

COMMUNITY HEALTHCARE

Member Newsletter | Fall/Winter 2020

Feeling Sick? Understand
Symptoms, Treatment, and Prevention

Depression and
Medication Management

Protecting Your Mental Health
During The Pandemic

25 **THANK YOU FOR**
CHOOSING US
YEARS

COMMUNITY FIRST
HEALTH PLANS

2020 has been a challenging year. We are all still adjusting to the impact the COVID-19 pandemic has had on our lives. However, this year has also made us take a closer look at the things that we sometimes take for granted. Health and wellness have been on the forefront of every one's minds, and Community First Health Plans is proud to provide high-quality health coverage for hundreds of thousands of families in South Texas today, tomorrow and for the past 25 years.

2020 has tested our collective strength, but our commitment to you, our Members, and the communities we serve has never been stronger. As we reflect upon our 25 years in the health care industry, the first thing that comes to mind is community. And when we think about community, we think about you and your family. We think about 25 years of being a part of your health care journey. And we think about how none of this would be possible if you hadn't chosen us as your health care plan! We are so grateful for your trust and the opportunity to serve you and your family.

As the only local, non-profit health plan in Bexar and the surrounding counties, we want you to know that just like you, we also live and work in this community. In addition to serving our Members, we partner with multiple local organizations that help with needs beyond healthcare. We are proud of the impact our contributions have made over the past 25 years, especially this year, when so many in our community are hurting. Here are just a few of the initiatives we've taken in 2020:

- Helped the San Antonio Food Bank feed over 2,000 families during the pandemic
- Donated over 10,000 masks to children and families in the community
- Provided learning supplies, internet access, and technology devices for students to learn from home

We hope you agree that the best way to celebrate our anniversary is by honoring the community that made it possible. We are excited for a new chapter, a new year, and new opportunities to serve you, our familia. Thank you for choosing Community First Health Plans as your health plan of choice for 25 years!

COMMUNITY FIRST
HEALTH PLANS

MAIN OFFICE

12238 Silicon Drive, Suite 100
San Antonio, Texas 78249

**COMMUNITY OFFICE
AT AVENIDA GUADALUPE**

1410 Guadalupe Street, Suite 222
San Antonio, Texas 78207

VISIT OUR WEBSITE OR CALL AT:

www.cfhp.com
(210) 227-2347 or toll-free (800) 434-2347

**Follow Community First Health Plans
on social media for all the latest updates!**

 @CommunityFirstHealthPlans

 @CFHealthPlans

 @CFHealthPlans

DO I NEED A REFERRAL?

Your primary care provider (PCP) should be your first point of contact when it comes to your health. However, as a valued Community First Health Plans Member, you have direct access to certain specialists. This means that a referral or prior authorization from your PCP as a condition to receiving specific services from in network specialists is not required. Save valuable time by having direct access to the following:

Women's Health Services

Women's Health Specialists include, but are not limited to:

- > Obstetricians
- > Gynecologists
- > Certified Nurse Midwives

Routine and preventive health care services include, but are not limited to:

- > Prenatal care
- > Breast Exams

Other Specialists

If you have special health care needs or Long Term Support Services, you also have direct access to specialists as appropriate for your condition and identified needs.

Community First assesses Members to identify those with special health care needs. Direct access does not prevent Community First from requesting or requiring notifications from specialists for data collection purposes.



The ongoing health crisis has shed light on the importance of vaccines and immunizations.

It's more important than ever to get your flu shot this year.

Flu shots are **100% covered** for Community First Health Plans Members.

Not sure where to go?

Get your flu shot almost anywhere!

Flu shots are available for adults and children, age 7 years and older, at your doctor's office, or at Target, Walgreens, HEB, Walmart, and CVS.

Children under the age of 7 must get their flu shot at their doctor's office.

Protect your family's health and take preventive steps this flu season!

Flu shots are safe and effective for most people, including pregnant women and babies over 6 months of age.

If you have questions about how or where you can get your flu shot, please contact us at (210) 227-2347 or 1-800-434-2347.

You may also email us at healthyhelp@cfhp.com for flu updates.

FREE COMMUNICATIONS AND LANGUAGE SERVICES

Community First Health Plans provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats), to help ensure effective communication with our organization. Community First also offers free language services, including qualified interpreters and information written in other languages, to people whose primary language is not English.

Community First works to ensure that all Members receive the same quality care. If you are in need of these services, please contact Community First Member Services at 1-800-434-2347. All aids and services are free of charge.



10 THINGS YOU CAN DO TO MANAGE YOUR COVID-19 SYMPTOMS AT HOME

If you have possible or confirmed COVID-19:



1. **Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



2. **Monitor your symptoms** carefully. If your symptoms get worse, call your health care provider immediately.



