

# COMMUNITY HEALTHCARE

Member Newsletter | Spring/Summer 2021

Vaccines for Preteens and Teens  
Information for Parents & Caregivers

Pediatric Diabetes on the Rise:  
Risk Factors & Prevention

Creating Connections  
Beyond Health Care

## COVID-19 VACCINE: WHAT WE KNOW SO FAR

It's only natural to have questions about the COVID-19 vaccine. As your health plan provider, we are committed to bringing you, our valued Member, the most accurate, up-to-date information available about the vaccine from trusted sources. Find answers to these commonly asked questions about the vaccine and more on page 11.

Is the vaccine safe?

What can I do once I'm fully vaccinated?

I'm pregnant. Can I get the vaccine?

How long does protection last?

When can my child get the vaccine?

How can I make a vaccine appointment?

Does it protect me from variants of the COVID-19 virus?

**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:

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

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# RECOGNIZING & REPORTING CHILD ABUSE

As the school year comes to a close and children begin to transition from their virtual/on-campus classes to summer break, it's important that we turn our focus to their safety. School is a safe harbor for many, and the watchful eyes and compassionate hearts of educators and counselors are trained to recognize different types of abuse.

During the summer months, it takes more of a community-centered approach to keep our children safe, like learning how to recognize different types of child abuse and how to report abuse, if suspected.

- > **Physical Abuse** is physical injury that results in harm (or threat of harm) to a child.
- > **Neglect** is failure to provide for a child's basic needs (e.g., food, shelter, medical care).
- > **Sexual Abuse** includes touching and non-touching behaviors (e.g., indecent exposure, exploitation).
- > **Emotional Abuse** is mental or emotional injury resulting in an impairment of a child's growth, development, or psychological functioning.

Familiarize yourself with the types of abuse and monitor any concerns or behavioral changes in your child. If you suspect any of these types of abuse against a child, the law requires that you report it ([Texas Family Code Section 261.101 (a)]). Failure to report suspected child abuse and neglect is a criminal offense (Texas Family Code Section 261.109).

## How to report child abuse:

- > Call the Texas Abuse Hotline at 1-800-252-5400 if the situation is urgent and needs to be investigated within 24 hours.
- > Visit [TXAbuseHotline.org](https://www.txabusehotline.org) to report situations that do not need to be investigated right away. It may take more than 48 hours to process online reports due to high volume.
- > Call 9-1-1 in the case of an emergency.

Community First Health Plans has a network of behavioral health providers that can provide outpatient counseling services to assist your child. **These services do not require prior authorization** from your primary care provider and include an initial assessment and/or individual, family, or group counseling.

Community First also offers Members information and resources through our no-cost Health & Wellness Programs including Healthy Mind, our behavioral health program. For more information about Healthy Mind, please visit [CommunityFirstHealthPlans.com/Health-and-Wellness-Programs](https://www.CommunityFirstHealthPlans.com/Health-and-Wellness-Programs).

**There is always help available.** Please contact us if we can assist in connecting your child with a behavioral health provider and/or other resources that can help.

## Sources:

[Texas DFPS: Recognize the Signs of Child Abuse](#)

[Texas DFPS: Report Abuse, Neglect, or Exploitation](#)

[Texas DFPS: When and How to Report Child Abuse](#)



# CARE MANAGEMENT: MAKING COMPLEX CARE EASIER

Health issues aren't always easy to handle. Between coordinating care between specialists, understanding test results, and evaluating next steps, things can quickly get complicated. Community First Health Plans cares about the health of our Members. Whether you're dealing with a chronic condition, a serious illness, or catastrophic injury, our Care Management Department is here to help.

## Care Manager

Members who choose to enroll in our no-cost Care Management Program are first assigned a Care Manager. The Care Manager supports the Member by phone and coordinates the Member's care with the help of an entire Care Management Team made up of specialists who work hard to assist Members with special needs.

## Care Management Team

Our Care Management Team works closely with the Member, their family, their primary care provider, (PCP), and other health care providers to help the Member better understand their health condition and how to take care of themselves. The team also provides the Member with resources that can help get them the best possible care by utilizing the right providers, in the right setting, and at the right time.

Ultimately, our goal is to help Members and their families plan for and implement ways to allow for the greatest degree of health, safety, independence, and quality of life.

## Care Management Services

- > Facilitating conference calls between the patient, the physician, and the Care Manager as needed to clarify treatment plans, medication regimens, or other urgent issues.
- > Monitoring medication adherence.
- > Assessing the patient's daily living activities and cognitive, behavioral, and social support.
- > Assessing the patient's risk for falls and providing fall-prevention education.
- > Connecting patients and their families with professionals who can help address medical, legal, housing, insurance, and financial issues facing older adults.

- > Helping caregivers access support and respite care.
- > Arranging access to transportation.
- > Assisting patients in obtaining home health and durable medical equipment.
- > Referring patients to meal-delivery programs and advance directive preparation services.

