

COMMUNITY HEALTHCARE

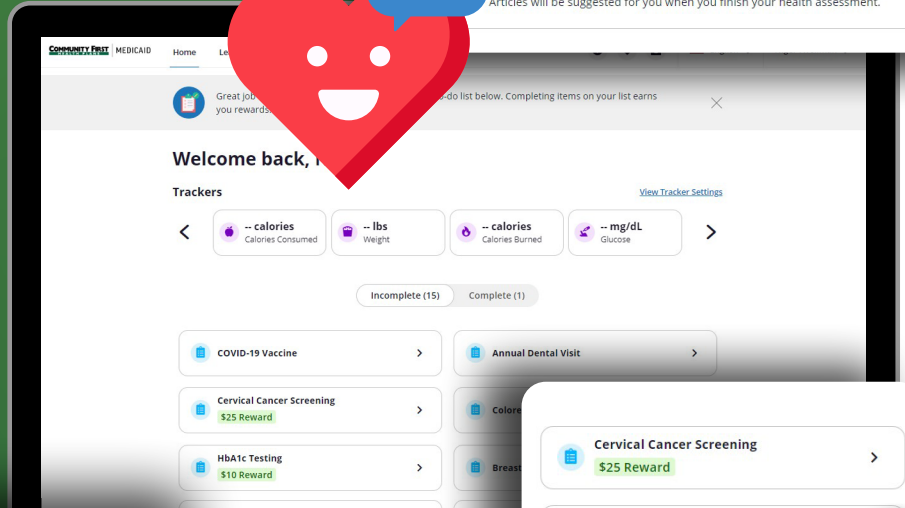
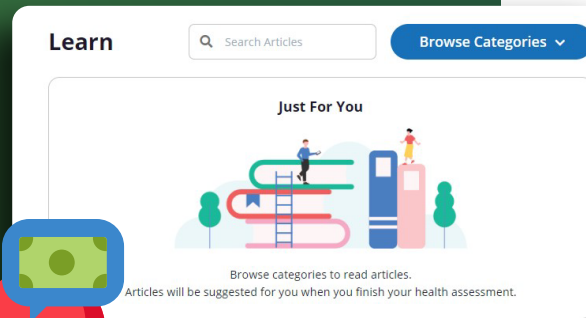
Member Newsletter | Winter 2023

MY ACTION PLAN: Complete Healthy Actions, Earn Rewards!

IS YOUR BABY PROTECTED?
NEW RSV PREVENTION MEASURES

BABY BLUES OR POSTPARTUM
DEPRESSION? HELP IS AVAILABLE

WHAT TO DO DURING A
DIABETES EMERGENCY



HbA1c Testing

0% Complete

[View History](#)

Overview

High levels of blood sugar can harm your heart, blood vessels, kidneys, feet, and eyes. The HbA1c test (hemoglobin A1c) is a simple blood test that measures your average blood sugar levels over the past 3 months. The results of this blood test will help you manage your diabetes.


It's important to know your HbA1c. A lower HbA1c result will decrease the risk of complications from diabetes.

The goal for most adults is a HbA1c of around 7%.

What to do next?

1. Ask your doctor if they recommend you get an HbA1c (hemoglobin A1c) blood test.
2. Continue getting regular HbA1c tests as recommended.

Community First STAR, STAR Kids, and CHIP Members may be eligible for a gift card reward for getting a HbA1c test and submitting their results. Limitation or restrictions may apply. Contact a Community First Health Plans Health Educator at 210-358-6055 to see if you qualify.



- Cervical Cancer Screening**
\$25 Reward
- HbA1c Testing**
\$10 Reward
- Adult Health Plan Feedback Survey**
- Annual Flu Vaccine**
- Well-Child Visits (First 15 Months)**
\$60 Reward
- Child and Adolescent Well-Care Visits**
\$90 Reward
- Diabetic Retinal Eye Exam**
\$10 Reward

*Restrictions and limitations apply.

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:
CommunityFirstHealthPlans.com
210-227-2347 or toll-free 1-800-434-2347

24/7

Nurse Advice Line

FREE! EASY! PROFESSIONAL!

Call 210-227-2347
or Toll-Free 1-800-434-2347
to speak to a nurse, 24 hours a day, seven days a week

Community First Health Plans has a 24-hour Nurse Advice Line for all Members. A registered nurse can help answer your health and medical questions and instruct you on where to go for care.

Our nurses are bilingual and can help you in English or Spanish or arrange for translation services. Experienced nurses are ready and waiting to help.

Call any time, day or night, 24/7, 365 days a year.

Examples of when to call the Nurse Advice Line:

“My foot is swollen. What should I do?”

“My daughter has a fever. Do I need to go to urgent care or the ER?”

“A bee stung my son on the arm. What medicine can I give him?”

For life or limb-threatening emergencies, always call 911. For mental health emergencies or suicidal thoughts, call 988 to speak with a trained counselor with the National 24/7 Suicide & Crisis Lifeline.

IT'S TIME TO SCHEDULE YOUR YEARLY HEALTH CHECKUP!



An important way to keep your family healthy is by staying up to date with yearly health checkups. These checkups, also called physical exams or well visits, consist of the following:

- Head-to-toe exam
- Lab tests
- Hearing and vision screenings
- Developmental tests
- Any 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 percent covered by your plan, meaning it costs you nothing. 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 a few additional reasons why you should schedule your yearly health checkup:

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

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

To learn more about pediatric and adult preventive care, visit [CommunityFirstHealthPlans.com/Wellness-Checks](https://www.communityfirsthealthplans.com/Wellness-Checks). Here you will find:

- A list of covered health screenings
- Telemedicine options
- What to expect during your checkup
- How to prepare for your checkup
- A checkup checklist including the top five questions to ask your doctor
- A list of recommended immunizations for children by age
- A list of recommended immunizations for adults
- A schedule of preventive pediatric visits by age

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



PRIORITIZING WOMEN'S HEALTH CARE



Women are often the caretakers in families, caring for the needs of others before caring for themselves. Making time to go to the doctor's office can be difficult for women, and often harder for moms. Remember this: you can't pour from an empty cup! You need to be physically, mentally, and emotionally healthy before you can take care of anyone else.

Community First Health Plans has worked to remove obstacles so that women can get the care they need. We've created programs to provide women the health education, screenings, and pregnancy support needed to keep going strong. Now is the time to make yourself and your health care a top priority—because you are worth it.

Pregnancy Support

Community First is dedicated to helping expecting mothers experience a healthy pregnancy, promoting full-term deliveries, and providing support for high-risk pregnancies. Pregnant women with underlying conditions have a higher risk of complications. We offer caring pregnancy support to give both mom and baby a healthy start.

We invite Members to join our no-cost [Healthy Expectations Maternity Program](#), which includes:

- Personal guidance
- Nurse support to manage pregnancy risks
- Prenatal and postpartum education
- Education on preterm labor
- Information about labor, delivery, and postpartum care
- Breastfeeding support
- Tips for newborn care

Breast Health Support

The American Cancer Society reports that breast cancer is the second most common cancer in American women, after skin cancer. There is approximately a 1 in 8 chance a woman in the United States will develop breast cancer. Here are a few ways for you to minimize your risk of breast cancer:

Routine Mammograms

- Preventive screenings reduce women's breast cancer risk by an estimated 15%.
- Women ages 40 to 54 should get a mammogram every year.
- Community First covers routine mammograms and annual health checkups.

Exercise

- Exercising regularly 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 is another major ingredient in women's health. When enough time and energy are dedicated to dietary lifestyle, it can greatly improve health, reduce cancer-risk and benefit overall well-being.

Sources

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

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



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 a second opinion out-of-network at no more cost to you than if the service was obtained in-network.





USE OF FIRST-LINE PSYCHOSOCIAL CARE FOR CHILDREN AND ADOLESCENTS ON ANTIPSYCHOTICS (APP)



There are many treatments available for behavioral health conditions. Knowing where to start can be difficult. It's important to work with your child's doctor to find the right treatment. Community First Health Plans can also help connect you to care.

PSYCHOSOCIAL CARE

Behavioral health professionals recommend psychosocial care as the first-line of treatment option for children and adolescents diagnosed with conditions such as attention-deficit/hyperactivity disorder (ADHD) and disruptive and aggressive behavior. Psychosocial care can include:

- Behavioral interventions
- Psychological therapies
- Skills training
- Other treatments

ANTIPSYCHOTIC MEDICATIONS

The decision to start antipsychotic medication to treat your child's behavioral health condition should be made with your child's doctor. Together, you should review and carefully consider the possible risks and benefits of medication. Psychosocial care, like therapy, should continue as a part of your child's treatment plan.