3. **Get rest and stay hydrated.** Fever can be a risk factor for dehydration, so drink plenty of fluids, especially water.



4. If you have a medical appointment, **call the health care provider** ahead of time and tell them that you have or may have COVID-19.



5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



6. **Cover your cough and sneezes** with a tissue or use the inside of your elbow.



7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



8. As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a mask.



9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

FEELING SICK?

Understand Symptoms, Treatment, and Prevention

Respiratory illnesses can have similar symptoms, which can cause some confusion. Use this chart as a guide to help distinguish symptoms between seasonal allergies, cold, strep throat, flu, and COVID-19.

RESPIRATORY ILLNESS	ONSET OF SYMPTOMS	SEASONALITY	SYMPTOMS			TREATMENT AND PREVENTION
			COMMON	SOMETIMES	RARE	
Seasonal Allergies	Abrupt	Varies by allergen	<ul style="list-style-type: none"> Sneezing Runny/stuffy nose Red, swollen eyes Itchy eyes, nose 	<ul style="list-style-type: none"> Wheezing Shortness of breath (more likely for asthmatics) 	<ul style="list-style-type: none"> Fever 	<ul style="list-style-type: none"> Avoid allergens (triggers) when pollen counts are high Avoid cigarette smoke
Cold	Gradual	May occur year-round (mostly fall/winter)	<ul style="list-style-type: none"> Runny nose Sneezing Sore throat Aches/pains Cough 	<ul style="list-style-type: none"> Fatigue 	<ul style="list-style-type: none"> Fever Headache 	<ul style="list-style-type: none"> Frequent handwashing Social distancing Cover coughs or sneezes with a tissue or sneeze into elbow Avoid touching your eyes, nose, or mouth to prevent spread of germs NO antibiotic NO vaccine
Strep Throat	Abrupt sore throat	May occur year-round	<ul style="list-style-type: none"> Sore throat Painful swallowing Fever Swollen red tonsils Swollen lymph nodes at front of neck 	<ul style="list-style-type: none"> White patches or streaks of pus on tonsils Headache Rash on body 		<ul style="list-style-type: none"> Frequent handwashing Avoid touching your eyes, nose, or mouth to prevent spread of germs Confirmed by Strep test at doctor office May require antibiotic if Strep test is positive Stay home from work, school, daycare until no fever and have taken antibiotics for 24 hours NO vaccine

References:

<https://www.cdc.gov/flu/symptoms/flu-vs-covid19.htm>

<https://www.cdc.gov/groupastrep/diseases-public/strep-throat.html>

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-seasonal-allergies-faqs.html>

<https://www.cdc.gov/features/rhinoviruses/>

<https://www.cdc.gov/flu/>

Community First is here to help!

For regular and preventive care, call your primary care provider on your Community First Member ID card.

If you don't know who your doctor is, log in to your secure Member Portal or call Member Services at (210) 227-2347 (toll-free 1-800-434-2347).

If your doctor is unavailable, call our 24/7 Nurse Advice Line at (210) 227-2347 (toll-free 1-800-434-2347).

For additional resources, contact a Community First Health Coach at (210) 358-6349 or email healthyhelp@cfhp.com.

RESPIRATORY ILLNESS	ONSET OF SYMPTOMS	SEASONALITY	SYMPTOMS			TREATMENT AND PREVENTION
			COMMON	SOMETIMES	RARE	
Flu	Abrupt	Mostly October to May	<ul style="list-style-type: none"> Fever (sometimes) Dry cough Headache Fatigue 	<ul style="list-style-type: none"> Runny nose Sore throat Sneezing 	<ul style="list-style-type: none"> Vomiting and/or diarrhea (more common in children) 	<ul style="list-style-type: none"> GET YOUR FLU SHOT! Frequent handwashing Avoid close contact with other people who are sick or when you are sick Cover coughs or sneezes with a tissue or sneeze into elbow Frequent handwashing Avoid touching your eyes, nose, or mouth to prevent spread of germs NO antibiotic
COVID-19	Varies	Unknown	<ul style="list-style-type: none"> Fever Dry cough Shortness of breath 	<ul style="list-style-type: none"> Fatigue Aches/pains Headache Sore throat Chills 	<ul style="list-style-type: none"> Nausea Vomiting Diarrhea Loss of taste or smell 	<ul style="list-style-type: none"> Frequent handwashing Avoid touching your eyes, nose, mouth with unwashed hands Social distancing (6 feet or 2 arms' length) Cover your mouth and nose with a face mask when around people that don't live in your household Face mask over nose and mouth when around others Cover coughs or sneezes with a tissue or sneeze into elbow NO antibiotic NO vaccine currently available If you are sick with COVID-19 stay at home except to get medical care Stay in touch with your PCP/ seek care if you have trouble breathing

Dial 911 if you have a medical emergency or feel your life is in danger.

