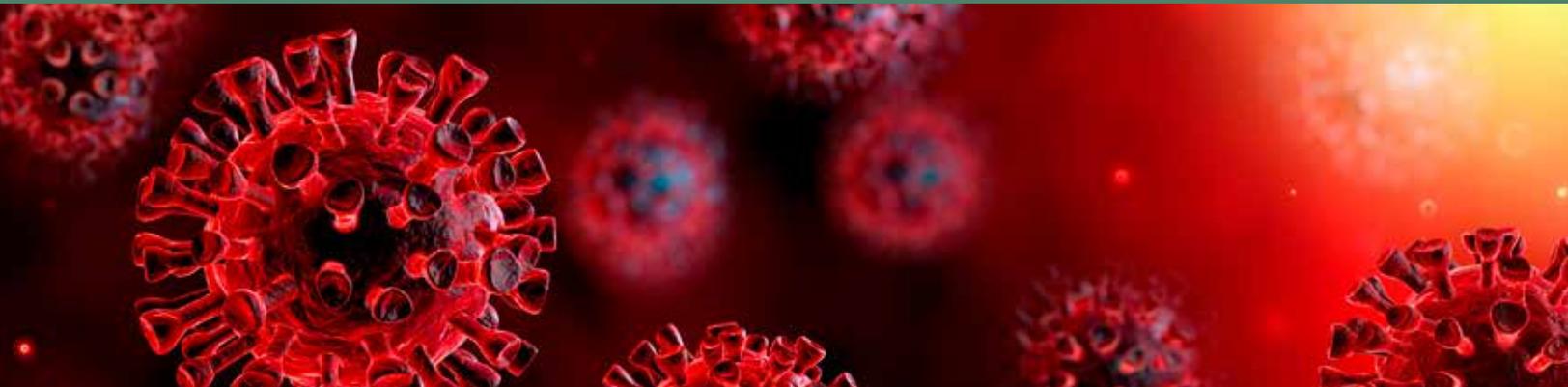


# HEALTHCARE

Is it the baby blues or postpartum depression?

Vaccines for Preteens and Teens: What Parents Need to Know

Learn about Your CFHP Drug Benefits



## TOGETHER, WE ARE A COMMUNITY WITH A PLAN.

Dear Valued Member,

We understand the global health crisis caused by the novel coronavirus (COVID-19) has had a significant impact on your daily life. As we continue to navigate the COVID-19 crisis, we want you to know that Community First Health Plans (CFHP) remains committed to supporting you and your family during these challenging times. As the only locally owned non-profit health plan in Bexar County and the surrounding counties for over 25 years, our number one priority is the health and well-being of our community.

To help you navigate this challenge, we have created a Coronavirus news page and an at-home learning page with information about treatment, prevention, and resources for your family. All information is sourced

from reliable and trusted sources such as the CDC, your local public health department, and your local government and can be found on the CFHP website.

CFHP remains committed to supporting our Members, just as we have for 25 years, and believe that the precautionary actions we take today will determine what our future looks like in the days ahead.

We invite you to keep up with the latest news regarding COVID-19 and Community First Health Plans by visiting our website and following us on social media.

**Your Health Plan of Choice,  
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](http://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

# CFHP BEHAVIORAL HEALTH HOTLINE

Have mental health questions but don't know where to start?

## Community First Health Plan's Behavioral Health Hotline Is Here for You.

Millions of Americans suffer from mental illness every year, yet many may not know where to turn when they or a loved one have questions. Community First Health Plan (CFHP) is dedicated to ensuring your family's needs are met to sustain a happy healthy life.

These individuals are living in our homes and communities. They work and go to school where we do. Individuals with mental illness try and sustain a normal life just like everyone else. They work and go to school with us. They may even be loved ones living in your home and communities.

On any given day, a person experiencing mental illness can go into crisis. Who do you reach out to for information or support? Who do you reach out to if it's your child or loved one?

CFHP can assist your family with finding mental health services if needed. We have Service Coordinators and Case Managers that are here to answer your questions.

