

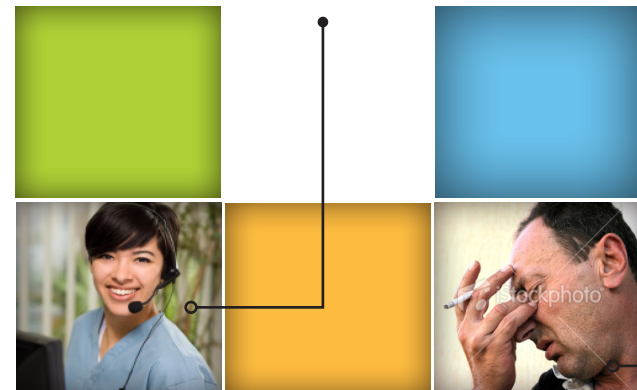
CASE MANAGEMENT

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

CFHP Case Managers are able to:

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

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



PREVENTIVE HEALTH PROGRAMS

Health and Wellness are important to Community First Health Plans. Our Preventive Health and Disease Management Department provides a variety of avenues to educate and remind members of preventive measures they can take. Community First is committed to collaborating with our members, health care providers and contracted vendors in improving the health of our members.

○ New Member Health Risk Assessment

General Assessment is mailed to member in the New Member Packet. The tool assesses the needs of new members who are enrolled in the Plan.

○ Personalized Health Program

Community First Health Plans offers an online health risk assessment (HRA). This program is ideal for anyone interested in making healthier lifestyle choices. In only minutes, they receive a personalized plan for making healthy lifestyle changes.

○ Youth In Motion Program

The Youth In Motion program is for children and adolescents ages 8 thru 17 who might benefit from exercise and healthy eating to lose weight and get in shape.

○ Flu Shot Direct Mail Campaign

All Members are sent reminders encouraging them to receive the vaccination. Initial efforts are targeted at members who have been identified with chronic conditions and those who are pregnant. The Flu vaccines are offered to all members.

○ Women's Health

Efforts are made annually to remind female members age 19 and older to receive their breast and cervical cancer screenings.

○ Tobacco Cessation Program

Community First Health Plans Members are identified for this program through the Programs' assessment tools. Members who smoke are asked if they smoke and if they are interested in quitting then are referred to the Tobacco Cessation program.

CHRONIC DISEASE PROGRAM

Community First Health Plans has developed a comprehensive chronic disease program for our members. The Program will focus on a variety of diseases of the heart, blood vessels and lungs.

These will include:

- Coronary Artery disease(CAD)
- Congestive heart failure (CHF)
- Hypertension (High Blood Pressure)
- Ischemic heart disease
- Peripheral artery disease
- Chronic Obstructive Pulmonary Disease (COPD)

As a participant in the program, you will learn how to:

- Understand your problem
- Recognize symptoms and report changes to your doctor
- Prevent complications
- Take medications as prescribed by your doctor

Members may enroll in these programs by completing the General Health or Disease Management survey by mail, face-to-face, or on the telephone. Contact a CFHP Health Educator at (210) 227-2347.

12238 Silicon Drive, Suite 100
San Antonio, Texas 78249
www.cfhp.com/members

For more information on any of these programs or to enroll in the programs, call Member Services (210) 227-2347 or 1-800-434-2347.



Health Services & Programs

12238 Silicon Drive, Ste. 100 San Antonio, Texas 78249



We keep you prepared for the game with one free sports physical.

Each year, receive up to \$125 for frames and lenses or \$75 for contact lenses.



A free cell phone with 500 free monthly minutes are yours to be a first line of defense for medical emergencies.



Free bus tokens are yours to help take you to doctor visits and health education classes.



A peak flow meter and OpiChamber are yours free as your first line of defense for asthma.

BEHAVIORAL HEALTH

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

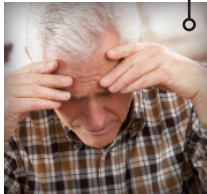
As a benefit to you, CFHP Behavioral Health staff is available to provide information and help you choose a professional counselor or doctor who can help you sort out your problems. Common reasons for seeking help from our Behavioral Health staff include:

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

CFHP Behavioral Health staff can help you determine the type of behavioral health assistance you may need. Outpatient counseling services available include individual, couple, family, and group counseling. For those who need more intensive treatment, services available include:

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

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



HEALTHY EXPECTATIONS PROGRAM

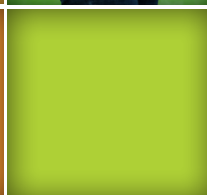
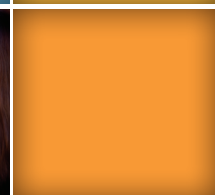
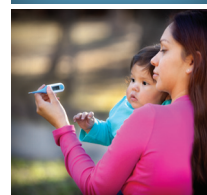
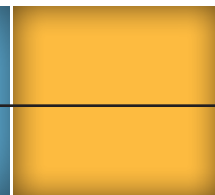
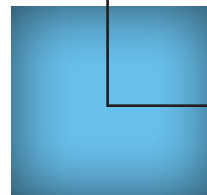
Having a baby is a big commitment. The first and most important step to having a healthy baby is beginning prenatal care early, as soon as you know that you are pregnant.

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

You will receive information about:

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

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



DIABETES IN CONTROL PROGRAM

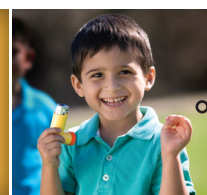
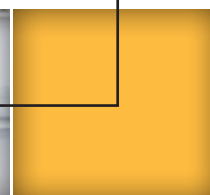
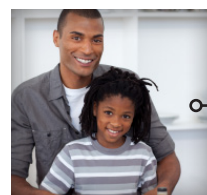
If you are among the 26 million Americans who have diabetes, learn all that you can about your disease. People who take an active role in learning about diabetes are the most successful in preventing or delaying diabetes complications.

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

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

As a member of CFHP, you may be eligible to attend diabetes education classes. Topics Include:

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



ASTHMAMATTERS PROGRAM

If you have asthma, you are not alone. In the United States, asthma affects about 25 million people. Asthma is a chronic lung condition that causes inflammation and swelling of the airways, sensitivity to things that make swelling worse (dust, tobacco smoke, animal dander, and decreased airflow in the lungs). It can affect your activity level, productivity, rest, and attendance at work or school.

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

Our goals are to help you:

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

Five essentials for good asthma control:

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