SAFELY AND EFFECTIVELY MANAGING DEPRESSION

Depression is more than just feeling down or having a bad day. When a sad mood lasts for a long time and interferes with normal, everyday functioning, these are signs you may be depressed.

If you are depressed, it's important to remember you are not alone. Depression affects about 16 million American adults every year. Major depression can lead to serious impairment in day-to-day activities such as change in sleep patterns, appetite, concentration, energy, self-esteem, and can lead to suicide, the 10th leading cause of death in the United States each year.

Medication management has been associated with significantly higher rates of improvement in more severe, chronic, and complex cases of depression. Many people with depression find that taking prescribed medications called antidepressants can help improve their mood and coping skills. Before taking any medication, talk to your doctor about whether they are right for you.

Discussing medications with your Provider:

- To avoid potentially dangerous drug interactions, let your mental health care provider know all medications you are taking, including prescriptions and over-the-counter drugs, herbal or dietary supplements, and vitamins. And make sure your family doctor knows you are taking medications for depression and/or anxiety disorder.
- Learn when to take a new medication and how, such as on any empty stomach or with food, in the morning or evening, and how often.
- Find out how long it should take for the medication to start working and what you should expect when this happens.
- Ask for the prescribing doctor's after-hours phone number in case you develop side effects.
- A good source of information about medications and over-the-counter products is your pharmacist. He or she can provide information about your prescriptions and advise you of possible drug interactions, side effects, and instructions for use.

- Contact your doctor if you experience side effects that interfere with your daily activities or any other severe side effects. Please do not stop taking your anti-depressant without talking to your doctor first.

If your child is experiencing depression and/or taking antidepressants and is hospitalized, Community First Health Plans STAR Case Managers and STAR Kids Service Coordinators are available to help you with your child's psychiatric outpatient appointment. Your Case Manager or Service Coordinator will contact you within 48–72 hours of your child's discharge.

As a Community First Member, our Behavioral Health staff is available to provide information and help you choose a professional counselor or doctor who can help manage and treat depression.

Visit <https://www.cfhp.com/knowledge-base/members/disease-management/behavioral-health/> to learn more or give us a call at the number that corresponds with your plan below:

PROGRAM	LOCAL	TOLL-FREE
STAR Kids	(210) 358-6403	1-855-607-7827
STAR Medicaid	(210) 358-6060	1-800-434-2347
CHIP & CHIP Perinatal	(210) 358-6300	1-800-434-2347
Commercial	(210) 358-6070	1-800-434-2347
TTY	(210) 358-6080	1-800-390-1175

Resources:

<https://www.cdc.gov/tobacco/campaign/tips/diseases/depression-anxiety.html>

<https://adaa.org/understanding-anxiety/depression-treatment-management#Questions%20You%20Should%20Ask%20About%20a%20New%20Prescription>

<https://www.ncqa.org/hedis/measures/antidepressant-medication-management/>

NURSE ADVICE LINE

For Members of Community First Health Plans

Health concerns don't always follow a 9-to-5 schedule when you or a family member has a health problem or a question. Our Nurse Advice Line helps you and your family receive the care you need, when you need it.



Community First Health Plans makes it possible for you to talk to a registered nurse AT ANY TIME.

24 / 7
365 days
a year



Through this resource, Members may call and speak to a nurse about any health related questions or get help in making a decision about what type of care is needed when the doctor's office is closed.

Find the Nurse Advice Line number on the back of your Member ID card listed as Community First Member Services Department.



During business hours, our Member Services representatives can directly connect you. After regular business hours, our phone number will automatically connect you to the Nurse Advice Line.

Nurse Advice Line
(210) 227-2347 or toll free 1-800-434-2347

COMMUNITY FIRST
HEALTH PLANS



HOW WE CAN HELP MANAGE YOUR CARE

Living with health problems can be hard, but managing your care doesn't have to be! Community First Health Plans Care Management Team can help.

We know that each human being is unique, and as a result, each person has unique needs. Some people may experience mental and physical limitations that can make it difficult to access needed medical services, while others can manage their care more easily. Our services are customized to meet our Members' needs.

Examples of special needs we can help with are:

- Man seeking a professional to coordinate his partners' multiple care providers
- Family struggling to find services for a teen with schizophrenia
- Husband who is seeking assistance for his wife who had a recent stroke

Our Care Management Team happily helps Members with special health care needs (and their families) in planning for and implementing ways to allow for the greatest degree of health, safety, independence, and quality of life. We work closely with the Member, their family, their primary care provider (PCP), and other health care providers to help the Member

better understand their condition and how to best care for themselves. Our Care Management Team is made up of specialists who can also provide the Member with resources to help them choose the right providers, in the right setting, and in the right time frame, ensuring the best care possible.