If your child is prescribed antipsychotic medication, it's important to give them as prescribed, in the safest and most effective manner for your child. **Medications like Abilify (aripiprazole), Zyprexa**

(olanzapine), and Risperdal (risperidone), can have potentially serious side effects. According to the Centers for Medicare & Medicaid Services (CMS), more than 75% of children and adolescents on Medicaid are taking antipsychotic medications in a way that is not FDA approved.

TIPS FOR PARENTS WITH CHILDREN TAKING OR CONSIDERING ANTIPSYCHOTIC MEDICATIONS

- **Find a counselor for your child.** Make sure your child feels safe with and trusts their counselor. If you need help finding a counselor, ask your child's doctor or call Community First Health Plans Member Services. You do not need a referral to see a behavioral health specialist, like a counselor.
- **Teach your child different ways to manage their condition.** Encourage good self-care like getting enough sleep, eating healthy food like fruit and vegetables, and being active. Work with your child on various ways to manage strong feelings, like deep breathing, playing with a pet, or doing something creative they enjoy, like making art or music. Set a good example for your child by working with their counselor or taking parenting classes.
- **Schedule an appointment within 15 days of your child starting a new prescription to monitor for side effects.** Talk to your child's doctor about any side effects that you or your child notice. This is extra important if your child

is taking multiple antipsychotics at once.

- » Watch your child for signs of excessive or new drowsiness, dizziness when moving, blurred vision, rapid heartbeat, sensitivity to the sun, skin rashes, and menstrual problems for girls.
- » Work closely with your doctor to routinely monitor your child's weight, blood sugar level, and lipid level.
- » Be aware that prescribing information for all atypical antipsychotics warns against their use in pediatric patients with a history of seizure disorders. This is because these medications may lower your child's seizure threshold.

- **Get regular lab work to monitor side effects.** Your child's doctor will likely recommend regular lab work to establish a baseline and review metabolic indicators to ensure appropriate management of side effects. It's important to take your child to complete the lab work. Some antipsychotic medications can increase the risk of significant weight gain, metabolic changes, and other possible side effects. You should also discuss the implications for future physical health concerns, including obesity and diabetes.

WHEN TO GET HELP RIGHT AWAY

If your child is talking about suicide, self-harm, violence against others, or experiencing a mental health crisis, a substance use crisis, or any other kind of emotional distress, get help immediately.

- **Call the National Suicide and Crisis Lifeline at 988.**
- **Call the Community First Behavioral Health Emergency Line at 1-877-221-2226.**

Help is available 24 hour a day, 7 days a week, 365 days a year at no cost. Consider saving these important numbers in your phone. You can also text 988 or go to [988lifeline.org](https://www.988lifeline.org) for more information or to connect with a trained professional who can help.

MORE RESOURCES

- [National Alliance on Mental Illness \(NAMI\) Teen and Young Adult Resource Directory](#)
- [National Institute of Mental Health \(NIMH\) Mental Health Information](#)
- [Bexar County Behavioral Health Resource Directory Behavioral-Health-Resource-Directory](#)
- [Family Service Mental Wellness and Behavioral Health](#)

Sources

[CMS Atypical Antipsychotic Medications: Use in Pediatric Patients](#)



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.

DIRECT ACCESS TO CARE

When it comes to your overall health and well-being, your primary care provider (PCP) should always be your first point of contact. However, you may need to see a specialist to treat more complex or chronic medical conditions.

As a valued Community First Health Plans Member, you have direct access to certain specialists. **This means that a referral from your PCP or prior authorization from Community First as a condition to receiving services from select in-network specialists is not required.** This allows you to save valuable time and get the care you need more quickly.

Community First Members have direct access to the following:

Women's Health specialists, including, but not limited to:

- Gynecologist
- OB/GYN
- Certified Nurse Midwife

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

- Prenatal care
- Breast exams

Behavioral health care services, including, but not limited to:

- Outpatient behavioral health services, including

initial assessments and individual, family, or group counseling

If you have special health care needs or use Long-Term Support Services (LTSS), you also have direct access to specialists as appropriate for your condition and identified needs. Community First works with Members to identify those with special health care needs.

Please Note: Direct access to a specialist does not prevent Community First from requesting or requiring notifications from specialists for data collection purposes. University Community Care Plan Members do not need a referral to see any in-network specialist.

For a list of health care services that may require prior authorization from Community First, please review your plan documents located at CommunityFirstHealthPlans.com/Members. Just click on your health plan name and select Member Resources from the dropdown menu.

You can also call Member Services if you have any questions about direct access, referrals, or prior authorization. We are here to help.





CASE MANAGEMENT SERVICES

Case Management services help patients move smoothly through the health care system. Community First Health Plans Case Managers work closely with patients, their family members, their caregivers, and their health care team to improve their health and quality of life and take control of their own health and well-being.

Community First Case Management services are available to ALL Community First Members at no cost. Our case management teams look at each Member's mental, social, and physical well-being and provide help and guidance from experienced professionals, including:

- Social work
- Nursing
- Mental health
- Home care
- Home health

Case Management teams also provide the Member with resources to help them get the best care possible, connecting them to the right providers in the right setting at the right time.

Members who need Case Management have access to a full Case Management team and their own dedicated Case Manager. Case Managers are the first point of contact for Members. The relationship between Member and Case Manager is built on trust, mutual respect, and good communication.

Depending on the Member's needs, the Case Manager may also work with the Member's doctors, caregivers, family, and other health care team members. The team communicates and works together to improve the Member's overall health.

If you would like to learn more about Case Management services, call Community First Population Health Management at 210-358-6050 or email chelp@cfhp.com.





HEALTH AND WELLNESS PROGRAMS



FOR EVERY AGE & STAGE

Did you know that Community First Health Plans has a family of dedicated programs designed to help improve your health, manage a chronic condition, or experience a healthy pregnancy...all at no-cost?

On the following page, you will find a list of our current Health & Wellness Programs and the program goals of each. We want to provide you the added support, resources, and guidance you need to feel better, live healthier, and enjoy your life to the fullest.



Asthma Matters

Asthma Management Program

- Education about the causes or triggers of asthma
- Tips to achieve normal or near-normal lung function
- Advice on how to participate in physical activity without symptoms
- Ways to decrease the frequency and severity of flare-ups

*Qualifying Members may be eligible for an asthma kit, pillow cover, \$10 for getting a flu shot, and up to \$80 in gift cards for completing visits with SA Kids BREATHE (\$35 for first visit, \$10 for second visit, \$35 for third visit).**

Diabetes in Control

Diabetes Management Program

- Diabetes education, self-management, and healthy cooking classes
- Individual and group fitness classes
- Tips to better communicate with Providers
- Referral to YMCA Diabetes Prevention Program including a complimentary four-month YMCA membership*

*Qualifying Members may be eligible for up to \$50 in gift cards for participating in Diabetes in Control and completing required education and screenings.**

Healthy Expectations Maternity Program

- Prenatal and postpartum education
- Information about labor and delivery
- Breastfeeding education
- Tips for newborn care
- One-on-one contact with a Health Educator
- In-person or virtual Mommy & Me Baby Shower

Qualifying Members may be eligible for up to \$90 in gift cards for completing prenatal services, plus a \$30 reimbursement for a pregnancy item or birthing classes.

Healthy Mind

Behavioral Health Program

- Help determining the type of behavioral health assistance needed
- Information to help choose the right professional counselor or doctor

Healthy Living

Lifestyle Management Program

- One-on-one contact with a Health Educator
- Educational materials
- Care Management for high-risk Members
- Referral to YMCA Y Weight Loss Program

Healthy Heart

Blood Pressure Management Program

- One-on-one contact with a Health Educator
- Educational materials
- Care Management for high-risk Members
- Referral to YMCA High Blood Pressure Self-Monitoring Program

How to Join

Find the right Health & Wellness Program for you by taking our online Health Assessment.

1. Visit our website CommunityFirstHealthPlans.com/Health-and-Wellness-Programs or log in to the [Member Portal](#).
2. Contact one of our Health Educators for help at 210-358-6055 or email healthyhelp@cfhp.com.

Other Important Information

- All Health & Wellness Programs are provided at no-cost.
- You can opt out of a Health & Wellness Program at any time.

Community First strives to give the best quality services to our Members. If you have any questions regarding our Health and Wellness Programs, please contact Population Health Management at 210-358-6055 or email healthyhelp@cfhp.com.

**Limitations and restrictions apply. Contact a Health Educator to learn more.*



DIABETES EMERGENCIES: SIGNS, SYMPTOMS, AND CARE



If you have diabetes, it's possible to experience a diabetes emergency, despite being careful and doing everything right. High or low blood sugar levels can lead to an emergency situation. Below are some symptoms to look out for and what to do if you notice any of them.

