

# COMMUNITY HEALTHCARE

Member Newsletter | Spring/Summer 2022

THREE THINGS YOU SHOULD  
KNOW ABOUT IMMUNIZATIONS

ADHD: CHALLENGING  
BUT TREATABLE

YOUR PRESCRIPTION  
DRUG BENEFITS

## The End of the Public Health Emergency & Your Health Benefits

[RenewMyTexasBenefits.com](https://RenewMyTexasBenefits.com)



**DON'T WAIT - Respond, Renew, & Update!**



**READ ON PAGE 8 WHAT ACTIONS YOU SHOULD TAKE NOW TO KEEP YOUR MEDICAID/CHIP COVERAGE AS THE PUBLIC HEALTH EMERGENCY COMES TO AN END.**

**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

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

 @CommunityFirstHealthPlans

 @CFHealthPlans

 @CFHealthPlans

# PREPARING FOR A TRANSITION IN CARE

Many pediatricians only see patients until the age of 18. If your child's 18th birthday is coming up and you've not yet chosen an adult primary care provider (PCP), Community First Health Plans can help.

- > Call Member Services at (210) 227-2347 or toll-free at 1-800-434-2347. One of our Member Services Representatives can help you choose a new PCP.
- > Request a new PCP through our secure [Member Portal](#).
- > Review network PCPs in your plan's online Provider Directory. Just visit [CommunityFirstHealthPlans.com/Members](https://www.communityfirsthealthplans.com/members) and click on your plan.

Community First can also help you schedule a non-emergency appointment through a three-way phone call with you and your Provider.

We are here to assist you as you prepare for this important transition in your child's health care.

**Do you need help making a health care appointment or getting a ride to your doctor's office or pharmacy?**

Please call (210) 227-2347 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) to contact a Community First Health Educator. We're here to help.



## THREE THINGS YOU SHOULD KNOW ABOUT IMMUNIZATIONS

Immunizations play a significant role in staying healthy. According to the Centers for Disease Control and Prevention (CDC), we all need vaccines throughout our lives to help protect us against serious diseases. Here are a few important facts that you should know about immunizations.

**1** Children, teens, and adults all require different vaccines. Keep your whole family healthy by getting the right vaccines at the right time.

**2** The CDC and other health care professionals update immunization recommendations as new research becomes available each year. Visit CDC Immunization Schedules to view the 2022 infant and childhood vaccine schedules developed by the CDC.

**3** If your child misses a vaccine or is behind on their vaccine schedule, you don't need to start over. Make an appointment with your child's primary care provider (PCP) to develop a plan to help keep your child up to date and discuss any questions you may have about vaccines.

It is essential to talk to your PCP if you are unsure about vaccine recommendations for yourself or your child.

Sources:

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

**Members in some health plans may be eligible for gift card incentives after receiving childhood immunizations. To learn more: call (210) 358-6050 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).**

# COMMUNITY FIRST FOOD PANTRIES

## *Growing, Expanding, Serving More Communities*

Over the past year, we have installed 15 Community Food Pantries throughout our service area...and counting! Our Food Pantries are designed to help in the fight against food insecurity by supplying food and other items without barriers for those in immediate need.

### *What is a Community First Food Pantry?*

Our Food Pantries have several unique features, including:

- > Free-standing, weather-proof, most located outdoors
- > Most offer 24/7 access
- > No cost, no registration, no sign-up

### *What items are in the Food Pantries?*

Some items you may find in our Food Pantries include:

- > Peanut butter
- > Cereal
- > Tuna
- > Beans
- > Rice
- > Macaroni & cheese
- > Chili and soups
- > Baby food and diapers
- > Canned lunch meats
- > Pet food
- > Full meals (can/box)
- > Pop-top food items
- > Seasonal items like sunscreen, school supplies, and toys

### *Where can I find a Food Pantry?*

If you or someone you know is in need, please visit [CommunityFirstHealthPlans.com/Food-Pantry](https://CommunityFirstHealthPlans.com/Food-Pantry) for a map of Food Pantry locations. Choose the one nearest you and please take what you need for yourself and your family.

### *How can I help?*

If you are interested in helping us stock our Food Pantries, please visit the location of your choice, leave your items inside the pantry, and close the doors before you go.