Community First also offers a Complex Case Management program for Members with more serious or chronic health problems such as cancer, asthma, diabetes, and behavioral health or substance abuse, and who need extra help with their special health care needs. A Complex Case Management nurse will work with the Member to create a self-management plan to help identify their health care needs and develop their individual health goals.

Community First's Care Management Team is committed to working with our Members, their families, and the Providers on their health care team to improve the Member's overall health and to ensure that they can obtain the services they need.

If you would like to learn more about Care Management Services, call Population Health Management at (210) 358-6050.

WOMEN'S HEALTH AND WELL-BEING

Women often serve as the backbone of their families, caring for the needs of others before their own. However, it is vital that women also pay attention to their own well-being, making it a priority to remain healthy and strong. It's impossible to care for others if you are not first caring for yourself.

Community First Health Plans knows that in today's busy world it can be a major challenge to make it to the doctor's office. That's why we've created health programs to provide the education, screenings, and pregnancy support women need to keep going strong. Prove to yourself that you value your health by prioritizing it!

PREGNANCY SUPPORT

Community First is dedicated to helping Members experience a healthy pregnancy, promoting full-term deliveries, and providing support for high-risk pregnancies. Pregnant women with underlying conditions may be particularly at risk. Community First is proud to offer caring, pregnancy support to give both mom and baby a healthy start.

The Community First Healthy Expectations Maternity Program offers:

- > Education on preterm labor
- > Personal guidance to better control a condition
- > Nurse support to manage pregnancy risks

BREAST HEALTH SUPPORT

The American Cancer Society estimates that 325,000 women will be diagnosed with breast cancer in 2020. Over 75% of these new diagnoses will be invasive. Here are a few simple ways for you to minimize your risk of a cancer diagnosis:

Routine Mammograms:

- > Preventive screenings reduce women's breast cancer risk by an estimated 15%
- > Women ages 45–54 should get a mammogram every year
- > Community First covers routine mammograms and yearly health checkups

Exercise

- > Adopting a healthy exercise regimen can reduce your risk of breast cancer and all cancers
- > Moderate exercise increases lymph circulation, improves white blood cell status, reduces stress hormones, and improves metabolism
- > Exercise can also increase longevity, improve mood, and enhance sleep quality

Nutrition

- > Proper nourishment and a healthy diet can benefit your overall well-being
- > Poor diet based on convenience or unhealthy eating habits, like mindlessly snacking, can have serious risks to your health and has been associated with an increased cancer risk

- > Heavy or regular alcohol consumption increases the risk of developing cancer, including breast cancer
- > Limit your consumption of red meat and processed meat. Focus on incorporating plants (veggies, whole grains, nuts, fruit and plant-based protein) into your diet

Community First is committed to working with our Members, their families, and the Providers on their health care team to improve their overall health and obtain the services they need.

If you would like to learn more about Care Management, Disease Management Services, or our Healthy Expectations Maternity Program, call Population Health Management at (210) 358-6050.



References:

<https://www.cancer.org/cancer/breast-cancer/about/how-common-is-breast-cancer>

<https://www.cancer.gov/about-cancer/causes-prevention/risk/diet>

PROTECTING YOUR MENTAL HEALTH DURING THE PANDEMIC



2020 has been a difficult year. The novel coronavirus has turned life upside down, affecting us all in one way or another. Millions have lost their jobs and are looking for work. And many of those fortunate enough to remain employed are now working from home while trying to keep their families safe.

The pandemic has affected our children, too. Our little ones are either participating in virtual learning or returning to in-person learning, adjusting to a very different school environment. They may be confused by all the changes and it can be difficult to know what to say.

At some point throughout this year, we have all felt unsure or frightened, but it's important to remember that we will get through this and Community First Health Plans is here to help. Here are a few tips to help you remain physically and mentally healthy during these challenging times:

- Eat healthy and nutritious foods
- Find time to exercise, even if it's in your living room or a walk around your neighborhood
- Get plenty of sleep
- Avoid too much alcohol consumption and never use drugs
- Take breaks from watching, reading, or listening to news and media that is scary or upsetting
- When you're feeling overwhelmed, try to take deep breaths, stretch, and meditate
- Find activities that you enjoy and that can help you relax
- Stay connected with family and friends through phone calls and video chats
- Reach out to your community or religious organizations for support

By first caring for yourself, you then will be in a better position to help your children by:

- Talking to them about COVID-19 in a way that they can understand
- Letting them know they are safe
- Limiting the amount of news and media they see and hear
- Keeping regular routines, such as learning and fun activities