	LOW BLOOD SUGAR (HYPOGLYCEMIA)	HIGH BLOOD SUGAR (HYPERGLYCEMIA)
Who can be affected?	Those who need insulin or take other diabetes medicines that can cause low blood sugar	Any person who has diabetes
How fast does it happen?	Rapidly, over minutes or hours	Slowly, over hours or days
What are the symptoms?	<ul style="list-style-type: none"> • Fatigue, shakiness • Headache • Hunger • Cold, clammy skin; sweating • Sudden double vision or blurred vision • Pounding heart, confusion, irritability; person may appear drunk • Loss of consciousness 	<ul style="list-style-type: none"> • Frequent urination • Intense thirst • Blurred vision • Signs of ketoacidosis, such as: rapid breathing; fruity-smelling breath; hot, flushed, dry skin; restlessness or drowsiness; loss of appetite; belly pain or vomiting; confusion • Loss of consciousness
What should you do?	<ul style="list-style-type: none"> • If the person loses consciousness, call 911. If the person is conscious, have the person eat or drink something that contains sugar. If symptoms don't improve, call the doctor immediately. • If you've been taught how to give glucagon to a person who is having a low blood sugar emergency, do so. Always make sure the glucagon has not expired. 	If there are signs of ketoacidosis, call the doctor immediately. If the person loses consciousness, call 911.

If you are unsure about the cause of the diabetic emergency in a person who uses medicine, have the person eat or drink something that contains sugar, like glucose tablets, hard candy, honey or sugar dissolved in water, fruit juice, or a soft drink with sugar. Do not give an unconscious person anything to eat or drink.

Note: Symptoms may vary. If you have diabetes, ask your doctor what your safe blood sugar range is.

DIABETES COMPLICATIONS

When you have diabetes, you are at risk of developing other health problems, called complications. This is especially true if your blood sugar levels stay high. Over time, high blood sugar can damage many parts of your body. It can lead to a variety of problems, including problems with your:

- **Eyes.** High blood sugar levels may cause temporary blurred vision. Blurred vision, floaters, or flashes of light may be a sign of diabetic retinopathy, which can lead to severe vision loss. Having diabetes also puts you at risk for cataracts and glaucoma.
- **Heart and blood vessels.** High blood sugar damages the lining of blood vessels. This is called hardening of the arteries, or atherosclerosis. It can lead to stroke, heart attack, peripheral arterial disease, or heart failure.
- **Nerves.** High blood sugar levels can damage nerves throughout your body. This damage is called diabetic neuropathy. There are different types of neuropathy. They may be caused by damage to nerves that sense things like pain or touch or that control things like your heartbeat, digestion, or blood pressure. Nerve damage can be painful, especially in the feet.
- **Feet and skin.** You may have less feeling in your feet. This means that you can injure your feet and not know it. Common infections from blisters, ingrown toenails, small cuts, or other problems can quickly become more serious when you have diabetes.
- **Kidneys.** High blood sugar can damage tiny blood vessels in your kidneys that help filter waste from your blood. This kidney damage is called diabetic kidney disease (sometimes called diabetic nephropathy). You may not have any symptoms until the damage is severe. Then you may notice swelling in your feet or legs or all over your body.

INFECTIONS RELATED TO DIABETES

High blood sugar from diabetes can affect the body's immune system. The immune system is the body's natural defense system that helps fight infections.

People with high blood sugar from diabetes can be more severely affected by common infections, such as influenza and pneumonia. They also are more likely to be infected with unusual organisms, such as Gram-negative bacteria or fungi.

PREVENTION

You can help prevent or delay complications by keeping your blood sugar in a target range. You also need regular medical checkups to look for early signs of complications. If complications are treated early, the damage may be stopped, slowed, or possibly reversed.

LONG-TERM HEALTH PROBLEMS

DIABETIC RETINOPATHY

Diabetes can damage the small blood vessels in the retina, which is the part of the eye that sends images to your brain. This is called retinopathy, and it can lead to poor vision or blindness.

Retinopathy does not usually cause symptoms at first. When you do have symptoms, they can include blurred or distorted vision or having a hard time reading. You may have floaters, which are shadows or dark objects that “float” across your vision. You may see flashes of light. Because you may not have symptoms until retinopathy is severe, see your eye doctor on a regular basis. The sooner you know about it, the easier it is to treat it, and the more likely you are to prevent vision loss. Diabetic retinopathy has no cure, but controlling diabetes can help stop it from getting worse. If your retina is not badly hurt, laser treatment or surgery can help prevent more vision loss.

DIABETIC NEUROPATHY

Over time, high blood sugar from diabetes can damage your nerves. This is called diabetic neuropathy. It can affect the following nerves:

- **The nerves that give you the sense of touch, heat, and position, mainly those in your feet and legs.** The longer the nerve is, the more likely it is to be damaged by diabetes. This can lead to serious foot problems, such as sores, infection, and bone and joint deformities. It is the most common form of neuropathy. Symptoms include:



- » Tingling, tightness, or burning, shooting, or stabbing pain in the feet, hands, or other parts of the body.
- » Numbness or less feeling, most often in the feet.
- » Weakness and loss of balance and coordination.
- **The part of the nervous system that you do not control.** This includes the nerves that control your heart rate, blood pressure, body temperature, vision, digestion, and other functions. If these nerves are damaged, you may:
 - » Notice digestion problems like bloating, heartburn, or diarrhea.
 - » Sweat a lot at night or while eating certain foods. You may also sweat only a little, especially in your feet and legs.
 - » Not know when you have to urinate.
 - » Have sexual problems.
 - » Feel dizzy and weak when you stand up or sit up.
 - » Not know your blood sugar is low.
- **One nerve or group of nerves.** This can cause muscle weakness and pain, mainly in the wrist, thigh, or foot. It may also affect the nerves of the back and chest and those that control the eye muscles. This rare form usually occurs suddenly. You may:
 - » Have pain or weakness in one part of your body, such as a wrist, thigh, or foot.
 - » Have pain in and around one of your eyes, difficulty moving your eyes, and double vision.

There is no cure for diabetic neuropathy, but you can keep it from getting worse by keeping your blood sugar within a target range. Your doctor may suggest medicine or physical therapy for pain. Take good care of your feet to help avoid foot infections.

DIABETIC KIDNEY DISEASE

Diabetic kidney disease is kidney damage caused by having high blood sugar for a long time. This affects how the kidneys filter fluids, and it lets protein that should stay in the blood pass into the urine. If not treated, this can lead to kidney failure. To help find it early, your doctor may do tests that check how well your kidneys are filtering your blood and how much protein is in your urine.

You have no symptoms at first. A little bit of protein in the urine is the first sign of kidney damage. When your kidneys work poorly, your blood pressure may go up and you may have swelling, at first in your feet and legs. Medicine that lowers blood pressure and protects the kidneys can help. To prevent kidney damage or keep it from getting worse, eat healthy foods, exercise, limit alcohol, don't smoke, and keep your blood sugar within a target range. Also, talk to your doctor or dietitian about how much protein is best for you.

HEART DISEASE

Experts do not fully understand how diabetes affects the heart. Many things can lead to heart disease, including high blood sugar, insulin resistance, high cholesterol, and high blood pressure. But genetics and lifestyle may also affect a person's risk. For example, if you smoke, you are at a higher risk for heart and blood vessel disease than someone who does not smoke. To help prevent or delay heart disease, take the medicine your doctor suggests, exercise, don't smoke, control your blood pressure, and eat healthy.

REDUCE YOUR RISK

The most important thing you can do is keep your blood sugar under control. To do this, take your insulin or other diabetes medicines as your doctor tells you, check your blood sugar level often, follow your diet for diabetes, exercise, and see your doctor on a regular basis. Seeing your doctor is very

important because you may have no symptoms from these problems. The earlier you can treat them, the more likely you can avoid complications and prevent the problem from getting worse.

NO-COST DIABETES EDUCATION & SUPPORT

You **CAN** be successful in managing your diabetes. Community First is here to help. Our [Diabetes in Control: Diabetes Management Program](#) is a no-cost Health & Wellness program exclusively for Community First Members. This program helps you learn more about diabetes and empowers you to take control of your health. Join this no-cost program today, and you may be eligible for Value-Added Services like gift card incentives, a complimentary 4-month YMCA membership, home visits, and more.*

**Limitations and restrictions apply. Contact a Community First Health Educator for more information about Value-Added Services.*

TO JOIN

- **Visit:** CommunityFirstHealthPlans.com/Health-and-Wellness-Programs
- **Call:** 210-358-6055
- **Email:** healthyhelp@cfhp.com

Community First Case Management services are also available to Members at no cost. Diabetes does not have to control your life. People who take an active role in learning about diabetes are the most successful in preventing or delaying diabetes complications. You can do it. We can help.