You can also participate in our [#StuffThePantry Challenge](https://CommunityFirstHealthPlans.com/StuffThePantryChallenge) by committing to donating to one of our Food Pantries on a weekly or monthly basis.



# UNDERSTANDING UTILIZATION MANAGEMENT

**Utilization Management (UM) is a process that evaluates the treatments, services, and procedures provided to our Members on a case-by-case basis.**

When Community First Health Plans receives a service request sent to us by your Provider, we use current medical evidence and clinical criteria to make a decision. We keep your best interests in mind and apply criteria fairly and consistently. Community First approves or denies services based on whether they are medically necessary and covered by the plan. If 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. Physician staff members review requests for services that do not meet standard guidelines and criteria for coverage and medical necessity.

Whenever you receive emergency care without prior authorization (for emergency services), Community First will conduct a service review before processing a claim. Please note that a service review after receiving emergency services does not guarantee payment of claim.

Generally, your Provider will request prior authorization from Community First before you receive care. You have a responsibility to follow Community First's rules for receiving care.

## **Out-of-Network Care**

Requests for out-of-network services involve an evaluation of whether the necessary and covered services can be provided on time by a network Provider. Community First does not cover out-of-network care without prior approval.

## **Hospital Care**

Community First also reviews the care our Members receive while in the hospital. We assist the hospital staff in making sure our Members have a smooth transition home or to their next care setting.

## **Appeals**

You, your representative, or a Provider acting on your behalf may appeal a decision denying a request for services. You can file an appeal through the Community First appeals process.

## **More Information**

To obtain more information about UM criteria used to make decisions about your health care, contact Population Health Management. Call (210) 358-6050 and press "3" for authorizations, Monday through Friday from 8 a.m. to 5 p.m.

You are also welcome to contact us if you have questions regarding the processing of a request for services. Any communications or calls received after business hours will be addressed the next business day. If our staff contacts you regarding a service issue, they will provide you with their full name and title at Community First Health Plans.

## **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](https://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 your plan's Member Handbook.

# KEEPING UP WITH COVID-19

Reliable sources that we depend on, like the U.S. Food and Drug Administration (FDA) and the Centers for Disease Control and Prevention (CDC), are continuously updating COVID-19 vaccine and booster guidance. These updates are necessary, but they can also be confusing.

Below, you will find a collection of resources to help you better understand the most current COVID-19 vaccine recommendations.

## COVID-19 VACCINE WEBSITE

At the beginning of the pandemic, we created a COVID-19 Vaccine FAQ website for our Members and the local community.

[CommunityFirstHealthPlans.com/COVID19](https://CommunityFirstHealthPlans.com/COVID19)

This page reflects the most current vaccine guidance and directs Members to local resources like free COVID-19 testing sites, pop-up vaccine events, and more.

Our COVID-19 Vaccine page also includes:

- Links to helpful online tools
- Q&A session with trusted Community First Providers about the vaccine
- A breakdown of local COVID-19 resources available in each county we serve (Bexar, Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, and Wilson)
- A link to our COVID-19 Testing & Prevention page, which includes information about how to order your free at-home COVID-19 testing kits and a list of local free testing sites.

We encourage you to continue to monitor this page, along with other reliable sources like CDC.gov, as the COVID-19 Public Health Emergency continues.

## CDC ONLINE TOOLS

[COVID-19 Vaccine Booster Online Tool](#)

This online tool can help you learn if and when it is recommended that you, your child, or your teen should get a COVID-19 booster.

It's easy to use. Just enter your or your child's age range and answer the questions presented. Based on your responses, the tool will recommend whether or not you or your child needs a booster.

## [COVID-19 County Check](#)

Use this new tool to help you decide what prevention steps to take based on the latest data in your community. Just enter your state and county. Levels can be low, medium, or high and are determined by looking at hospital beds being used, hospital admissions, and the total number of new COVID-19 cases in your area.

## SOCIAL MEDIA

Social media can be used to spread disinformation. On the other hand, it can be a great source of information when used ethically. If you are on social media, follow the accounts of reputable organizations like the CDC, FDA, and Texas Department of State Health Services to get reliable information about COVID-19 and other health and wellness news.