- Being a role model – eating well, sleeping, and exercising
- Spending time together playing board games, reading, or exercising



If your child is experiencing anxiety or depression that affects their daily living, they may exhibit the following behavior:

- Frequent crying or moodiness
- Acting out or arguing
- Not sleeping
- Loss of appetite
- Wanting to be alone
- Not completing school assignments
- Complaining of headaches or body aches

Community First has a network of Behavioral Health Providers available to you through telehealth for both individual and family counseling. You also can call our Behavioral Health Hotline at 1-844-541-2347 (STAR Kids Members) or 1-877-221-2226 (all other Community First Members), 24 hours a day, 7 days a week. We are here to help you and your children.

References:

<https://www.healthychildren.org>

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

Community First Health Plans Members have access to the following health education programs and live support from our staff:

Healthy Expectations

Community First provides educational resources and support for expectant moms. This program includes access to our Mommy and Me Baby Showers, a monthly gathering where soon-to-be moms learn about prenatal and post-natal care. In addition, expectant moms can receive gift cards for attending checkups on time throughout their pregnancy.

AsthmaMatters

Community First offers an educational program to provide Members with the necessary tools to prevent chronic asthma symptoms and improve their well-being. This program includes a peak flow meter and spacer, allergy-free pillow cases, informational community classes, and much more.

Diabetes in Control

Members are given resources regarding proper health education that can prevent/delay diabetes complications. Community First also helps Members understand the importance of controlling their blood sugar and health screenings, such as routine blood tests, foot and eye exams, and more.

Behavioral Health

Community First's Behavioral Health staff provides assistance to Members in need of counseling. Professional counselors are ready to help with areas such as aggressive behavior, anxiety, grief, depression, stress, eating disorders, emotional and physical abuse, and much more.

To learn more about the health education programs Community First Health Plans offers, call (210) 227-2347 or 1-800-434-2347.

Community First Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation (TTY: 1-800-390-1175).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-434-2347 (TTY: 1-800-390-1175).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-434-2347 (TTY: 1-800-390-1175).

Please note that Community First Health Plans does not provide financial incentives (rewards) to physicians or employees (who conduct utilization reviews) for issuing denials of coverage that result in underutilization, or creating barriers to care or service.

YOU CAN CONTROL YOUR ASTHMA, ASTHMAMATTERS CAN HELP

Asthma is a disease that affects your lungs causing repeated episodes of wheezing, breathlessness, chest tightness, and nighttime or early morning coughing. Asthma can be controlled by taking medicine, avoiding triggers that can cause an attack, and by removing those triggers from your environment.

We don't know all the things that can cause asthma, but we do know that genetic and occupational factors have been linked to developing the disease. Exposure to environmental factors, like mold or dampness, some allergens such as dust mites, and secondhand tobacco smoke have also been linked to developing asthma. In addition, air pollution and viral lung infection may lead to asthma.

Treating Your Asthma:

- Take your medicine exactly as prescribed and stay away from things that can trigger an attack.
- Everyone with asthma does not take the same medicine. Your Provider may prescribe an inhaler or a pill.
- Asthma medicines come in two types—quick-relief and long-term control. Quick-relief medications control the symptoms of an asthma attack. If you are finding that you need to use your quick-relief medication more and more often, visit your doctor to see if you need a different medication. Long-term control medications can help you have fewer and milder attacks, but they will not help you while having an asthma attack.
- Asthma medications can have side effects, but most side effects are mild and soon go away. Ask your doctor about any side effects of your medications.

Create An Asthma Action Plan:

- With your doctor's help, make your own asthma action plan. Decide who should have a copy of your plan and where he or she should keep it.
- Take your long-term control medicine even when you don't have symptoms.



YOU CAN CONTROL YOUR ASTHMA!

AsthmaMatters, a Community First Health Plans Disease Management Program, can help.

AsthmaMatters is a value-added service provided to Members at no-cost and works with your family to:

- Share information regarding asthma causes, triggers, and management
- Provide decision making tools to use in your home or to discuss with your Provider
- Provide RN Care Management assistance for Members with severe asthma
- Reduce asthma hospitalization or emergency room visits
- Provide a peak flow meter, medication holding chamber, and mask and asthma pillow cover upon enrollment
- Provide quarterly asthma health education
- Provide monthly general health education

Community First is dedicated to providing the best quality services to our Members. Contact the Community First Health Promotion and Wellness team at (210) 358-6055 to learn how you and your family can enroll in AsthmaMatters or any of our Population Health Management programs.