Here are some examples of special needs Care Management can assist with:

- > **High-Risk Pregnancy:** Support and education to help pregnant Members to a full-term delivery while minimizing the risks to mother and baby.
- > **Neonatal Care:** Monitoring of premature infants admitted to the neonatal intensive care unit and up to one year of support for parents following the baby's discharge from the hospital.
- > **Organ Transplant:** Coordination of services between Member and Providers, both before and after an organ transplant.
- > **Oncology:** Coordination of services between Member and Providers from diagnosis, through treatment, and in recovery.
- > **Emergency Room Intervention:** For Members who visit the emergency room frequently, a review of the reasons for emergency care and options for care in other health care settings, like urgent care or the Member's PCP.
- > **Serious Illness:** Coordination of all care and services between Member and Providers.
- > **Behavioral Health or Substance Use:** Assistance finding a behavioral health provider or substance use services, and coordination of all necessary care and services between Member and Providers.

If you would like to learn more about our no-cost Care Management services, please call Community First Population Health Management at 210-358-6050 or email [caremanagementhelp@cfhp.com](mailto:caremanagementhelp@cfhp.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.

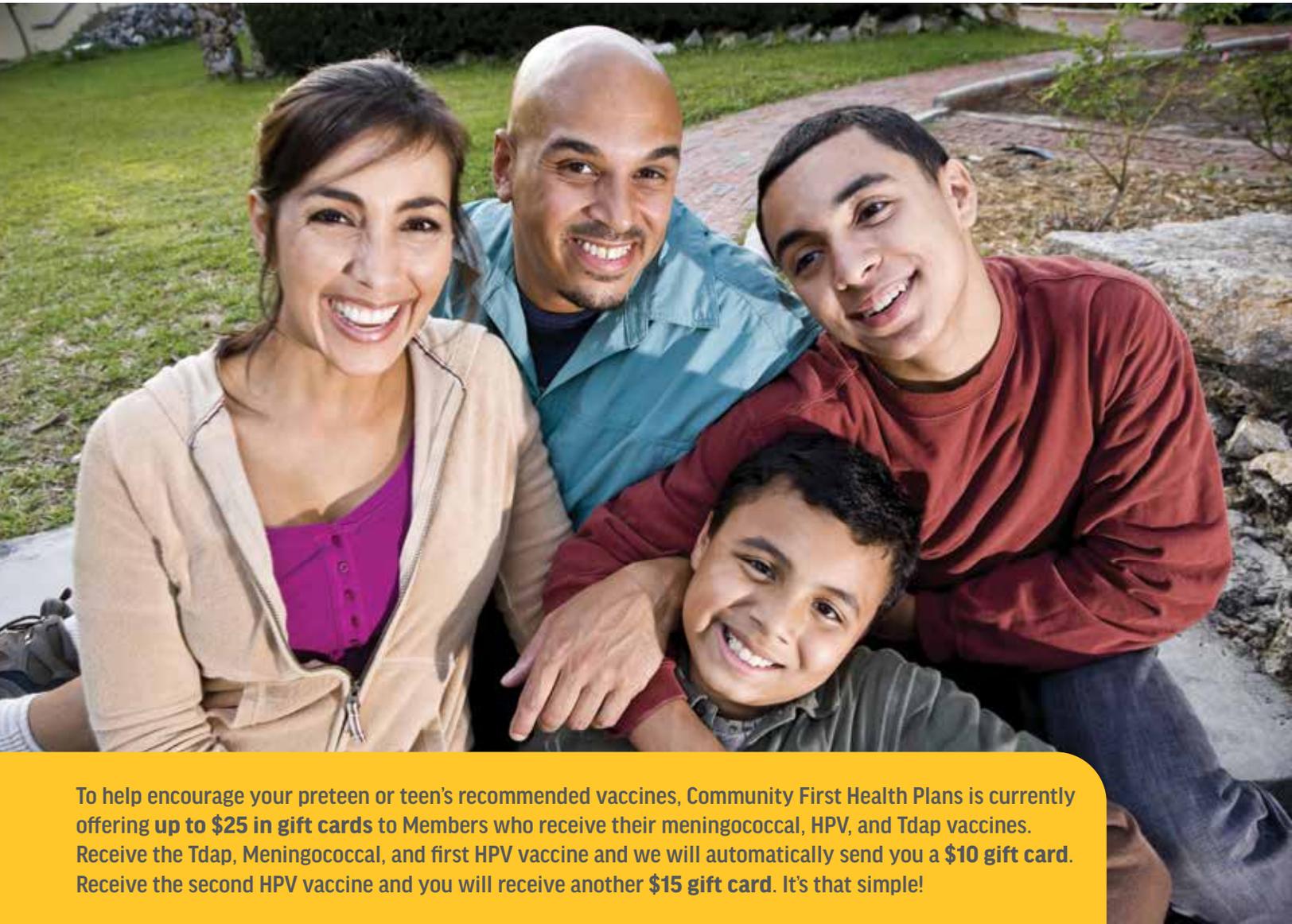
The four recommended vaccines detailed on the next page provide that needed protection and are covered at no-cost to Community First Health Plan Members.