For information localized to your city or county, visit our website [CommunityFirstHealthPlans.com/COVID19](https://CommunityFirstHealthPlans.com/COVID19) and view our COVID-19 Resources by county, which includes links to social media pages.

## MORE INFORMATION

If you have specific questions about the COVID-19 vaccine, contact your Provider. If you need more information about your health benefits related to the COVID-19 vaccine, please contact Member Services. Remember, the vaccine and boosters are free for all Community First Members.



# YOUR PRESCRIPTION DRUG BENEFITS

Members of Community First Health Plans are eligible for certain prescription drug benefits. You will receive prescription benefits based on your health care plan. Navitus Health Solutions, our Pharmacy Benefit Manager (PBM), administers these benefits.

## How can I review my prescription drug benefits?

Sign up for an account on the Navitus Health Solutions Member Portal to review your benefits. Registration is simple. To get started, follow these steps:

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

Once you have registered, you can find the following information by logging into 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.

## How can I best manage my medications?

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 annually with your Provider. Maintaining an updated medication list is an easy way to ensure your health and safety.

## Where can I find more information?

Community First Medicaid Members can review the Preferred Drug List (PDL) at [TXVendorDrug.com](https://www.TXVendorDrug.com). The PDL is published every January and July and includes preferred covered medications and requirements for non-preferred medications (specialty medications not included on the formulary).

Navitus Customer Care can answer questions about prescription drug benefits for all Community First Members. Call the toll-free pharmacy number listed on the back of your Member ID card or call Community First Member Services at 1-800-434-2347.

## 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://www.CommunityFirstHealthPlans.com/Members) and select your plan. To request a free printed copy, call Member Services at (210) 227-2347 or toll-free at 1-800-434-2347.

# SAI: *What is it and why should my child participate?*

The STAR Kids Screening and Assessment Instrument (SAI) was developed to help ensure that STAR Kids Members receive all the health care services and support they need. Designed as a “front door” assessment, Community First Health Plans uses the SAI to gather information to create an Individual Service Plan (ISP) for each Member by identifying all current needs and gaps in care and putting needed services in place.

One significant benefit of participating in the SAI is that it can assess and identify a need for long-term supports and services (LTSS), providing eligibility for your child to receive the following:

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

The SAI can also help prevent your child from unnecessary visits to the hospital.

## How can my child participate in the SAI?

Your child’s Service Coordinator conducts the SAI. They will reach out to you to schedule a date and time. During the SAI, your Service Coordinator will talk to you and your child about medical information, available services, and diagnoses.

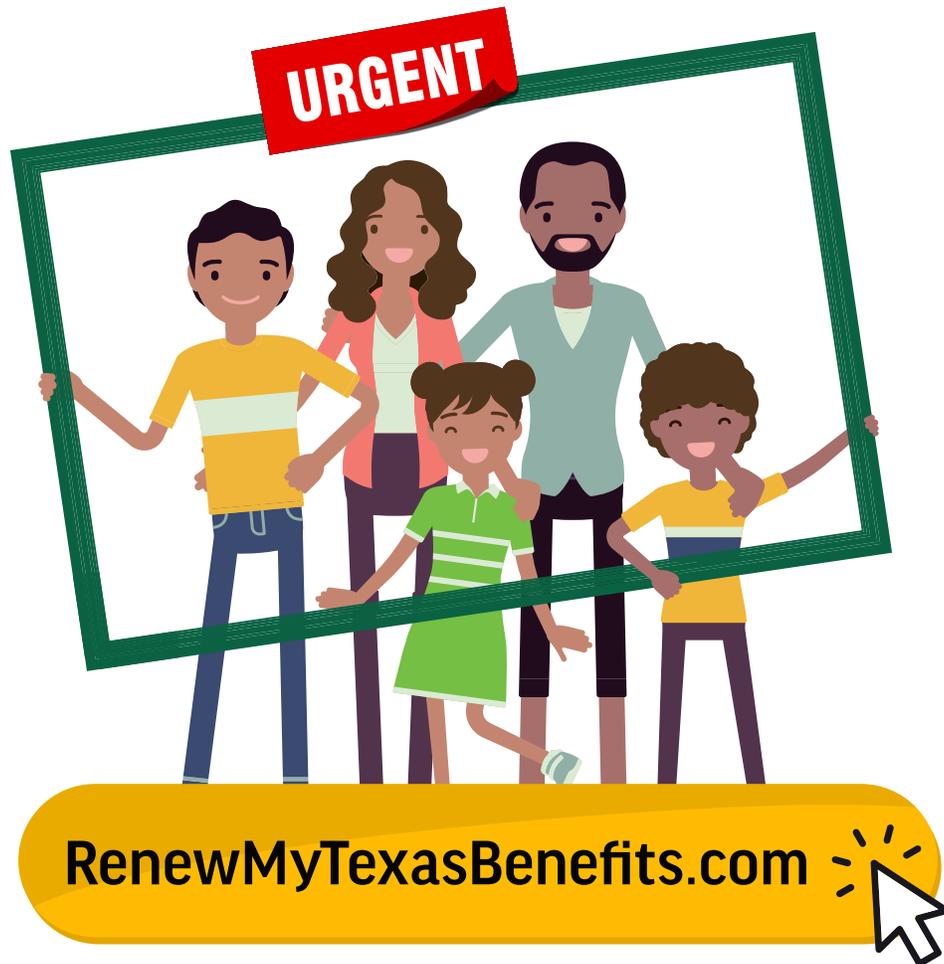
The SAI is also an excellent time to discuss any questions or concerns you may have. Your Service Coordinator is personally committed to assisting you and your child. As a parent or caregiver of a STAR Kids Member, our goal is to help you arrange or coordinate your child’s care and get special equipment or devices, therapy sessions, and treatment and counseling if needed. Frequent communication with your Service Coordinator can help this process.