Source

©2007-2023 Healthwise, Incorporated. Current as of: February 28, 2023; Author: Healthwise Staff; Clinical Review Board: All Healthwise education is reviewed by a team that includes physicians, nurses, advanced practitioners, registered dietitians, and other health care professionals. Healthwise disclaims any liability for use of this information, which does not replace medical advice.

THE BEST WAY TO BEAT THE FLU

The flu shot is the best way to protect yourself and your loved ones from the flu.

Flu shots are provided at no-cost to Community First Members and are recommended for adults, children, and babies who are 6 months or older. The flu shot is safe and effective for most people, including pregnant women.

Important Information for Parents

Children ages 6 months to 8 years getting vaccinated for the first time, or who have only previously received one dose of flu vaccine, or whose flu vaccination history is unknown, should get TWO doses of the flu vaccine this season. Your child's health care provider can tell you if your child needs two doses.

You can get your flu shot at several convenient locations, including:*

- Your primary care provider's office
- Target
- H-E-B
- Walgreens
- Walmart
- CVS

**Community First Members under the age of 7 enrolled in STAR, STAR Kids, or CHIP must get their flu shot at their primary care provider's office.*

If you have questions about the flu shot, please contact your primary care provider. Community First also has several helpful flu resources available to you, including:

- **Flu Website:** A website dedicated to sharing credible flu shot updates and references, flu shot locations, and local flu shot drive-thru events: CommunityFirstHealthPlans.com/Flu
- **Member Services Department:** Call 1-800-434-2347 to speak with a trusted Member Services representative.
- **Email Assistance:** Email healthyhelp@cfhp.com to reach our knowledgeable Health Educators.

MY ACTION PLAN

Your stay-healthy checklist for body and mind

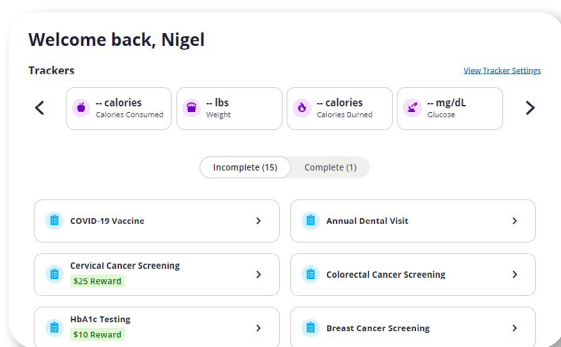


It's time to take an active role in your health.

My Action Plan can help. Make it your New Year's resolution to take charge, and use My Action Plan to make you're getting all the necessary exams, health screenings, and other health care visits recommended for you every year.

What is My Action Plan?

My Action Plan is a new tool from Community First Health Plans available on the [Community First Member Portal](#). It lists health actions recommended for you, like your annual wellness visit, mammogram, or colorectal cancer screening. It is your personal "call to action" to schedule an appointment and complete a recommended visit or screening.



Where Can I See My Action Plan?

My Action Plan is located on the [Community First Member Portal](#).

1. Log in to the Portal using your **username** and **password**
2. Click "My Action Plan" under the "My Health Plan" dropdown menu

If you don't have a Member Portal account, it's quick, free, and easy to create one! You'll just need your Community First Member ID card. Go to [CommunityFirstHealthPlans.com/MemberPortal](#) to create an account, log in, and learn more about the Member Portal.

Can I Earn Rewards When I Complete Health Actions?

Some Community First Members can earn gift card rewards by completing certain health actions listed on My Action Plan.* You may see reward amounts listed next to your health actions.

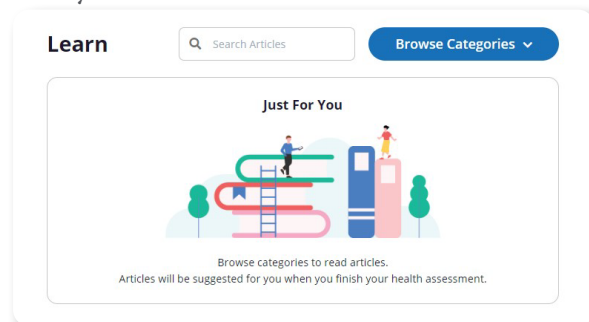
1. Click on a health action to view more details.
2. Complete the form once you've completed a health action.
3. Claim your gift card by calling a Community First Health Educator at 210-358-6055 or email healthyhelp@cfhp.com. Our Health Educators can also help explain who qualifies and why.

What Other Features Are On My Action Plan?

My Action Plan also has a library of health education articles on topics such as:

- Alcohol
- Stress
- Colorectal screening
- Fitness
- Depression
- Healthy Eating
- Flu
- Tobacco

Click "**Learn**" at the top of your screen to view the library.



I Have Questions. Where Can I Get Help?

Click on the question mark icon at the top of your screen to access the Help Center and view Frequently Asked Questions. If you have questions about gift card rewards, call a Community First Health Educator at 210-358-6055 or email healthyhelp@cfhp.com.

YOUR PRESCRIPTION DRUG BENEFITS

Your prescription drug benefits depend on your health care plan. Navitus Health Solutions is the Pharmacy Benefit Manager (PBM) for Community First Health Plans. Navitus is responsible for administering your pharmacy benefits.

Medicaid Members

If you are a Community First STAR, STAR Kids, or CHIP Member, you can review your pharmacy benefits by viewing the Preferred Drug List (PDL) at [TXVendorDrug.com](https://www.txvendor.com). The PDL is published every January and July and includes preferred covered medications and requirements for non-preferred medications. If you still have questions, call Community First Member Services at 1-800-434-2347 (STAR/CHIP) or 1-855-607-7827 (STAR Kids).

Commercial HMO Members

If you are a Community First Commercial HMO Member, you can sign up for an account on the [Navitus Member Portal](#) to review your benefits. Registration is simple.

1. Visit [Navitus.com/Members](https://www.navitus.com/members).
2. Click “Login to the Member Portal” and then “Register Now.”
3. Enter the information requested as printed on your Community First Member ID card.

Once you register, you can find the following information on the Navitus Member Portal:

- A list of covered medications (also known as a formulary) and other information, including drug tiers (how prescription drugs are divided into different levels of cost) and quantity limits (the highest amount of a prescription drug that can be given to you by your pharmacy in a period of time).
- Updates to the formulary.
- Prior authorization forms and clinical criteria used for certain medications.
- Information on how to request a formulary exception (a type of coverage determination).
- A list of network and specialty pharmacies.

Medicare Advantage & University Community Care Plan Members

Community First Medicare Advantage and University Community Care Plan Members can review pharmacy benefits by logging into the Community First [Member Portal](#). Click on “Pharmacy Benefits” under the “My Health Benefits” menu at the top of your screen.

IMPORTANT: Always maintain a list of your prescriptions and any over-the-counter medications you are taking, including vitamins, supplements, and herbal remedies. Take this list to all appointments and review it with your Provider at least once a year. Keeping an updated medication list is an easy way to ensure your health and safety.

COMMUNITY FIRST QUALITY IMPROVEMENT PROGRAM EVALUATION

Every year in January, Community First Health Plans, Inc. and Community First Insurance Plans (Community First) develop a quality plan. At the end of the year, Community First takes time to review the results of the plan. The evaluation helps to identify successes and look for improvement opportunities. It also helps Community First develop quality activities for the following year. This helps Community First move towards 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:

- In January 2022, Community First re-entered the Health Insurance Marketplace by offering plans as an Exclusive Provider Organization (EPO) on the federally facilitated exchange. These plans are offered by Community First Insurance Plan (CFIP) to Bexar County residents.
- Enhanced Member and Provider Portals were deployed. We improved the content strategy that led Members and Providers to the digital communication platforms that were most relevant. Distribution of Member and Provider monthly e-newsletters, website traffic and portal accounts significantly increased.
- The annual satisfaction survey revealed Members are satisfied with Community First; rated in the top 75th percentile nationally for Medicaid Children and Commercial Adults.
- Providers surveyed indicated satisfaction with Community First above the 50th percentile in:
 - Overall satisfaction with Community First
 - Rating of Community First compared to all other contracted health plans
 - Overall satisfaction with the health plan's call center service
 - Ease of reaching health plan call center staff over the phone
 - Would you recommend Community First to other physicians' practices

Opportunities identified and key goals for the future include:

- Coordination of Care
- Getting Care Quickly

You can learn more details about Community First's performance on measures of clinical care and Member satisfaction by viewing the Measurement Year 2022 HEDIS and 2023 CAHPS summary on the following pages.

“We are dedicated to our goal of continuous improvement, problem resolution, and delivery of the highest quality health care.”