### 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.



To help encourage your preteen or teen's recommended vaccines, Community First Health Plans is currently offering **up to \$25 in gift cards** to Members who receive their meningococcal, HPV, and Tdap vaccines. Receive the Tdap, Meningococcal, and first HPV vaccine and we will automatically send you a **\$10 gift card**. Receive the second HPV vaccine and you will receive another **\$15 gift card**. It's that simple!

## 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.

### **Sources**

<https://www.cdc.gov/vaccines/parents/downloads/pl-dis-preteens-parents.pdf>  
<https://www.cdc.gov/vaccines/parents/by-age/years-11-12.html>  
<https://www.cdc.gov/vaccines/parents/diseases/mening.html>  
<https://www.cdc.gov/vaccines/parents/diseases/hpv.html>

## 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, before the end of October.

### **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.

<https://www.cdc.gov/vaccines/parents/diseases/tetanus.html>  
<https://www.cdc.gov/vaccines/parents/diseases/diphtheria.html>  
<https://www.cdc.gov/vaccines/parents/diseases/pertussis.html>  
<https://www.cdc.gov/vaccines/parents/diseases/flu.html>

# COMMUNITY RESOURCES

## Connections Beyond Health Care

Community First Health Plans cares about you and your family's overall health and wellness. This includes your well-being outside the walls of a traditional health care setting. We understand that your physical health is only one piece of the puzzle. We must all nourish and care for all the pieces in order to live a full, happy, and meaningful life.

It's important that we are able to connect our Members with needed support. We are always available to help point our Members in the right direction so that they can quickly and easily access the community resources they need the most.

### What is a community resource?

A community resource is anything that helps meet certain needs and improves the quality of life for those living in a certain area. Community resources 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 basic needs. Individuals who work to improve community life by helping others, cleaning up the community, or organizing informal community activities are also community resources.

### Where can I find community resources near me?

To access local community resources:

1. Visit Community First's [Community Resources List](#) for links to health-related community resources for our Members.
2. Visit Bexar County Health Collaborative at [GrowHealthyTogether.com](#) to be connected to local resources through an online evaluation process that can quickly identify the right community partners for you.
3. Visit [Economic & Community Development Community Resources](#) for a list of local programs that can help prevent utility disconnection and assist households in becoming self-sufficient.
4. Connect with us on social media. We use our social media platforms to share information about community resources available to our Members, especially in recent challenging times including the COVID-19 pandemic and this winter's catastrophic storm.

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In addition to ensuring high quality of care from our Providers, Community First is always available to help you and your family access community resources in your area. If you would like more information about local community resources available to you, please call Population Health Management at (210) 358-6055.

## MEMBER RIGHTS AND RESPONSIBILITIES

Did you know that as a Member of Community First Health Plans, you have certain rights and responsibilities?

Information about Member Rights and Responsibilities can be found in your Member Handbook located on our website. Simply visit [CommunityFirstHealthPlans.com/Members](#) and select your health plan.

You can also call Community First Member Services at (210) 227-2347 or toll-free at 1-800-434-2347 to request a free printed copy of the Member Handbook.

# EMPOWERING MEMBERS THROUGH HEALTH EDUCATION

Did you know that Community First Health Plans offers no-cost health education programs for Members? These programs, known as Community First Health & Wellness Programs, can help provide the information, support, and resources you need to lead a healthy, full life.

Our umbrella of health education programs includes:

- > **Asthma Matters: Asthma Management Program**
- > **Diabetes in Control: Diabetes Management Program**
- > **Healthy Expectations Maternity Program**
- > **Healthy Mind: Behavioral Health Program**
- > **Healthy Heart: Blood Pressure Management Program**
- > **Healthy Living: Healthy Lifestyle Management Program**



## ARE YOU EXPECTING?

Pregnant Members can fill out our Pregnancy Health Assessment Form and join our Healthy Expectations Maternity Program by visiting [CommunityFirstHealthPlans.com/Pregnancy-Health-Assessment](https://CommunityFirstHealthPlans.com/Pregnancy-Health-Assessment)

**Healthy Living** is our newest health program and is geared toward Members who want to achieve and maintain a healthy lifestyle. Lasting success isn't achieved through short-term changes. It's achieved through lifestyle changes that include healthy eating, exercise, reducing stress, and caring for your mental health.

Healthy Living provides Members the following information and resources:

- > Information about weight management, healthy eating habits, and ways to stay active.
- > Decision-making tools to use in your home and discuss with your Provider.
- > Assistance from a Community First Care Manager for Members with severe health concerns.
- > A list of community resources offering nutrition, exercise, and mental health programs.
- > Monthly general health education, including sun exposure and pool safety.

Healthy Living is designed to help you understand how to incorporate healthy habits into your everyday life that can last a lifetime, thus reducing hospitalization or emergency room visits and improving your quality of life.

You can learn more about Healthy Living and all of our Health & Wellness Programs at [CommunityFirstHealthPlans.com/Health-and-Wellness-Programs](https://CommunityFirstHealthPlans.com/Health-and-Wellness-Programs).