## How do I reach my Service Coordinator?

Contact your Service Coordinator by calling the phone number they provided. If you’re unsure who your Service Coordinator is or do not have their contact information, you can find out by logging into the [Community First Member Portal](#). You can also call 1-855-687-7727 and a STAR Kids Member Services Representative will be happy to help.



# The End of the Public Health Emergency & Your Health Benefits



**DON'T WAIT - Respond, Renew, & Update!**

In March 2020, at the beginning of the COVID-19 pandemic, the federal government declared a Public Health Emergency (PHE). As more and more people get vaccinated, the PHE is anticipated to end this year. While this will signify the end of a very challenging period in our history, it will also impact the health care coverage of millions of Americans.

As a part of the PHE, a law was passed allowing Medicaid and CHIP recipients to keep their health care coverage without going through the recertification or “renewal” process. When the PHE

ends, individuals covered by Medicaid or CHIP will need to take action to keep their health care benefits.

If you have questions about the PHE and its impact on your health care coverage, Community First Health Plans is here to help. We’ve created resources to walk you through the process step-by-step. Our bilingual Member Services and Community Outreach teams are also available to assist you either over the phone or in person.

Here are a few common questions and answers about the end of the PHE and what you can do to keep your health care benefits.

### What is the Public Health Emergency?

In March 2020, the federal government declared a Public Health Emergency (PHE) and passed a law allowing Medicaid/CHIP recipients to receive continuous health care coverage without renewing. When the PHE ends this summer, you will need to take action to keep your Medicaid/CHIP benefits.

### What can I do to keep my Medicaid/CHIP benefits?

You will need to go through the recertification (“renewal”) process to keep your benefits. During this process, Texas Health and Human Services Commission (HHSC) will determine if you are still eligible to keep receiving your health care benefits.

### Is the renewal process difficult?

No! You can renew online at [YourTexasBenefits.com](https://YourTexasBenefits.com) or via the Your Texas Benefits mobile app. Here are a few documents you might want to have on hand to make the process a little easier.

- > Bank account statements
- > Pay stubs
- > Child support or alimony you get or pay
- > Social Security benefits
- > Child care costs or costs you pay to take care of others

### Is there anything I should be doing right now to keep my benefits?

You can start preparing for the renewal process now by taking the following steps:

1. Create an account at [YourTexasBenefits.com](https://YourTexasBenefits.com) or log in if you have one already. Check if it’s time to renew by clicking “Manage” and looking for a case that says “Ready for Renewal.”
2. Check your mail and email for notices or forms from HHSC. If HHSC is requesting more information from you, respond right away!