2023 MEMBER SATISFACTION SURVEY: The Results Are In!

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

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

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

The Community First goal for the 2023 survey was to reach and maintain at the 90th percentile as defined in NCQA's current quality compass or higher by incrementally moving the rate to the next percentile each year till the goal is reached (e.g., from the 25th percentile to the 33rd percentile).

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

	Medicaid Child	Commercial Adult
Rating of Health Plan	75th percentile	75th percentile
Rating of Health Care	75th percentile	75th percentile
How Well Doctors Communicate	67th percentile	90th percentile

Areas of opportunity for improvement include: Getting Care Quickly & Coordination of Care

The goal for Community First Health Plans is to continue to improve its delivery of quality care and service in a safe manner. We welcome recommendations from our Members, physicians, and other providers.

If you received the CAHPS survey in the mail this spring, thank you for taking the time to complete it. We value your participation. If you have a suggestion for an area of improvement, please contact Member Services at 1-800-434-2347.

HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET (HEDIS®)

Effectiveness of Care Measures

Effectiveness of Care measures focus on the quality of care Members received in the previous year. Measures are compiled using claims and medical record information.

The chart below lists key areas where Community First scored in the 50th to 90th percentile of the National Committee of Quality Assurance (NCQA) when compared to all the health plans in the United States that submitted HEDIS data in measurement year 2022. Quality measures for Medicaid and CHIP membership focused on well-child and adolescent visits and prenatal care. Some of these HEDIS measures were also used in the administration of the physician incentive program.

Community First Measurement Year 2022 HEDIS Effectiveness of Care Strengths STAR, CHIP, STAR Kids

Quality of Care Measure	STAR	CHIP	STAR Kids
Follow-Up Care for Children Prescribed ADHD Medication - Initiation Phase	75 th	75 th	90 th
Well-Child Visits First 30 Months of Life	67 th	95 th	90 th
Child and Adolescent Well-Child Visits	50 th	90 th	67 th
Treatment for Upper Respiratory Infections	75 th	90 th	75 th

Community First Measurement Year 2022 HEDIS Effectiveness of Care Strengths Commercial

Quality of Care Measure	Commercial
Postpartum Care	50 th
Timely Prenatal Care	67 th
Blood Pressure Control	90 th



FOLLOW-UP AFTER EMERGENCY DEPARTMENT VISIT FOR MENTAL ILLNESS (FUM)



It can be scary when you or your child experience a mental health crisis. If you or your child received help at an emergency department (ED) during a mental health crisis, you may not know what to do next. **It is very important to follow up with your primary care provider (PCP), pediatrician, or behavioral health specialist to review any prescribed or recommended medications, learn about additional resources, and for continuity of care.**

WHY IS A FOLLOW-UP VISIT IMPORTANT?

People who receive follow-up care after a behavioral health-related emergency department visit have fewer repeat visits, improved physical and mental function, and increased compliance with their care plan.

WHEN SHOULD I GO IN FOR A FOLLOW-UP VISIT?

The sooner you complete your follow-up visit, the better. Two follow-up visits are recommended: one within 7 days and another one within 30 days. However, it's best to see your provider within the first 7 days after your ED visit, then follow the recommendations of your provider.

WHAT COUNTS AS A FOLLOW-UP VISIT?

There are many ways to get support, further treatment, and care after a mental health emergency.

- Outpatient office-based care
- Mental health outpatient office-based care
- Intensive outpatient
- Partial hospitalization
- Community mental health center
- Electroconvulsive therapy
- Telehealth
- Telephone
- Online assessment (e-visit or virtual check-in)
- Observation

FOLLOW-UP VISIT TIPS

- If you have an established PCP or behavioral health provider, schedule an in-person or telehealth visit within 7 days of your emergency department visit to talk about your need for medications or additional resources.
- Contact Community First Health Plans Member Services for help choosing a provider and making an appointment.
- If you have a Community First Case Manager or Service Coordinator, they can also help you schedule an appointment and help you remove obstacles to keeping your appointment, including transportation.
- When scheduling your follow-up visit, tell the provider's office that you went to the emergency department. They often reserve special appointment availability for Members who have recently been in the emergency department.
- Be sure to take your hospital discharge paperwork to your appointment.


WHERE TO GET HELP 24/7/365

If you or your child is thinking about suicide or self-harm, having a mental health crisis, a substance use crisis, or any other kind of emotional distress, get help right away.

- **Call or text the National Suicide and Crisis Lifeline at 988**
- **Call the Community First Behavioral Health Emergency Line at 1-877-221-2226.**

Consider saving these numbers in your phone.

Go to [988lifeline.org](https://www.988lifeline.org) for more information or to chat online .

A woman with curly hair is kissing a baby on the cheek. The baby is wearing a blue and white checkered shirt. The background is a bright, sunny outdoor scene with a blue sky and green trees.

Baby Blues or Postpartum Depression

How to Get Help

Depression is common in new moms.

Having a baby can be a stressful experience, no matter how much you love your child or have looked forward to becoming a parent. Considering the loss of sleep, intense new responsibilities, and having no time for yourself, it's no surprise that many new moms feel like they're on an emotional rollercoaster. In fact, mild depression and mood swings are so common in new mothers that it has its own name: **The Baby Blues.**

Is it the baby blues or postpartum depression?

The majority of women experience at least some symptoms of the baby blues immediately after childbirth. The sudden change in hormones after delivery, plus stress, isolation, no sleep, and fatigue, can cause strong feelings, even sadness. You may feel more tearful, unprepared, and emotionally fragile than normal. Generally, these feelings start in the first couple of days after delivery, peak after one week, and then begin to fade by the end of the second week postpartum.

The baby blues are perfectly normal, but if your symptoms don't go away after a few weeks or get worse, you may be suffering from postpartum depression. **You may need to ask for help, and that is perfectly normal.** You are not alone. Help is available.

Signs and symptoms of postpartum depression

In the beginning, postpartum depression can look like the normal baby blues. In fact, postpartum depression and the baby blues share many symptoms, including mood swings, excessive crying, sadness, insomnia, and irritability. The difference is that with postpartum depression, the symptoms are more severe and may even include suicidal thoughts or the inability to care for your baby. Unlike the baby blues, postpartum depression is a serious problem—one that you shouldn't ignore. Here are a few signs and symptoms of postpartum depression to be aware of:

- You avoid your partner or push them away.
- You feel unable to emotionally connect with or feel close to your baby.
- Your anxiety is out of control, which prevents you from eating well or sleeping, even when your baby is asleep.
- You experience powerful feelings of guilt or worthlessness or begin to be preoccupied with thoughts of dying or even wish you were not alive.

If you think you may have postpartum depression, or if your partner or family members are worried that you do, contact your OB/GYN or another health care professional as soon as possible and make an appointment to see them. DO NOT WAIT until your postpartum checkup. The sooner you call, the sooner you can get help.

For an urgent problem related to postpartum depression, call right away for free, 24/7 help:

- **National Suicide and Crisis Lifeline 988**
- **Community First Health Plans Behavioral Health Hotline 1-877-221-2226**

Case Management

Community First offers Case Management services to help Members suffering from postpartum depression and other complex and chronic conditions. Case Management services include:

- Help getting the care you need quickly
- Help coordinating care between doctors and other health care providers
- Help understanding your condition and treatment

As a reminder, Community First Members can make an appointment with any network Behavioral Health Services Provider without a referral.

If you would like to learn more about Case Management or need help finding a provider, call 210-358-6050.

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 (i.e., 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.

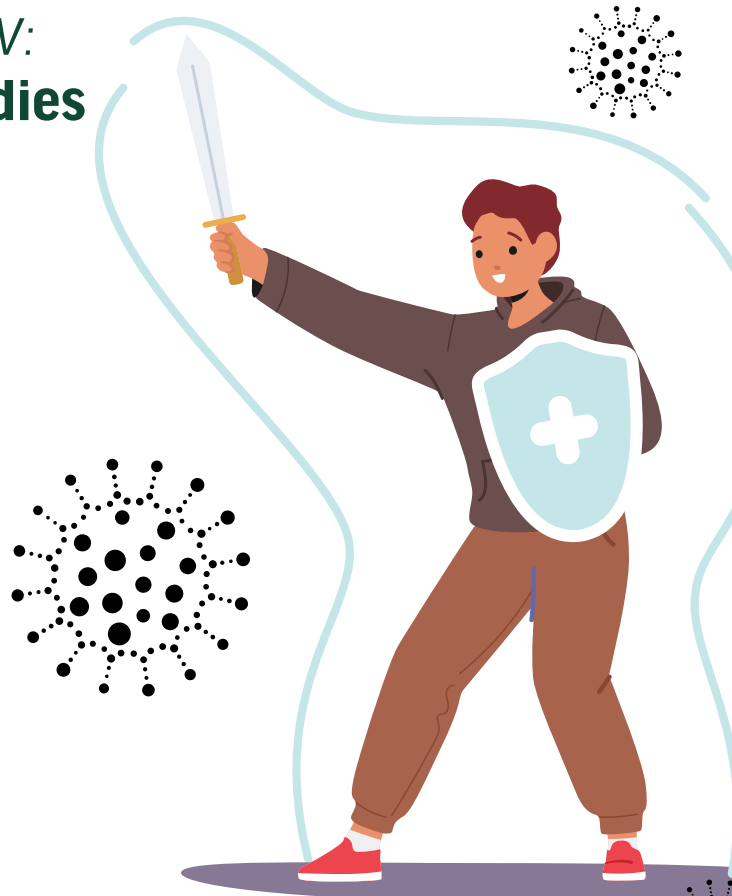
Community First works to ensure that all Members receive the same quality care. If you are in need of these services, please contact Community First Member Services at 1-800-434-2347. All aids and services are free of charge.