If you would like to participate in **Healthy Living** or any of our no-cost Health & Wellness Programs, take our new online Health Assessment at [CommunityFirstHealthPlans.com/Health-Assessment](https://CommunityFirstHealthPlans.com/Health-Assessment). A Health Educator will reach out to you after you complete the form. You can also call (210) 358-6349 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) for more information.



## **TYPE 2 DIABETES IN CHILDREN:** **Risk Factors & Prevention**

Type 2 diabetes, once considered an adult disease, is increasingly being diagnosed in children. Type 2 diabetes affects the way a child's body processes sugar (glucose). Without treatment, sugar can build up in the blood, which can lead to serious long-term consequences.

There are ways to manage type 2 diabetes in children, but the most important thing we can do to protect our children is focus on prevention.

## Weight Matters

One of the reasons why type 2 diabetes is on the rise in young children is due to the obesity epidemic. According to a report published by the Centers for Disease Control and Prevention, about 13.7 million children and adolescents in the United States are obese. Childhood obesity is also more common among Hispanic and black children.

Children who are overweight, especially if they have excess belly fat, are more likely to have insulin resistance, a major risk factor for type 2 diabetes.

**What is insulin?** Insulin is a hormone made by the pancreas that acts like a key to let blood sugar into cells for use as energy. Due to certain heredity traits inherited from family members or lifestyle (eating too much and moving too little), cells can stop responding normally to insulin. This causes the pancreas to make more insulin in order to get the cells to respond and take in blood sugar.

If enough insulin is produced, blood sugar levels will remain normal. This pattern can continue for several years, but eventually the pancreas will no longer be able to keep up. Blood sugar then starts to rise, first after meals, and then all the time. When this happens, the stage is now set for type 2 diabetes.

Insulin resistance usually doesn't have any symptoms, though some children may develop patches of thickened, dark, velvety skin called acanthosis nigricans in places like the back of the neck or armpits. They may also have other conditions related to insulin resistance, including:

- > High blood pressure
- > High cholesterol
- > Polycystic ovary syndrome

## Other Risk Factors

In addition to obesity, the following factors increase a child's risk for type 2 diabetes:

1. Having a family member with type 2 diabetes.
2. Being born to a mother with gestational diabetes (diabetes while pregnant).
3. Being African American, Hispanic/Latino, Native American/Alaska Native, Asian American, or Pacific Islander.
4. Having one or more conditions related to insulin resistance.

Parents can play a major role in helping their children prevent type 2 diabetes. It takes work, but it is possible. Healthy changes become habits more easily when everyone does them together. Here are a few tips to help establish a "new normal" as a family:



## Diet Matters

Implement these healthy eating tips to encourage a mealtime makeover for your family.

- > Drink more water and fewer sugary drinks.
- > Eat more fruits and vegetables.
- > Make favorite foods healthier.
- > Get your kids involved in making healthier meals.
- > Eat slowly. It takes at least 20 minutes to start feeling full.
- > Eat at the dinner table only, not in front of the TV or computer.
- > Shop for food together.
- > Shop on a full stomach so you're not tempted to buy unhealthy food.
- > Teach your kids to read food labels to understand which foods are healthiest.
- > Have meals together as a family as often as you can.
- > Don't insist kids clean their plates.
- > Don't put serving dishes on the table.
- > Serve small portions; let kids ask for seconds.
- > Reward kids with praise instead of food.



When your child is hungry between mealtimes, encourage him or her to snack smart by providing healthy snacks, including fruits and vegetables like:

- > Apples
- > Bananas
- > Blueberries
- > Grapes
- > Carrots, broccoli, or bell peppers with hummus

### Activity Matters

Being physically active lowers the risk for type 2 diabetes because it helps the body use insulin more efficiently, decreasing insulin resistance. Physical activity improves health in other ways, too, from controlling blood pressure to boosting mental health. Here are some tips to help get the whole family moving:

- > Aim for your child to get 60 minutes of physical activity a day (in several 10 or 15-minute sessions or all at once).
- > Start slow and build up.
- > Keep it positive by focusing on progress.
- > Take parent-child fitness classes together.
- > Make physical activity fun by trying new things.
- > Ask kids what activities they like best.
- > Encourage kids to join a sports team.
- > Have a “fit kit” available for your kids to use (e.g.,

a jump rope, hand weights, resistance bands, etc.)

- > Limit screen time to two hours a day.
- > Plan outdoor active outings, like hiking or biking.
- > Take walks together.
- > Move more in and out of the house (e.g., vacuuming, raking leaves, gardening, etc.)
- > Turn chores into games, like racing to see how fast you can clean your child’s room.

### Age Matters

Children with type 2 diabetes are usually diagnosed in their early teens. One reason is that hormones during puberty make it harder for the body to use insulin, especially in girls, who are more likely than boys to develop type 2 diabetes. This is another reason why it’s important to help your children take charge of their health while they’re still young.