We understand a crisis may arise at any time and we want you and your family to feel safe. **As a Member of Community First Health Plans, you and your family have access to our Behavioral Health Hotline that is available 24 hours a day, 7 days a week.** This hotline is answered by behavioral health professionals and offers support, treatment options, links to services, therapy information, and crisis support and education.

**If you have a question, concern, or just to talk, please call the CFHP Behavioral Health Hotline:**  
1-844-541-2347 for STAR Kids Members  
1-877-221-2226 for all other Members

**Remember that Community First Health Plan's behavioral health services do not require a referral from your primary care physician or a pre-authorization.**

We are here to assist you and your loved ones.

## According to The National Alliance on Mental Illness (NAMI)

**1 in 5**

U.S. adults experience mental illness each year

**1 in 25**

U.S. adults experience serious mental illness each year

**3.7%**

of U.S. adults experienced a substance use disorder together with mental illness in 2018 (9.2 million people)

**1 in 6**

U.S. youth aged 6-17 experience a mental health disorder each year

**50%**

of all lifetime mental illness begins by age 14, and

**75%**

by age 24

**Suicide is the 2nd leading cause of death among people aged 10-34**

The National Alliance on Mental Illness (NAMI) is "the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness." This information comes from their website <https://www.nami.org>.



## UTILIZATION MANAGEMENT (UM) PROCESS

Community First Health Plans (CFHP) uses current medical evidence and clinical criteria to make decisions on requests for service sent to us by your physicians. The criteria are applied in a fair and consistent manner to serve your best interest. CFHP approves or denies services based upon whether or not the service is medically needed and a covered benefit. Should you wish to review the criteria used in making a decision, it is available upon request.

A service review for authorization will occur before you receive care. If you receive care that was not authorized in advance (for emergency services), a service review will occur before the claim is processed. Please note, a service review that happens after (emergency) services are received does not guarantee payment of claims. Generally, your physician will request prior authorization from CFHP before you receive care. You have a responsibility to make sure you are following CFHP rules for receiving care.

Out-of-network requests will include evaluating whether the necessary and covered service can be provided timely with an in-network provider. Out-of-network care that is not approved in advance by CFHP is not covered.

We also review care received while our Members are in the hospital. We work with the hospital staff to help ensure our Members have a smooth transition to home or your next care setting.

Our experienced clinical staff reviews all requests. Service requests that fall outside of standard criteria and guidelines are reviewed by our physician staff for plan coverage and medical necessity. You, your representative or a physician acting on your behalf may appeal this decision if we deny a request for services. This can be done through CFHP's appeals process.

Information on the Utilization Management (UM) criteria utilized to make a decision can be obtained upon request by contacting:

### **CFHP Population Health Management (PHM)**

Monday through Friday, 8am–5pm

(210) 358-6050 or toll-free at (800) 434-2347

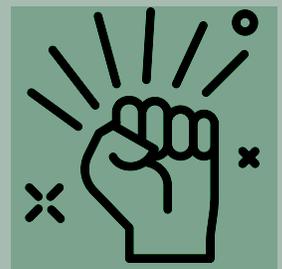
- Press '3' for Authorizations to place a request.

Our UM staff is available Monday through Friday from 8am–5pm, to assist you with any questions you may have regarding the processing of a request for services. Calls or communications received after hours will be addressed by the next business day. Should our staff attempt to contact you, they will provide you with their full name and title at CFHP regarding any issue for services.

## MEMBER RIGHTS AND RESPONSIBILITIES

Did you know as a Member of CFHP, you have certain Member Rights and Member Responsibilities? Information about your Member Rights and Responsibilities can be found in your Member Handbook at [cfhp.com/members](http://cfhp.com/members).

You can also call our Member Services Hotline at (210) 227-2347 or toll-free at (800) 434-2347 for a copy of the Member Handbook.