2023 Updates in the Prevention of RSV: Vaccines and Monoclonal Antibodies

Respiratory syncytial virus (RSV) is a highly contagious virus that can cause respiratory infections in people of all ages. It is the most frequent cause of lower respiratory tract illness in infants worldwide. Across the U.S., RSV is seasonal, like the flu. RSV peak season is usually in the fall and winter. The virus is especially common in children, and most babies will probably catch RSV by the age of two.

While RSV most often causes cold-like symptoms in infants and young children, it can also lead to serious lower respiratory tract disease (LRTD), including pneumonia or bronchiolitis (swelling of the small airway passages in the lungs). In infants and children, the risk of RSV-associated LRTD is the highest during the first year of life. **According to the Centers for Disease Control and Prevention (CDC), RSV is the number one cause of infant hospitalization in the U.S.** Three new medications have been approved by the U.S. Food and Drug Administration (FDA) in 2023 for the prevention of RSV.



2023 UPDATES IN PREVENTION OF SEVERE RSV INFECTIONS					
Population	Type of Prevention	Options	How does it work?	Who is eligible?	How well does it work?
Infants	Monoclonal Antibodies	Beyfortus	Provides antibodies to the infant before they get sick to protect against severe RSV	Beyfortus: All infants younger than 8 months and high-risk infants 8-19 months	Beyfortus: Reduces risk of hospitalization and health care visits by 80%
		Synagis		Synagis: High-risk infants younger than 24 months	Synagis: Reduces risk of RSV hospitalization in premature infants by 56% and risk of hospitalization from any respiratory illness in high risk groups by 22%
Pregnant Women	Vaccine	Abrysvo	Teaches the body to make antibodies which pass from the mother to the baby for protection during the first 6 months of life	Pregnant women in their third trimester	82% effective in preventing hospitalization in first 3 months of life. 69% effective after 6 months.
Older Adults	Vaccine	Abrysvo	Teaches the body to make antibodies to provide protection against severe RSV	Adults 60 years and older	82%-86% effective against severe disease
		Arexvy			

Infants and Young Children

RSV can be dangerous for infants and young children. Every year in the United States, between 58,000 - 80,000 children younger than age five go to the hospital because of an RSV infection. Children at greatest risk for severe illness from RSV include:

- Premature infants
- Infants up to 12 months, especially those 6 months and younger
- Children up to 2 years with chronic lung disease or congenital (present from birth) heart disease
- Children with weakened immune systems
- Children with neuromuscular disorders, including those who have difficulty swallowing or clearing mucus from their throats and sinuses

Babies and young children can get one of two RSV treatments to protect them from RSV. They are monoclonal antibody products called: **nirsevimab (Beyfortus)** and **palivizumab (Synagis)**.

Monoclonal antibodies are not vaccines. They provide an extra layer of defense that helps fight RSV infections and protect children from getting

very sick. The protection these antibodies provide lessens over time, and they do not treat active RSV infections.

Beyfortus

On July 17, 2023, the FDA licensed Beyfortus, a long-acting monoclonal antibody for the prevention of RSV in infants and young children. **The CDC recommends one dose of Beyfortus for all infants younger than 8 months, born during – or entering – their first RSV season (typically fall through winter).** For a small group of children between the ages of 8 and 19 months with an increased risk of severe RSV disease, including children who are severely immunocompromised, the CDC recommends a Beyfortus dose in their second RSV season.

The [Vaccines for Children](#) program offers Beyfortus doses at no cost for children who might not otherwise be vaccinated because of inability to pay.

Synagis

The other monoclonal antibody, Synagis, is only for children younger than 24 months who are at high risk for severe RSV disease. If your child's

2023 UPDATES IN PREVENTION OF SEVERE RSV INFECTIONS

Population	When should I/my child get it?	How often should I/my child get it?	Where can I/my child get it?	Is this a covered benefit?
Infants	Available at doctor's office; Lasts 4-6 months	Beyfortus: Once for all infants; possibly twice for high risk infants	Doctor's office	Beyfortus: Covered under Vaccines for Children Program for Medicaid/CHIP Members. Covered benefit for all other Community First Members.
	Starting first month of RSV season in your area	Synagis: Monthly; up to 5 doses during RSV season for high-risk infants		Synagis: Pharmacy benefit
Pregnant Individuals	Third trimester (32-36 weeks of pregnancy)	Once	Pharmacy or doctor's office	Medical or pharmacy benefit
Older Adults	When available	Once	Pharmacy or doctor's office	Medical or pharmacy benefit

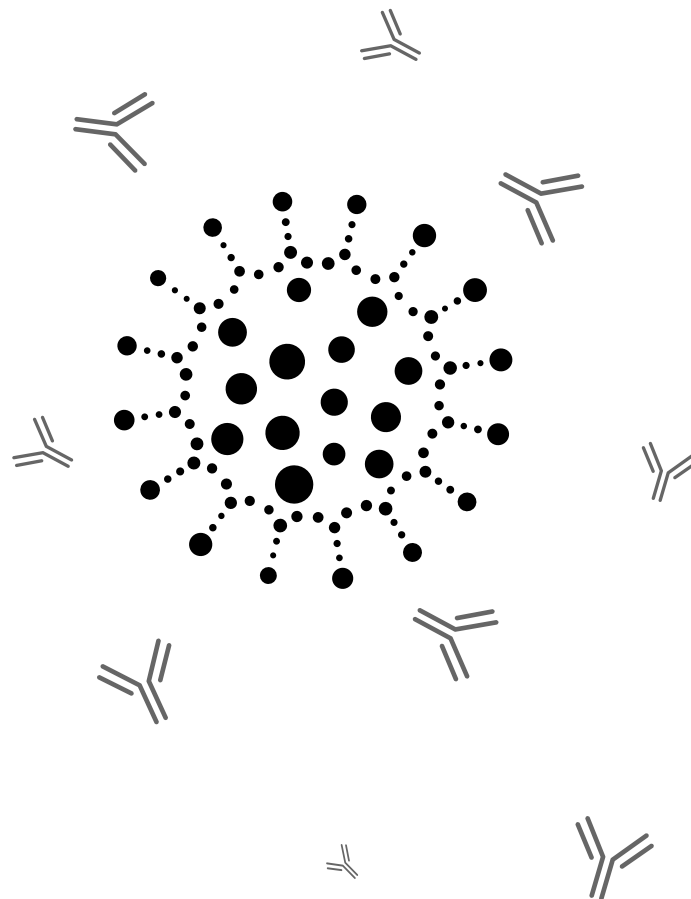
doctor recommends Synagis, they will give one shot per month during RSV season, usually for a total of five shots.

Pregnant Women

On August 21, 2023, the FDA approved **Abrysvo**, the first vaccine approved for pregnant women to protect their babies from RSV. **One Abrysvo shot can prevent LRTD and severe respiratory infections from RSV in infants from birth through 6 months old.** The FDA approved Abrysvo to give to pregnant women in their third trimester (between 32 and 36 weeks pregnant).

Out of 3,500 pregnant individuals who received Abrysvo, compared to approximately 3,500 pregnant individuals who received a placebo, Abrysvo reduced the risk of severe respiratory infection by 81.8 percent within 90 days after birth, and 69.4 percent within 180 days after birth.

The most common side effects for pregnant women who received Abrysvo were pain at the injection site, headache, muscle pain, and nausea.



Older Adults

RSV infections can also be dangerous for some senior adults. **Each year, between 60,000-160,000 seniors in the United States go to the hospital with a severe respiratory infection, and between 6,000-10,000 die from an RSV infection.** Adults with the highest risk for severe RSV infection include:

- Older adults
- Adults with chronic heart or lung disease
- Adults with weakened immune systems
- Adults with other related underlying medical conditions
- Adults living in nursing homes or long-term care facilities

In 2023, the FDA approved two new RSV vaccines for adults ages 60 and up, **Abrysvo** and **Arexvy**, for the prevention of serious respiratory infections. These vaccines are 82 to 86 percent effective against severe disease. The most common side effects include injection site pain, fatigue, muscle pain, and headaches. The Advisory Committee on Immunization Practices recommends the RSV vaccine for adults 60 years old and up, if your doctor recommends it for you.