### Screen Time Matters

A recent study showed that when the amount of television children watched was limited, they lost weight, and NOT because they were more active when they weren’t watching TV. The difference was actually in the amount of snacking. Children ate more while watching TV than when taking part in other activities, even sedentary (not physically active) ones.

Young kids and teens are still growing, so if they’re overweight the goal is to slow down weight gain while allowing normal growth and development. Do not put your child on a weight loss diet without first talking to their doctor.

**If your child is overweight and has any two of the other risk factors listed in this article, talk to your doctor about getting his or her blood sugar tested. Testing typically begins at 10 years old or when puberty begins, whichever is first, and is repeated every three years.**

### Sources:

<https://www.cdc.gov/diabetes/basics/insulin-resistance.html>

<https://www.cdc.gov/diabetes/prevent-type-2/type-2-kids.html>

<https://www.cdc.gov/nchs/data/databriefs/db288.pdf>

# COVID-19 VACCINE FACTS & STATS

## SAFETY

It may appear that the COVID-19 vaccines were developed very quickly, but research into how to respond to a pandemic has been occurring long before COVID-19. Scientists had a head start when it came to building the vaccine. Common side effects after vaccination include flu-like symptoms, fatigue, and pain at injection site.

## DISTRIBUTION & COST

The vaccine is available at **no-cost** and recommended for everyone 12 years and older in Texas. This includes pregnant women and those with [certain underlying medical conditions](#). Vaccines are widely available and some locations even accept walk-ins.

Need help finding a vaccine near you? Visit [CommunityFirstHealthPlans.com/COVID-19-Vaccine-Your-Questions-Answered](https://www.communityfirsthealthplans.com/COVID-19-Vaccine-Your-Questions-Answered)

## EFFECTIVENESS

Once fully vaccinated, a person's risk of infection is reduced by up to **90 percent**. Current data suggests that the vaccine offers protection against most of the new variants that are spreading. Scientists do not yet know if or when COVID-19 booster will be needed, but studies are underway.

## Pfizer and Moderna

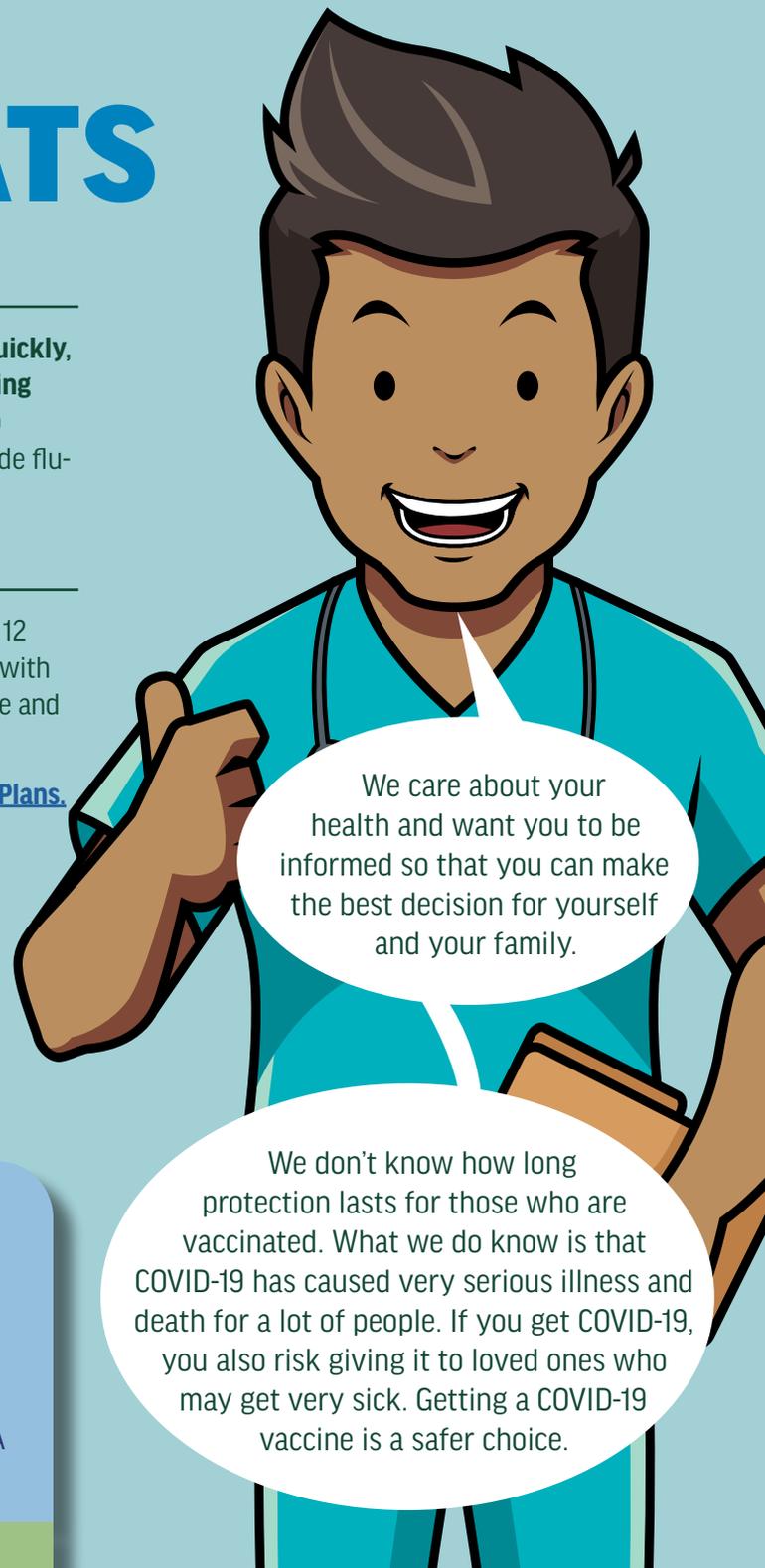
The Pfizer (ages 12 & up) and Moderna (ages 18 & up) vaccines require two doses and use Messenger RNA (mRNA) technology to trick our cells into developing an immune response to COVID-19.