# IS IT THE BABY BLUES OR POSTPARTUM DEPRESSION?

## Depression is common in new moms.

Having a baby is stressful—no matter how much you’ve looked forward to it or how much you love your child. Considering the sleep deprivation, new responsibilities, and lack of time for yourself, it’s no surprise that a lot of 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. It’s caused by the sudden change in hormones after delivery, combined with stress, isolation, sleep deprivation, and fatigue. You might feel more tearful, overwhelmed, and emotionally fragile. Generally, this will start within the first couple of days after delivery, peak around one week, and taper off 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.

## Signs and symptoms of postpartum depression

Unlike the baby blues, postpartum depression is a more serious problem—one that you shouldn’t ignore. 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, crying jags, sadness, insomnia, and irritability. The difference is that with postpartum depression, the symptoms are more severe (such as suicidal thoughts or an inability to care for your newborn) and longer lasting.

You might find yourself feeling:

- > withdrawing from your partner or being unable to bond well with your baby.
- > anxiety and out of control, preventing you from sleeping—even when your baby is asleep—or eating appropriately.
- > guilt or worthlessness overwhelming or begin to develop thoughts preoccupied with death or even wish you were not alive.

If you think you may have postpartum depression, or if your partner or family members are concerned that you do, it is important to see your Obstetrician–Gynecologist (OB-GYN) or other health care professional as soon as possible. Do not wait until your postpartum checkup.

CFHP is here to assist you with getting the care you need quickly. CFHP allows you to self-refer to any CFHP Network Behavioral Health Services Provider without a referral from your Primary Care Physician (PCP).

CFHP’s Care Management department is committed to working with you, your family members, doctors, and other members of your health care team, to improve your overall health and to obtain the services you need.

Learn more about case management services and get assistance with finding a provider you can speak with by calling CFHP Population Health Management at (210) 358-6050.

A COMMUNITY  
WITH A  
**PLAN**

YOUR LOCAL  
**HEALTH PLAN.**

COMMUNITY FIRST  
HEALTH PLANS



## POPULATION HEALTH MANAGEMENT PROGRAMS

Did you know that Community First Health Plans (CFHP) has programs dedicated to assisting your family in maintaining their health and in managing chronic disease conditions or pregnancy? The Programs include:

1. Asthma management—“AsthmaMatters”
2. Diabetes management—“Diabetes in Control”
3. Maternity management—“Healthy Expectations”
4. Behavioral Health management
5. Lifestyle management
6. Well Child/Texas Health Steps checkups

### AsthmaMatters Program

Asthma is a serious life-long disease of the lungs that is caused by swelling in the airways. It can cause breathing problems known as asthma attacks and cause wheezing, cough, and shortness of breath. People with asthma can live normal, active lives. There is no cure and you can't outgrow asthma. It isn't uncommon for some people to stop having asthma symptoms for a while, as it may seem like they have outgrown it. However, it is important to remember that asthma is a chronic disease and could come back at any time.

**Our AsthmaMatters Program works with your family to:**

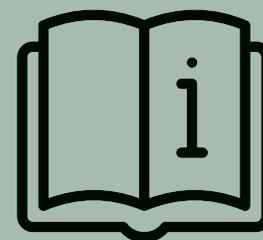
- Share information regarding asthma causes, triggers, and management
- Provide decision making tools to use in your home or discuss with your provider
- Offer the help of a RN Case Management for Members with severe Asthma
- Reduce asthma hospitalization or emergency room visits
- Provide a peak flow meter, medication holding chamber, mask and asthma pillow cover upon enrollment into the Asthma Matters program
- Provide quarterly Asthma health education
- Provide monthly general health education

CFHP is dedicated to providing the best quality services to our Members. Contact our Health Promotion and Wellness team at (210) 358-6349 to learn how you and your family can participate in our Population Health Management Programs.

## MEMBER HANDBOOK

CFHP provides you with a copy of your Member Handbook for detailed information about how your health plan works. Member Handbooks are mailed as part of a New Member Packet received shortly after enrollment.