3. Report any changes – like your mailing address, contact information, income, etc. – to HHSC as soon as possible either online at [YourTexasBenefits.com](https://YourTexasBenefits.com), via the Your Texas Benefits mobile app, or by calling 2-1-1.

### How often do I have to renew?

You’ll need to go through the renewal process every 12 months. You can sign up for alerts at [YourTexasBenefits.com](https://YourTexasBenefits.com) or on the mobile app to receive renewal notices.

### What if I am no longer eligible for Medicaid/CHIP?

Community First offers another health plan option on the Health Insurance Exchange that you and your dependents may qualify for called University Community Care Plan. A special enrollment period for this plan is open now until the end of 2022. You can learn more about this \$0 deductible health plan at [UniversityCommunityCarePlan.com](https://UniversityCommunityCarePlan.com).

### I still have questions. Where can I get more help?

Community First is ready to help our Members and our community through this transition. Visit our website [RenewMyTexasBenefits.com](https://RenewMyTexasBenefits.com) for more information or to make an appointment for in-person or phone assistance. You can also call Member Services at (210) 227-2347. Our representatives are bilingual and ready to take your call.

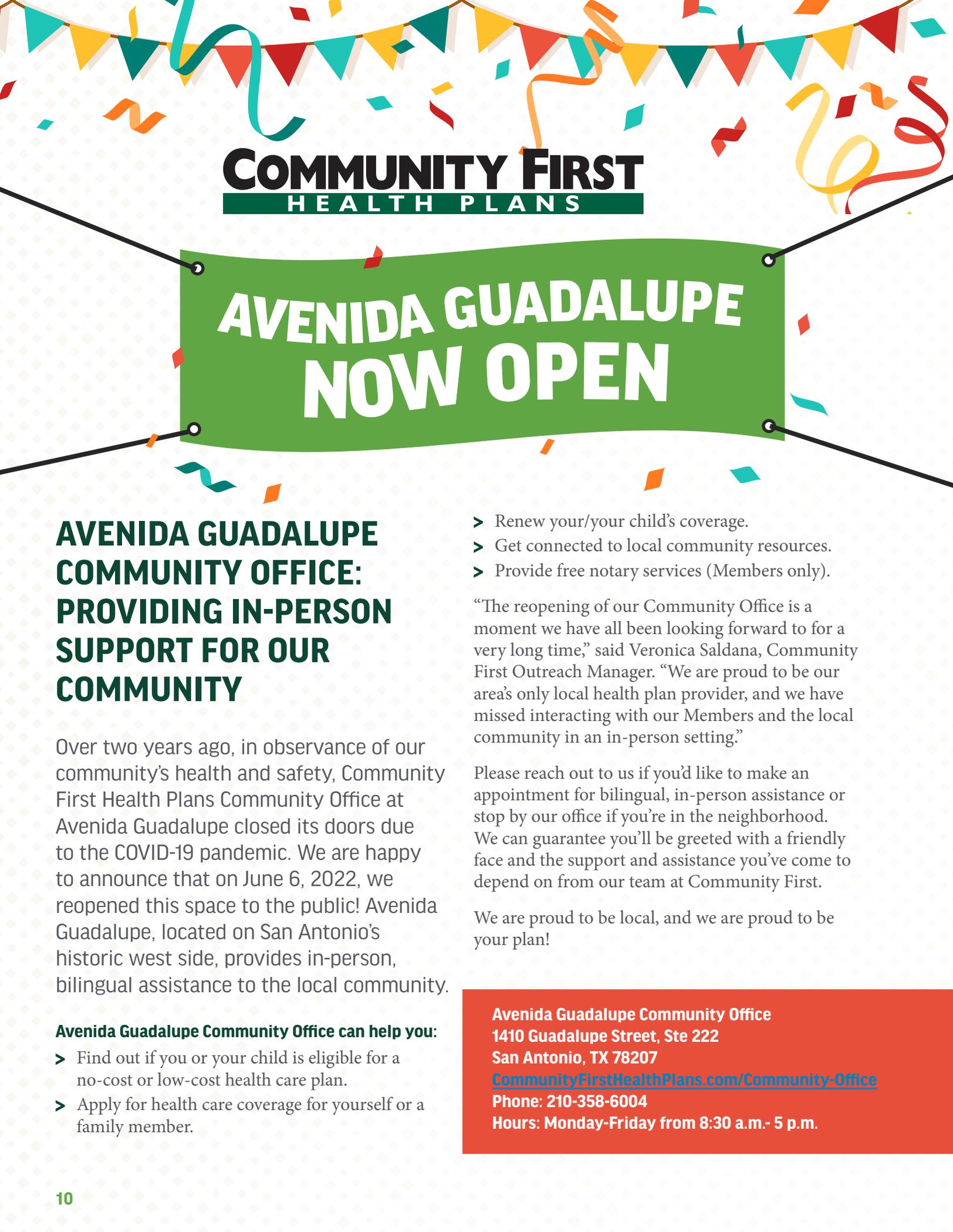
It's as easy as  
**1-2-3!**

## 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).



# COMMUNITY FIRST HEALTH PLANS

## AVENIDA GUADALUPE NOW OPEN

### AVENIDA GUADALUPE COMMUNITY OFFICE: PROVIDING IN-PERSON SUPPORT FOR OUR COMMUNITY

Over two years ago, in observance of our community's health and safety, Community First Health Plans Community Office at Avenida Guadalupe closed its doors due to the COVID-19 pandemic. We are happy to announce that on June 6, 2022, we reopened this space to the public! Avenida Guadalupe, located on San Antonio's historic west side, provides in-person, bilingual assistance to the local community.

#### **Avenida Guadalupe Community Office can help you:**

- Find out if you or your child is eligible for a no-cost or low-cost health care plan.
- Apply for health care coverage for yourself or a family member.

- Renew your/your child's coverage.
- Get connected to local community resources.
- Provide free notary services (Members only).

