes in working with children, adolescents and adults who have emotional difficulties such as depression, panic and anxiety disorders, attention deficit/hyperactivity disorder, behavioral disorders and substance abuse. She has been the Associate Medical Director with CFHP since December 1998. Dr. Garcia-Holguin is enthusiastic about continuing to assure quality psychiatric services to her native San Antonio.

Dianna M. Burns, MD, Associate Medical Director

Dr. Dianna Burns is board certified in Pediatrics and has been in private practice in East San Antonio since 1986. She obtained her medical degree from the university of Louisville and completed her pediatrics residency at the University of Louisville Children's Hospital. She has served on the Board of Directors of the Bexar County Medical Society and chairs the Department of Pediatrics at Baptist Medical Center. Dr. Burns recently received her Masters Degree in Health Care Administration from Trinity University.