You can view the Member Handbook online at [cfhp.com/members](http://cfhp.com/members). To request a printed copy, please call Member Services at (210) 227-2347 or toll-free at (800) 434-2347.



# VACCINES FOR PRETEENS AND TEENS:

## What Parents/Caregivers Need to Know

**All preteen boys and girls need three (3) vaccines by their 13th birthday to protect against serious diseases.** All these vaccines have been studied very carefully and are safe. Mild side effects can occur with vaccines, like soreness or redness in the area where the shot is given. To help prevent fainting after receiving a shot, children can sit or lay down when receiving and after the shot for 15 minutes.

Serious side effects are rare. It is very important to tell your child's doctor or nurse if your child has any serious allergies, including allergies to yeast, latex, or chicken eggs, before they receive any vaccines.

### Yearly flu vaccine for children ages 6 months and older

The flu vaccine can help protect your child against seasonal flu. Even if your child is healthy, they can still get very sick from flu and spread it to others. The flu season can begin as early as September and last as late as May. Your family's best defense against the flu is to get a flu shot early in the season. It is important to remember, the flu shot takes about two weeks to protect you.



## 1| Meningococcal Vaccines

**Dose 1: Ages 11–12**

**Dose 2: Ages 16–18**

Meningococcal vaccines protect against a type of bacteria that can cause serious illnesses. The two most common types of illnesses include infections of the lining of the brain and spinal cord (meningitis) and bloodstream. All preteens should get the meningococcal conjugate vaccine (MenACWY) between 11 and 12 years old (by their 13th birthday).

*\*It is important that your teen also get a serogroup B meningococcal vaccine (MenB), between 16 and 18 years old.*

## 2| HPV Vaccine

**Dose 1: Ages 11–12**

*\*May start series at 9 years old*

**Dose 2:**

**6–12 months later**

*\*The Talk with your child's doctor about the HPV vaccine*

Human papillomavirus virus (HPV) is considered the most common sexually transmitted infection in the United States. According to the Centers for Disease Control and Prevention (CDC), approximately 79 million Americans are currently infected with HPV and about 14 million more become infected each year.

- You can get HPV by having vaginal, anal, or oral sex with someone who has the virus.
- HPV is so common that nearly all men and women will get at least one type of HPV at some point in their lives.
- HPV can lead to six (6) different types of cancer later in life.
- HPV doesn't only affect women. Nearly 4 out of every 10 cases of cancer caused by HPV occur among men (cdc.gov).
- HPV is the cause of almost all cervical cancers in women.
- There is no treatment for HPV infection. Treatment is for the condition HPV can cause, such as genital warts, cervical changes, and cancer.
- The HPV vaccination can prevent over 90% of HPV Cancers (cdc.gov).

You can protect your child from developing these cancers by having them get the HPV vaccine. Routine vaccination with the HPV vaccine is recommended for all 11 and 12 year old boys and girls. The HPV vaccine can be started as early as age 9 and the series should be completed by the 13th birthday.

## 3| Tdap Vaccine

**Dose 1: Ages 11–12**

Tdap vaccine protects against three serious diseases: tetanus, diphtheria, and pertussis (whooping cough).

# BENEFITS OF THE SCREENING AND ASSESSMENT INSTRUMENT (SAI) AND PREVENTION

## Why should I have my child do the SAI?

Your child's participation can help identify gaps in care vital to your child's health. Your child's Service Coordinator will assess your child using the STAR Kids Screening and Assessment Instrument (SAI) so that they can do a thorough assessment to identify all current needs, identify gaps in care, and put services in place that your child needs. One big 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 (part of the Medically Dependent Children's Program)
- Community First Choice (CFC)

## How can I get a copy of my SAI?

A copy of your SAI will be available on your Member portal within 7 days of completion. In addition, we can provide you with a printed or electronic copy within 7 days of you making the request.

## How do I reach my Service Coordinator?

You can reach your child's Service Coordinator at the number he/she has provided during previous visits or by calling us at (855) 607-7827. If you do not have an assigned service coordinator, please call the number above so that we may assist you.