References:

<https://www.cdc.gov/asthma/default.htm>

<https://www.cdc.gov/asthma/faqs.htm>



LIVING WITH DIABETES

Diabetes is a complex disease. Between making healthy food choices, staying physically active, monitoring your blood sugar, and taking medications as prescribed, it can be difficult to manage. If you have diabetes, it is also important to talk regularly with your diabetes care team to problem solve, reduce risks for complications, and cope with lifestyle changes.

Diabetes is a very personal disease. Upon being diagnosed, it's not uncommon to feel a certain amount of fear. Fear of the unknown. Fear about how your lifestyle may change. Fear that you will experience life-threatening complications. Successful self-management will help you feel better and can reduce your chance of developing complications including heart disease, dental disease, eye disorders, kidney disease, nerve damage, and lower leg amputation.

SECOND OPINIONS

As a valued Community First Health Plans Member, you have the right to a second opinion from a qualified health care professional. If an appropriate professional is not available in-network, the organization will arrange for you to obtain the second opinion out-of-network at no more cost to you than if the service was obtained in-network.



If you have been diagnosed with diabetes, take these steps to reduce your risk of complications and continue on your journey toward better health:

1. See Your Doctor

- Schedule regular checkups to ensure you are staying healthy.
- Schedule a yearly eye exam. Diabetics need a yearly comprehensive eye exam, in addition to a dilated eye exam, by an ophthalmologist or optometrist who has experience working with patients with diabetes.

2. Make Healthy Choices

- Eat healthy! Having diabetes doesn't mean you have to give up your favorite foods, but you need to know how the foods you eat will affect your blood sugar.
- Stay away from drugs, alcohol, and cigarettes.

3. Stay Active

- Physical activity can help keep your blood sugar levels normal and your diabetes under control.

4. Monitor Your Blood Sugar

- Monitoring your blood sugar helps you know when your levels are on target and when to make food and activity adjustments so that your body can perform at its best.

5. Take Your Medication as Prescribed

- There are several medications that are often recommended for people with diabetes. Insulin, medications that lower your blood sugar, aspirin, blood pressure medication, cholesterol-lowering medication, and several others may work together to help lower your blood sugar levels, reduce your risk of complications, and help you feel better.

If you have not been diagnosed with diabetes, but you are worried about your health or that of a loved one, make an appointment with your primary care provider. You may be at risk for developing diabetes if you:

- Have prediabetes
- Are overweight
- Are 45 years or older
- Have a parent, brother, or sister with type 2 diabetes

- Are physically active less than 3 times a week
- Have ever had gestational diabetes (diabetes during pregnancy) or given birth to a baby who weighed more than 9 pounds
- Are African American, Hispanic/Latino American, American Indian, or Alaska Native (some Pacific Islanders and Asian Americans are also at higher risk)

If you are an adult over the age of 45, or if you're under 45, overweight, and have one or more risk factors listed above, you can request a baseline A1C test, a common blood test used to diagnose diabetes, from your primary care provider.

Also, if you have been diagnosed with schizophrenia and have been prescribed anti-psychotic medication please be aware that you are at high risk for developing diabetes. Your doctor will conduct periodic diabetes screenings and monitor you closely, ensuring that you are prescribed the medications you need. Please don't stop taking your medication(s) until you discuss it with your doctor.

HOW WE CAN HELP:

Community First Health Plans Care Management, a free program dedicated to working with you, your family, and other health care providers, can help manage your diabetes care by determining your health needs and helping you reach your health goals. A Registered Nurse, a key member of your Care Management Team, will work with you over the telephone to help manage your diabetes, guide you through treatment, and resolve any fears, issues, or problems you may encounter along the way.

If you would like more information about our Care Management Program, or you need additional care or support managing your diabetes, please call the Care Management Department at (210) 358-6050 to talk with a Registered Nurse today. You can also learn more by visiting <https://www.cfhp.com/knowledge-base/members/disease-management/case-management/>.

At Community First, we are your partner through every step of your journey towards health!

References:

<https://www.medsafe.govt.nz/profs/puarticles/antipsychdiabetes.htm>

<https://www.cdc.gov/diabetes/basics/risk-factors.html>



DON'T SKIP YOUR YEARLY HEALTH CHECKUP!

A great way to keep your family healthy is by staying up to date with health checkups. These checkups, also called physical exams or well visits, consist of a head to toe exam, lab tests, hearing and vision screenings, developmental tests, and if necessary, vaccines to prevent illnesses like measles, whooping cough, and other serious diseases.

Health checkups begin at birth and are on a set, specific schedule until age 3. It is important not to miss a health checkup and to see your primary care provider (PCP) once a year on or near your birthday.

As a valued Community First Health Plans Member, your yearly health checkup is 100% covered by your plan. These visits are a great opportunity to ask questions about you or your family's health while establishing a relationship with your PCP built on openness and trust. Remember, the best medicine is preventive medicine!