Sources

FDA Approves First Respiratory Syncytial Virus (RSV) Vaccine. US Food & Drug Administration (FDA) approved product information. Available at: <https://www.fda.gov/news-events/press-announcements/fda-approves-first-respiratory-syncytial-virus-rsv-vaccine> (Accessed on May 04, 2023).

US Food and Drug Administration. <https://www.fda.gov/media/168890/download> (Accessed on June 28, 2023).

Papi A, Ison MG, Langley JM, et al. Respiratory Syncytial Virus Prefusion F Protein Vaccine in Older Adults. *N Engl J Med* 2023; 388:595.

US Food and Drug Administration. <https://www.fda.gov/media/168890/download> (Accessed on June 28, 2023).

Schmoele-Thoma B, Zareba AM, Jiang Q, et al. Vaccine Efficacy in Adults in a Respiratory Syncytial Virus Challenge Study. *N Engl J Med* 2022; 386:2377.

Walsh EE, Pérez Marc G, Zareba AM, et al. Efficacy and Safety of a Bivalent RSV Prefusion F Vaccine in Older Adults. *N Engl J Med* 2023; 388:1465.

Melgar M, Britton A, Roper LE, et al. Use of Respiratory Syncytial Virus Vaccines in Older Adults: Recommendations of the Advisory Committee on Immunization Practices - United States, 2023. *MMWR Morb Mortal Wkly Rep* 2023; 72:793.

Griffin MP, Yuan Y, Takas T, et al. Single-Dose Nirsevimab for Prevention of RSV in Preterm Infants. *N Engl J Med* 2020; 383:415.

Hammit LL, Dagan R, Yuan Y, et al. Nirsevimab for Prevention of RSV in Healthy Late-Preterm and Term Infants. *N Engl J Med* 2022; 386:837.

Muller WJ, Madhi SA, Seoane Nuñez B, et al. Nirsevimab for Prevention of RSV in Term and Late-Preterm Infants. *N Engl J Med* 2023; 388:1533.

Mazur NI, Terstappen J, Baral R, et al. Respiratory syncytial virus prevention within reach: the vaccine and monoclonal antibody landscape. *Lancet Infect Dis* 2023; 23:e2.

Karron RA, Atwell JE, McFarland EJ, et al. Live-attenuated Vaccines Prevent Respiratory Syncytial Virus-associated Illness in Young Children. *Am J Respir Crit Care Med* 2021; 203:594.

CDC Recommends a Powerful New Tool to Protect Infants from the Leading Cause of Hospitalization Accessed at <https://www.cdc.gov/media/releases/2023/p-0803-new-tool-prevent-infant-hospitalization-.html>. Accessed on August 23, 2023.

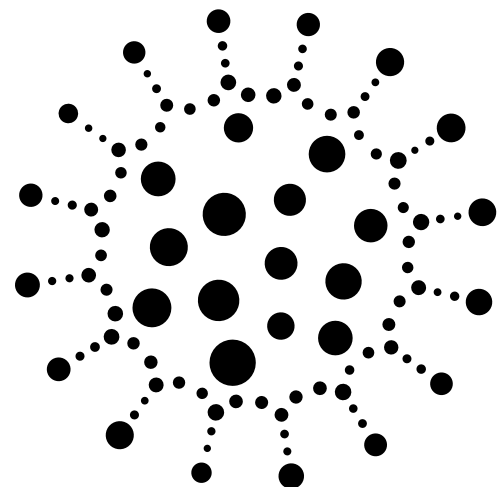
Centers for Disease Control and Prevention. RSV in Infants and Young Children. Accessed at <https://www.cdc.gov/rsv/high-risk/infants-young-children.html>. Accessed on August 23, 2023.

Centers for Disease Control and Prevention. RSV in Older Adults and Adults with Chronic Medical Conditions. Accessed at <https://www.cdc.gov/rsv/high-risk/older-adults.html>. Accessed on August 23, 2023.

American Academy of Pediatrics Committee on Infectious Diseases; American Academy of Pediatrics Bronchiolitis Guidelines Committee. Updated guidance for palivizumab prophylaxis among infants and young children at increased risk of hospitalization for respiratory syncytial virus infection. *Pediatrics*. 2014 Aug;134(2):415-20. Erratum in: *Pediatrics*. 2014 Dec;134(6):1221.

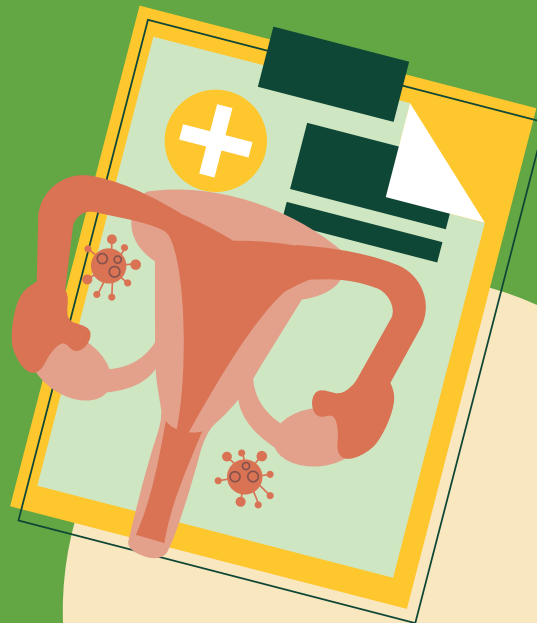
FDA Approves First Vaccine for Pregnant Individuals to Prevent RSV in Infants. Accessed at <https://www.fda.gov/news-events/press-announcements/fda-approves-first-vaccine-pregnant-individuals-prevent-rsv-infants>. Accessed on August 23, 2023.

Garegnani L, Styrnisdóttir L, Roson Rodriguez P, Escobar Liquitay CM, Esteban I, Franco JVA. Palivizumab for preventing severe respiratory syncytial virus (RSV) infection in children. *Cochrane Database Syst Rev*. 2021;11(11):CD013757. doi:10.1002/14651858.CD013757.pub2





CERVICAL CANCER SCREENING: GET THE RIGHT TEST AT THE RIGHT TIME



WHAT IS CERVICAL CANCER?

Cervical cancer is a disease where abnormal cells grow on the cervix. The cervix is located at the bottom part of the uterus; it opens into the vagina.

WHAT CAUSES CERVICAL CANCER?

Human papillomavirus (HPV) is the main cause of cervical cancer. HPV can pass from one person to another during sex. Most people get HPV, but it usually goes away on its own. If it doesn't go away, it can cause cancer. Anyone with a cervix can get cervical cancer, but you may be more likely to get it if:

- You become sexually active at an early age
- You have many sexual partners
- You smoke
- You have a weakened immune system
- You are overweight or obese
- You have a family history of cervical cancer

WHAT CAN I DO TO PROTECT MYSELF/MY CHILD?

- **Get vaccinated.** Both girls and boys ages 11 to 12 should get vaccinated against HPV. They can receive their first HPV vaccine as early as age 9. Talk with your child's doctor to learn more about HPV and how many doses of vaccine they should receive. The HPV vaccine is available to Community First Members at no cost.

- **Get a Pap test.** Pap tests (Pap smears) are recommended every three years for women ages 21 to 29 and are covered under your Community First health plan. Women ages 30 and older can consider Pap testing every five years if the procedure is combined with testing for HPV.
- **Get an HPV test.** HPV tests are recommended every five years for women ages 30 to 65. Sometimes you'll get an HPV test at the same time as a Pap test — this is called co-testing.

WHY IS SCREENING SO IMPORTANT?

Screening tests can find abnormal cells that can be treated before they become cancer. The Pap test looks for precancers - cell changes on the cervix that might become cervical cancer if they are not treated appropriately. The HPV test looks for the virus (human papillomavirus) that can cause these cell changes.

WHEN SHOULD I/MY CHILD GET THEIR FIRST PAP TEST?

Start at the age of 21. If the test is normal, repeat it every three years. At age 30, if test results are normal, get a Pap test every three years and both a Pap and HPV test every five years. You no longer need to get screened if you are over 65 or your cervix was removed during surgery.

If you need help making an appointment, call 210-358-6055 or email healthyhelp@cfhp.com.

NEW!

IN-HOME HELP FOR MEDICAID Applications/Renewals

At Community First, we work hard to connect members of our community to health coverage through programs like Medicaid (STAR and STAR Kids) and CHIP. We believe that all adults, families, and children deserve access to high-quality health care.