- You CANNOT get COVID-19 from an mRNA vaccine.
- Injecting mRNA into your body will not do anything to the DNA of your cells.

## Johnson & Johnson

The Johnson & Johnson (ages 18 & up) vaccine is a single dose viral vector vaccine. It uses a harmless cold virus to deliver a gene that instructs our cells to make a spike protein found in the coronavirus. This triggers production of antibodies and an immune response.

- You CANNOT get COVID-19 from a viral vector vaccine.
- The virus used in the vaccine poses no threat of causing illness in humans.



## WHAT'S NEXT?

**After a temporary pause and safety review, the CDC & FDA have recommend resuming use of the Johnson & Johnson vaccine.**

**Children as young as six months old are currently taking part in COVID-19 vaccine trials.**

# COVID-19 AND SERVICE COORDINATION

If you or your child has been assigned a personal Service Coordinator as part of your health plan, it is more important now than ever that you remain in contact with him or her. The COVID-19 pandemic has created new hurdles for our Members to overcome, but our Service Coordinators are working hard to thoroughly assess and identify all current needs, identify gaps in care, and put services in place that you/your child needs.

On January 21, 2021, the state of Texas renewed the COVID-19 public health emergency for an additional 90 days or until the public health emergency is ended or extended. Until that time, your assigned Service Coordinator will contact you via phone for your telephonic and face-to-face assessments.

The STAR Kids Screening and Assessment Instrument (SAI) will also be conducted via phone for all Members with the exception of those covered under the Medically Dependent Children Program (MDCP). SAIs for MDCP members will be completed virtually through a phone application called Doximity.

## How can I reach my Service Coordinator?

You can reach your personal Service Coordinator at the number he/she provided you during previous visits or by calling Community First Health Plans Service Coordination Department at 1-855-607-7827. If you do not have an assigned Service Coordinator, please call the number above and we will assist you right away.

## Can my Service Coordinator help me/my child get vaccinated?

Yes. Your Service Coordinator can help you make an appointment with your primary care provider (PCP) or the appropriate provider to receive your vaccinations. You can also call your child's PCP to schedule your child's Texas Health Steps visit along with all required immunizations.

**It is very important to continue to get your age appropriate vaccinations, even during the COVID-19 pandemic.** The Centers for Disease Control and Prevention (CDC) encourages all people to continue to receive their immunizations in order to protect individuals and the community from vaccine-preventable diseases and outbreaks.

As of May 12, 2021, everyone 12 years and older is now eligible to receive a COVID-19 vaccine in Texas. For more information about the COVID-19 vaccine, eligibility updates, and a list of vaccine providers near you, please visit [CommunityFirstHealthPlans.com/COVID-19-Vaccine-Your-Questions-Answered](https://CommunityFirstHealthPlans.com/COVID-19-Vaccine-Your-Questions-Answered).

This summer, Community First will be hosting back-to-school vaccine and well-check clinics for children at no-cost.

Members can earn gift cards and backpacks filled with school supplies by receiving these services. Visit our Events page at [CommunityFirstHealthPlans.com/Events](https://CommunityFirstHealthPlans.com/Events) for dates and locations.

## MEMBER HANDBOOK

Community First Health Plans provides all Members with a copy of your health plan's Member Handbook which contains detailed information about how your plan works. Member Handbooks are mailed to you shortly after enrollment as part of your New Member Packet.

You can also view the Member Handbook specific to your plan online. Visit [CommunityFirstHealthPlans.com/Members](https://CommunityFirstHealthPlans.com/Members) and select your plan. To request a free printed copy, please call Member Services at (210) 227-2347 or toll-free at 1-800-434-2347.

## TRANSITION OF CARE: HOW WE CAN HELP

As your child approaches adulthood, he or she may need to transition under the care of a new, adult primary care provider (PCP). Many pediatricians only see patients up until the age of 18.

If your child's 18th birthday is coming up and you've not yet chosen a new adult PCP, Community First Health Plans can help.