Here are additional reasons why you should schedule a yearly health checkup:

- Review changes that have occurred in your health and identify risk factors
- Check vitals including blood pressure and heart rate

- Check your cholesterol and/or blood sugar
- Review and renew prescriptions
- Screen for cancer, diabetes, or thyroid

To learn more about pediatric and adult preventive care, visit www.cfhp.com/members and click on Health Services Resources. Here you will find:

- A schedule of preventive pediatric visits by age (AAP Recommendations for Preventive Pediatric Health Care)
- A list of recommended immunizations by age (2020 Recommended Immunizations for Children)
- A list of recommended immunizations for adults (2020 Recommended Immunizations for Adults Aged 19 or Older)

Still have questions? Email healthyhelp@cfhp.com or call (210) 358-6055 to speak with a Community First Health Specialist.

STAR KIDS PROGRAM

WHY SHOULD MY CHILD PARTICIPATE IN THE SAI?

At Community First Health Plans, we always want to make sure that your child is receiving the services that they need to live a full, happy, and healthy life. To help identify all your child's current needs, Community First Service Coordinators use the STAR Kids Screening and Assessment Instrument (SAI) to address gaps in their care and put needed services in place.

Another important benefit of participating in the SAI is that it makes your child eligible to receive Long Term Services and Supports (LTSS). LTSS is designed to provide long term care and support to prevent your child from unnecessary visits to the hospital.

Examples of LTSS Services include:

- > Personal Care Services
- > Private Duty Nursing
- > Day Activities and Health Services
- > Prescribed Pediatric Extended Care Services
- > Respite and Flexible Family Supports (if enrolled in the Medically Dependent Children's Program).



How can I learn more about the SAI?

Reach out to your personal Community First Service Coordinator at the number he/she provided during previous visits or call 1-855-607-7827. If you do not have an assigned Service Coordinator, please call the number above and we will help you right away. Community First Service Coordinators will review each Member's specific needs and help create a unique individual service plan.

How can I get a copy of my completed SAI?

A copy of your SAI will be available on the Member portal within 7 days of completion. To use the Member portal, visit www.cfhp.com. In addition, Community First can provide you with a printed or electronic copy within 7 days of making a request.

What else can I do to make sure my child remains healthy?

In addition to completing the SAI, there are other ways you can help ensure your child remains on a path toward optimal health and wellness. One of the most important things you can do is make sure your child continues to receive his or her age appropriate vaccines during the COVID-19 pandemic.

The Centers for Disease Control and Prevention (CDC) is encouraging everyone to keep receiving their vaccines in order to protect individuals and the community from vaccine-preventable diseases and outbreaks. In fact, school vaccine rules are still in effect for the 2020-2021 school year. Vaccines are required whether education is being delivered in person or through virtual learning.

Community First Providers are following CDC recommended guidance on helping to reduce the spread of COVID-19 while patients are in the health care setting. Call your child's doctor to schedule your child's Texas Health Steps visit along with all required vaccines, at no-cost to you.

ALWAYS LEARNING, GROWING, AND IMPROVING FOR OUR MEMBERS

Community First Health Plans develops an annual Quality Improvement Plan (QIP) in order to improve and best serve our Members. Community First then evaluates the results of the plan at the end of each year. This evaluation helps us identify our successes, identify opportunities for improvement, and develop quality activities for the following year. We are dedicated to our goal of continuous improvement, problem resolution, and delivery of the highest quality health care and services in a safe manner.

Highlights of this year's QIP evaluation include:

- Successful move to new core system and new Long Term Services and Supports (LTSS) module in the medical management system
- Member surveys revealed satisfaction with service coordination, health promotion and wellness, and case management
- Improved website navigation and search capabilities
- Added non-traditional work hours during the week and on the weekend
- The annual satisfaction survey revealed Members rated Community First in the top 75th percentile nationally for Medicaid Children and Commercial Adults, and in the 90th percentile for Medicaid Adults
- 90.1% of doctors and other Providers surveyed indicated they were satisfied with Community First (up from 89.2% in 2019), and 92.2% view their relationship with us to be long term

Opportunities identified and key goals for the future include:

- Explore opportunities to expand the Provider network
- Continue to enhance the Community First website and expand information available through the secure Member portal

You can learn more details about Community First performance on measures of clinical care and Member satisfaction by viewing the 2020 HEDIS and CAHPS summary in this newsletter and more detailed findings on the [secure Member portal](#).



**GROWTH
EFFICIENCY
IMPROVEMENT
PERFORMANCE**

MEMBER SATISFACTION SURVEY RESULTS ARE IN!