We also understand that applying for Medicaid or CHIP or renewing your coverage can be difficult, confusing, and very time-consuming. We are here to help. We can now connect you with in-home, one-on-one help with your Medicaid/CHIP application or renewal form.

To make an appointment:

1. Fill out our appointment form online. Go to CommunityFirstHealthPlans.com/Community-Office and select “In-Home Visit” under “Appointment Type.”
2. Schedule your in-home appointment. An outreach representative will contact you to find a time that works best for you.
3. Get one-on-one help. Receive guidance navigating the Medicaid/CHIP application or renewal process.
4. Submit your application/renewal. Get your questions answered and feel confident that your application/renewal has been submitted correctly and with all the required information.

Other ways we can help:

We can provide assistance:

- Over the phone or by email
- In-person at our Avenida Guadalupe Community Office and The MAC
- Online at CommunityFirstMedicaid.com

VACCINES FOR *Preteens and Teens* What Parents & Caregivers Need to Know



Vaccines are often associated with childhood, but did you know that vaccines are actually recommended throughout life, even into adulthood?

Protection provided by childhood vaccines wears off, so preteens and teens need additional vaccines that will extend that protection, preventing serious, sometimes deadly diseases like meningitis and HPV cancers.

The four recommended vaccines detailed on the next page provide that needed protection and are covered at no cost to Community First Health Plans Members.

Vaccine Safety

The United States' long-standing vaccine safety system ensures that vaccines are as safe as possible. Currently, the United States has the safest vaccine supply in its history. Millions of children safely receive vaccines each year.

Vaccine Side Effects

The most common side effects are typically very mild, such as pain or swelling at the injection site. Serious side effects are rare. Tell your child's doctor or nurse if your child has any serious allergies, including allergies to yeast, latex, or eggs before they receive any vaccines.

Community First Health Plans is currently offering a **\$10 gift card** for preteen and teen Members who get their recommended Tdap, Meningococcal, and first HPV vaccine, and an additional **\$15 gift card** after receiving their second HPV vaccine. For information, please email healthyhelp@cfhp.com.

Meningococcal Shot (MenACWY)

Provides Protection Against:

- Bacteria that causes meningococcal disease.
- Infections of the lining of the brain and spinal cord, as well as bloodstream infections.
- Long-term disabilities that often come with surviving meningococcal disease.

How many doses are needed?

- Two doses of the meningococcal shot are recommended for preteens and teens.
- All preteens should receive the first dose between 11 and 12 years old (by their 13th birthday) and their second dose at 16 years old.

What else do I need to know?

Teens may also get a MenB shot, preferably at ages 16-18 years. Multiple doses are needed for best protection. To learn more, talk to your child's doctor.

HPV Shot (Human Papillomavirus)

Provides Protection Against:

- Infections that can lead to six types of cancer.
- Abnormal cells that can lead to cancer (precancers) and the lasting effects of testing and treatment for these precancers.

How many doses are needed?

- The CDC recommends two doses of the HPV shot for adolescents ages 11 to 12 years. If the second dose is given less than five months after the first dose, a third dose is needed.
- If the first dose is given after 15th birthday, three doses of the HPV shot should be given over a six-month period.

What else do I need to know?

HPV is considered the most common sexually transmitted infection in the United States and the cause of almost all cervical cancers in women. Nearly 4 out of every 10 cases of cancer caused by HPV occur among men. The HPV vaccination can prevent over 90% of HPV cancers.

Tetanus, Diphtheria, and Whooping Cough Shot (Tdap)

Provides Protection Against:

- Tetanus, diphtheria, and whooping cough (pertussis).
- Painful muscle stiffness from tetanus.
- Development of a thick coating in the back of the nose or throat from diphtheria that can make it hard to breathe or swallow.
- Violent coughing fits from whooping cough.

How many doses are needed?

One dose of the Tdap booster shot is recommended.

What else do I need to know?

There are two vaccines that help protect children against tetanus, diphtheria, and whooping cough: DTaP and Tdap. These shots do not offer lifetime protection. Booster shots are needed to keep up protection.

Influenza (Flu)

Provides Protection Against:

- Serious illness and hospitalization among children.
- High risk of developing serious complications.

How many doses are needed?

One dose of the flu shot is recommended every year in the fall/winter.

What else do I need to know?

Even if your preteen or teen is healthy, they can still get very sick from the flu and spread it to others. Flu season can begin as early as September and extend through May. It takes about two weeks after getting a vaccine to build protection against the flu.

Sources

- <https://www.cdc.gov/vaccines/parents/FAQs.html>
- <https://www.cdc.gov/vaccines/parents/index.html>
- <https://www.cdc.gov/vaccines/parents/diseases/index.html>

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 auxiliary aids and services to people with disabilities to communicate effectively with our organization, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other written formats)

Community First Health Plans also 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 auxiliary services, please contact Community First Member Services at 1-800-434-2347. TTY (for hearing impaired) at 210-358-6080 or toll free 1-800-390-1175.

If you wish to file a complaint regarding claims, eligibility, or authorization, please contact Community First Member Services at 1-800-434-2347.

If you feel that Community First Health Plans failed to provide free language services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can contact the Chief Compliance & Quality Officer by phone, fax, or email at:

Susan Lomba
Chief Compliance & Quality Officer
Phone: 210-510-2463, TTY number: 1-800-390-1175
Fax: 210-358-6014
Email: slomba@cfhp.com

You may 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>.

You may also file a complaint 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
Phone: 1-800-368-1019, TDD number: 1-800-537-7697

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>

Aviso de no discriminación

Community First Health Plans cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, identidad de género, u orientación sexual. Community First Health Plans no excluye o trata de manera diferente a las personas debido a raza, color, nacionalidad, edad, discapacidad, sexo, identidad de género, u orientación sexual.

Community First Health Plans proporciona asistencia y servicios gratuitos a personas con discapacidades para comunicarse efectivamente con nuestra organización, como:

- Intérpretes calificados de lenguaje de señas
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)

Community First Health Plans también ofrece servicios gratuitos lingüísticos a personas cuyo idioma principal no es el inglés, como:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita recibir estos servicios auxiliares, comuníquese al Departamento de Servicios para Miembros de Community First al 1-800-434-2347. TTY (para personas con problemas auditivos) al 210-358-6080 o al número gratuito 1-800-390-1175.

Si desea presentar una queja sobre reclamos, elegibilidad, o autorización, comuníquese al Departamento de Servicios para Miembros de Community First al 1-800-434-2347.

Si cree que Community First Health Plans no proporcionó servicios lingüísticos gratuitos o fue discriminado de otra manera por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, identidad de género, u orientación sexual, puede comunicarse con la directora del calidad y cumplimiento por teléfono, fax, o correo electrónico al:

Susan Lomba
Directora de calidad y cumplimiento
Teléfono: 210-510-2463, línea de TTY gratuita: 1-800-390-1175
Fax: 210-358-6014
Correo electrónico: slomba@cfhp.com

También puede presentar un queja de derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos de manera electrónica a través del portal de quejas de derechos civiles, disponible en: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

También puede presentar una queja por correo o por teléfono al:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

Teléfono: 1-800-368-1019, línea de TDD gratuita: 1-800-537-7697

Los formularios de queja están disponibles en:
<http://www.hhs.gov/ocr/office/file/index.html>.

COMMUNITY FIRST HEALTH PLANS

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.

لا نإف تامدخ اس م لا قدع وغل ل لاة ي وت ت ف ك ل . ن اجم ل ا ب ل ص تا ر ب م ق 1-800-434-2347 م قر تاه مص لا لاو: 1-800-390-1175 : ةظوح ل م اذا تن ك شذحت ت ر كذا، ةغل ل

پآ را و د و ب ے ل، سی ہ و ت پآ و ک نا بز ی ک دم ی ک تامدخ تف م سی م بای ت س د سی ہ ل ا ک 1-800-434-2347 (TTY: 1-800-390-1175) رب خ : راد ر گا

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).

ध्यान दः यद आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-434-2347 (TTY: 1-800-390-1175) पर कॉल कर।

امش ی ارب ناگی ار تروصب ی نابز تالی هست، دینی ک یم وگتفگ ی سراف نابز هب رگا : هجوت اب . دش اب یم مه ارف 1-800-434-2347 (TTY: 1-800-390-1175) دیری گب سامت

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

ध्यान दें: यद आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-434-2347 (TTY: 1-800-390-1175) पर कॉल 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, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).

28 YEARS

3 MILLION

lives impacted

COMMUNITY FIRST
HEALTH PLANS



FACEBOOK @COMMUNITYFIRSTHEALTHPLANS • TWITTER @CFHEALTHPLANS • INSTAGRAM @CFHEALTHPLANS