- Call Member Services for assistance choosing a new PCP at (210) 227-2347.
- Request a new PCP through our secure Member Portal at [CommunityFirstHealthPlans.com/Members](https://CommunityFirstHealthPlans.com/Members).

You can review network PCPs in our Provider Directory. Just visit [CommunityFirstHealthPlans.com/Members](https://CommunityFirstHealthPlans.com/Members) and click on your plan.

Need help scheduling an appointment? Community First can also help you schedule a non-emergency appointment with your doctor.

- Call Member Services at (210) 227-2347. A representative can set up a three-way call with you and your doctor to help schedule an appointment.
- Request assistance through our secure Member Portal at [CommunityFirstHealthPlans.com/Members](https://CommunityFirstHealthPlans.com/Members).



## IMMUNIZATIONS: Fast Facts

Immunizations are a big part of staying healthy. According to the Centers for Disease Control and Prevention (CDC), we all need vaccines throughout our lives to help protect against serious diseases. Here are a few facts you should know about immunizations.

1. Different vaccines are recommended for children, teens, and adults. The right vaccines at the right time can help keep your whole family healthy.
2. The CDC and other health experts update vaccine recommendations each year as new research is available. You can find links to the CDC's current recommended vaccine schedule in our Member Resources at [2021 Immunization Schedules](#).
3. If your child misses a vaccine or is behind on the vaccine schedule, you don't need to start over. Call your child's PCP to schedule an appointment. Together, you can develop a plan to help your child get up to date. You can also talk to your child's PCP if you have questions about vaccines.

If you're not sure which vaccines are recommended for you or your child, it's important to talk to your primary care provider (PCP).

**Need help scheduling an appointment or with transportation to your appointment?** Contact a Community First Health Plans Health Educator by emailing [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) or call (210) 227-2347.

### Sources:

<https://www.cdc.gov/vaccines/vac-gen/vaxwithme.html>

STAR and STAR Kids Members, you can receive Non-Emergency Medical Transportation to your next health care appointment.

**CALL**  
**1-800-444-0307**  
to reserve your ride.





# CREATING A HEALTHY COMMUNITY

When local groups and organizations work together to prevent disease and make healthy living options accessible to all residents, the end result is a healthy community. You have to start small in order to achieve big results. Promoting healthy living at the community level brings the greatest health benefits to the greatest number of people.

**How can you help improve the health of your community?** The most important thing you can do to improve the health of your community is care for your own health and the health of your family. Take responsible actions to ensure that you and your family are as healthy as possible.

- Visit your primary care provider (PCP) for regular checkups and vaccinations.
- Exercise regularly.
- Maintain a healthy, balanced diet.
- Practice good hygiene, including regularly washing your hands.

No one can prepare for the unexpected, but if you prioritize your health, your body will be able to better handle the stress and physical demands that you may face when recovering from an emergency or disaster.

**How can the use of technology improve the health of your community?** The health of a community also depends on how easy or difficult it is to access medical care where you live. Through the use of technology, you, your Provider, and Community First Health Plans can communicate more quickly and efficiently.

The COVID-19 pandemic has forced us all to change and adapt our communication styles. This includes health care providers. You may now be able to contact your doctor through email, text message, or even video messaging (sometimes called Telehealth).

In addition, many health care coverage providers, including Community First Health Plans, provide a secure online space where Members can quickly and easily review their medical record, communicate with a nurse about health care concerns, review claims, request a new Member ID card, and more. **This is called an online Member Portal.** Registering for the Member Portal is simple.

1. Visit [CommunityFirstHealthPlans.com/Members](https://CommunityFirstHealthPlans.com/Members) and click “Sign in here.”
2. Click on “Register Account.”
3. Enter your Member ID (found on your Community First Member ID card) and your date of birth.
4. Follow the prompts to complete registration.

Once you’ve registered your account, we encourage you to complete the health survey located on the Member Portal. By completing this health survey, we are able to better identify your health care needs. Your responses may also qualify you to participate in one of our no-cost Health & Wellness Programs. These programs provide education and resources that can help you manage your health care condition. You may also be eligible to receive a gift as a thank you for participating!

Once enrolled, you may opt out of a program at any time by contacting a Health Educator by phone at (210) 385-6055 or by email at [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com). To learn more about our Health & Wellness Programs, please visit [CommunityFirstHealthPlans.com/Health-and-Wellness-Programs](https://CommunityFirstHealthPlans.com/Health-and-Wellness-Programs).

**How can social media help improve the health of your community?** When used responsibly, social media can be a wonderful tool to spread helpful information that can help improve the health of a community. It is also a great way to quickly provide needed information in times of crisis.

Community First Health Plans provides our Members and the community with useful and engaging content including videos, flyers, links to articles and blogs, announcements of local health promotion events, breaking news on important issues like COVID-19 vaccine accessibility, and more on all of our social media platforms.

#### Follow us

 @CommunityFirstHealthPlans

 @CFHealthPlans

 @CFHealthPlans

As your health care plan, Community First understands that in order to build a healthy community, you, our Member, must be at the center of all health care decisions. We are always working to find ways to provide better access to the care that you need, when you need it.