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a survey of Member experience. It measures Member satisfaction with their care through a rating of four main categories:

1. Overall health plan
2. Overall health care provided
3. Satisfaction with the Member's personal doctor
4. Satisfaction with the Member's specialist care

These measures capture information which cannot be gathered through claims and medical record reviews.

Community First's goal for the 2020 CAHPS Survey was to meet or exceed the Healthcare Effectiveness Data and Information Set (HEDIS) standard: 50th percentile in comparison to other health plans across the country. HEDIS is one of health care's most widely used performance improvement tools.

The table below provides a summary of the area of strength in Member satisfaction:

	Medicaid Child	Medicaid Adult	Commercial Adult
Rating of Health Plan	75th percentile	90th percentile	75th percentile
Rating of Health Care	66th percentile	75th percentile	75th percentile

Areas of opportunity for improvement include: Getting Needed Care

As we begin a new year, Community First is excited to continue to improve our delivery of quality care and service, in a safe manner. We always welcome input and recommendations from our Members, doctors, and other providers. Contact us with questions and concerns at <https://www.cfhp.com/contact-us/> or call our Member Services hotline at (210) 227-2347 or 1-800-434-2347.



The Right Care

At The Right Place, At The Right Time

Don't know where to go?

Follow this guide to help you get the right care.



DOCTOR'S OFFICE

Regular & Preventive care

- > Checkups and shots
- > Help with illnesses such as asthma and diabetes
- > Preventive Care
- > Fever, flu, sore throat, coughs
- > Infection
- > Vomiting
- > Injuries such as sprains and cuts

If you don't know who your doctor (PCP) is, call Community First Member Services at (210) 227-2347.



URGENT CARE

When your doctors office is closed

When you have an urgent health care need and your **PCP is not available**, the **Community First Nurse Advice Line** is available to assist you with what to do and where to go to care for a healthcare issue.

Call the Nurse Advice Line:
(210) 227-2347 or toll-free 1-800-434-2347.



EMERGENCY ROOM

Dial 911 or go to the Emergency Room if you think your life is in danger.

Fast, life-saving care

- > Bleeding that will not stop
- > Hard time breathing
- > Seizures
- > Passing out
- > Chest pain
- > A serious accident

In any possible poisoning, call the Poison Control Center: (1-800-222-1222) for expert advice. They may direct you to the ER.



Non – Discrimination Notice

Community First Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation. Community First Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

Community First Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Community First Health Plans director of Compliance at (210) 510-2482.

If you believe that Community First Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation, you can file a grievance with:

Community First Health Plans
Pamela Mata, Compliance Manager
12238 Silicon Dr., Suite 100,
San Antonio, Texas 78249
Phone: (210) 510-2484
TTY: 1-800-390-1175
Fax : (210) 358-6014
Email: pmata@cfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Pamela Mata, Compliance Manager, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building

Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-434-2347 (TTY: 1-800-390-1175).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-434-2347 (TTY: 1-800-390-1175).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務. 請致電 1-800-434-2347 (TTY: 1-800-434-2347)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-434-2347 (TTY: 1-800-390-1175) 번으로 전화해 주십시오.

ل ص ت ا ر ب م ق 1-800-434-2347 م قر
و غ ل ل ا ة ي و ت ف ك ل . ن ا ج م ل ا ب
ر ك ذ ا ة غ ل ل ا ن ا ف ت ا م د خ ا س م ل ا ة د ع
: ة ظ و ح ل م ا ذ ا ت ن ك ت د ح ت ت
ت ا ه م ص ل ل ا و : 1-800-390-1175

ت ف م ي م با ي ت س د ي ه - ل ا ك
و ت پ ا و ك ن ا ب ز ي ك د م ي ك ت ا م د خ
خ : ر ا د ر گ ا پ ا ر ا و د و ب م ت ل ، ي ه
ر ب 1-800-434-2347 (TTY: 1-800-390-1175).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-434-2347 (TTY: 1-800-390-1175).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-434-2347 (ATS : 1-800-390-1175).

धुयान द: यद् आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाए उपलब्ध ह। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल कर।

وگتفگ ی سراف ن ابز هب رگا : هجوت
تروص ب ی ن ابز ت ا ل ی هست ، دینک یم
دی ری گب س امت امش ی ارب ن اگی ار
1-800-434-2347 (TTY: 1-800-390-1175)
اب . دش اب یم مهارف

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-434-2347 (TTY: 1-800-390-1175).

धुयान दें: यद् आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाए उपलब्ध हैं। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-434-2347 (телетайп: 1-800-390-1175).

注意事項: 日本語を話される場合, 無料の言語支援をご利用いただけます. 1-800-434-2347 (TTY: 1-800-390-1175)まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອຊາບ ພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມ ໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).



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