## Why should I have my child get his/her Texas Health Steps?

Texas Health Steps is healthcare for children from birth through age 20. Texas Health Steps gives your child free medical checkups beginning at birth. Checkups can help find health problems before they get worse and harder to treat (verbatim from HHSC).

Texas Health Steps should be completed at birth, within 5 days of leaving the hospital, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, and every year between the ages of 3-20 years of age.

## My child already sees his/her doctor regularly? Why should I schedule a visit for Texas Health Steps?

Most visits to your child's doctor are likely focused on your child's medical/behavioral condition. A well child check focuses on keeping your child healthy by reviewing the big picture, such as your child's history, nutritional status, and growth and development, along with other important milestones. Call your doctor's office to schedule a Texas Health Steps appointment. Some offices may allow you to be seen for both a regular medical visit and a Texas Health Steps at the same time. Make sure to ask when you call to schedule an appointment, as they may need to allow more time to spend with your child.

## PRIVACY AND CONFIDENTIALITY

Community First Health Plans (CFHP) is committed to ensuring your personal health information is secure and private. Our doctors and other Providers must do the same. CFHP's use of personal health information will only be used to manage your health plan and for accomplishing state and federal requirements.

Your personal health information will not be shared with anyone else, and will not be released without your written approval. For more information, please see your Member Handbook. You may also view a copy of our Notice of Privacy Practices on our website at [cfhp.com](http://cfhp.com).



## COMMUNITY RESOURCES

A community resource is anything that contributes to improving the quality of life in a community. Some community resources you find may include public services, such as libraries and post offices; gathering places, such as community centers and churches; and businesses that serve the community by providing jobs and easy access to necessary needs. Individuals who work to improve community life by helping others, cleaning up the community or organizing informal community activities are also community resources.

Beyond the quality of care and attention you receive from our Providers, Community First Health Plans (CFHP) provides you and your family access to community resources found on our website and social media. To access community resources:

### At cfhp.com

1. Simply type, “**Community Resources**”, in the search box and select **Health Services Resources**.
2. The Bexar County Health Collaborative and CFHP Community Resources List will give you a comprehensive online directory of the social service organizations other resources available in your community.

### On Social Media



@CommunityFirstHealthPlans



@CFHealthPlans



@CFHealthPlans

You also have access to Bexar County’s Resource Directory, which allows you to locate community resources specific to your area at [bexar.org/2636/Resource-Directory](http://bexar.org/2636/Resource-Directory).

If you would like more information about the Community Resources to available you, call Population Health Management at (210) 358-6050.

## LEARN ABOUT YOUR CFHP DRUG BENEFITS

Information about Community First Health Plans’ (CFHP) Pharmacy benefit program is available through your Member Portal. Your pharmacy benefits for CFHP is provided by Navitus Health Solutions. The following information is available from your Navitus Health Solutions Member Portal:

- > Covered drug lists and other formulary information including Tiers and quantity limits,
- > Updates to the formulary,
- > Prior authorization forms and criteria used for certain medications,
- > Information on how to request a formulary exception, and
- > A list of in-network pharmacies and specialty pharmacies.

### Pharmacy Benefit Management - Preferred Drug List

The Texas Vendor Drug Program publishes a Preferred Drug List (PDL) every January and July. This list contains preferred covered medications and requirements for using non-preferred medications. For the most updated version of the preferred drug list please visit: [www.txvendordrug.com/formulary/prior-authorization/preferred-drugs](http://www.txvendordrug.com/formulary/prior-authorization/preferred-drugs).

To obtain a paper copy of the formulary, please contact Member Services at (210) 227-2347 or toll free at 1(800) 434-2347.

### Stay Prepared

Always keep a list of all your prescription and over the- counter medications including vitamins, supplements and herbal remedies. Review your list with your Provider at least once every year. Take your current medication list with you to all Provider appointments. Creating your medication list and keeping it current is an easy way to ensure your health and safety.



## 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 ق ر  
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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: यद 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  
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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: यद 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).