#### Sources

The Five Pillars of Population Health Management. Nandini Rangaswamy, MBA Executive Vice President and Chief Strategy Officer, ZeOmega Chairman of the Board. Copyright 2015 ZeOmega, Inc.

<https://blogs.cdc.gov/publichealthmatters/2015/09/a-healthy-community-is-a-prepared-community/>



Did you know that Community First can help Members covered under certain plans access Texas Health Steps, health care for children birth through age 20? Texas Health Steps gives your child no-cost medical checkups starting at birth, and no-cost dental checkups starting at six months of age. Checkups can help find health problems before they get worse and harder to treat. If you would like more information about Texas Health Steps, please contact our Health Promotion and Wellness team at (210) 358-6349 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).



## UTILIZATION MANAGEMENT

### The Process Behind The Decision

Community First Health Plans uses current medical evidence and clinical criteria to make decisions on requests for service(s) sent to us by your physician(s). The criteria is applied in a fair and consistent manner to serve your best interest. Community First approves or denies services based on whether the service is medically necessary and a covered benefit. Should you wish to review the criteria used in making a decision, it is available upon request.

**Service Review.** A service review for authorization will occur before you receive care. 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.

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 occurs after emergency services are received does not guarantee payment of claims.

Generally, your physician will request prior authorization from Community First Health Plans before you receive care. You have a responsibility to make sure you are following Community First's rules for receiving care.

**Out-of-Network Care.** Out-of-network requests include evaluating whether the necessary and covered service can be provided in a timely manner with a network provider. Out-of-network care that is not approved in advance by Community First is not covered.

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

**Appeals.** You, your representative, or a physician acting on your behalf may appeal a decision denying a request for services. This can be done through the Community First appeals process.

Information on Utilization Management (UM) criteria utilized to make a decision can be obtained upon request by contacting Population Health Management. To request this information, please call (210) 358-6050 and press "3" for authorizations, Monday through Friday from 8 a.m. to 5 p.m.

Our UM staff is also available 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 reach you, they will provide you with their full name and title at Community First Health Plans when contacting you regarding any issues related to services.

# YOUR PRESCRIPTION DRUG BENEFITS

As a Member of Community First Health Plans, you receive certain prescription drug benefits. These benefits are administered by Navitus Health Solutions, our Pharmacy Benefit Manager (PBM). The prescription benefits you receive are dependent upon your health care plan.

**How can I review my prescription drug benefits?** You can review your benefits by registering for an account on the Navitus Health Solutions Member Portal. It's easy to register. Simply complete the steps below:

1. Visit [Members.Navitus.com](https://Members.Navitus.com).
2. Click on "Click here for new registrations."
3. Enter the information requested by using your pharmacy benefit ID card.

Once you've registered, you can find the following information on the Navitus Member Portal:

- > A list of covered drugs (also called a formulary) and other information including drug tiers and quantity limits.
- > Updates to the formulary.
- > Prior authorization forms and clinical criteria used for certain medications.
- > Information on how to request a formulary exception.
- > A list of network and specialty pharmacies.

**What is the Preferred Drug List?** The Texas Vendor Drug Program publishes a [Preferred Drug List \(PDL\) for Medicaid](#) every January and July. This list contains preferred covered medications and requirements for the use of non-preferred medications.

**How can I best manage my medications?** Stay prepared. Always keep a list of your prescriptions and any over-the-counter medications you are taking including vitamins, supplements, and herbal remedies. Review your list with your Provider at least once every year and take it with you to all Provider appointments. Creating your medication list and keeping it current is an easy way to ensure your health and safety.

**I have more questions about my prescription drug benefits. Who should I call?** Navitus Customer Care can help answer questions about your prescription drug benefits. Call the toll-free number listed on your pharmacy benefit Member ID card. Community First Health Plans Member Services is also available to help. Call (210) 227-2347 for more information.



## PRIVACY AND CONFIDENTIALITY

Community First Health Plans is committed to ensuring that your personal health information is secure and private. Our doctors and other providers are committed to the same standards.

Your personal health information will only be used by Community First to manage your health plan and to meet 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 about your privacy and confidentiality, please review your Member Handbook. You may also view a copy of our Notice of Privacy Practices on our website at [CommunityFirstHealthPlans.com/Privacy-Policy](https://CommunityFirstHealthPlans.com/Privacy-Policy).



## Non – Discrimination Notice

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

Community First Health Plans:

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

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

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

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

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

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

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

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

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

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

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

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

ل ص ت ا ر ب م ق 1-800-434-2347 م قر  
و غ ل ل ا ة ي و ت ف ك ل . ن ا ج م ل ا ب  
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خ : ر ا د ر گ ا پ ا ر ا و د و ب م ت ل ، ي ه  
1-800-434-2347 (TTY: 1-800-390-1175).

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

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

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

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

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

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

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

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

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອູ້ນູນພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).



12238 Silicon Drive, Suite 100  
San Antonio, Texas 78249  
[CommunityFirstHealthPlans.com](http://CommunityFirstHealthPlans.com)