"The reopening of our Community Office is a moment we have all been looking forward to for a very long time," said Veronica Saldana, Community First Outreach Manager. "We are proud to be our area's only local health plan provider, and we have missed interacting with our Members and the local community in an in-person setting."

Please reach out to us if you'd like to make an appointment for bilingual, in-person assistance or stop by our office if you're in the neighborhood. We can guarantee you'll be greeted with a friendly face and the support and assistance you've come to depend on from our team at Community First.

We are proud to be local, and we are proud to be your plan!

**Avenida Guadalupe Community Office**  
1410 Guadalupe Street, Ste 222  
San Antonio, TX 78207

[CommunityFirstHealthPlans.com/Community-Office](https://CommunityFirstHealthPlans.com/Community-Office)

Phone: 210-358-6004

Hours: Monday-Friday from 8:30 a.m.- 5 p.m.



**PROUD  
TO BE LOCAL**

**PROUD TO BE  
YOUR PLAN.**

**COMMUNITY FIRST**  
**HEALTH PLANS**

# ADHD

## CHALLENGING, BUT TREATABLE

### What is ADHD?

Attention-deficit/hyperactivity disorder (ADHD) is a disorder marked by persistent impulsivity, inattention, and hyperactivity patterns. The condition is often diagnosed in children and affects **8.8 percent** of children ages 4-17. Despite ADHD being diagnosed most often in childhood, it can also affect children and adults ages 18-44.

ADHD can be challenging, but it's highly treatable. With treatment, people with ADHD can succeed in school, work, and lead productive lives.

## ADHD Symptoms

Behaviors associated with ADHD are often perceived as “normal” and are not a cause for concern to most people. However, someone with ADHD may have trouble controlling specific behaviors and will demonstrate them more frequently and for longer than six months.

### Signs of Inattention

- > Easily distracted and jumping from activity to activity.
- > Tendency to get bored with a task quickly.
- > Easily losing focus or inability to complete a single task or activity.
- > Trouble completing or turning in homework assignments.
- > Losing things such as school supplies or toys.
- > Not listening or paying attention when spoken to.
- > Daydreaming or wandering with a lack of motivation.
- > Difficulty processing information quickly.
- > Struggling to follow directions.

### Signs of Hyperactivity

- > Fidgeting and squirming, having trouble sitting still.
- > Non-stop talking.
- > Touching or playing with everything.
- > Difficulty doing quiet tasks or activities.

### Signs of Impulsivity

- > Impatience.
- > Acting without regard for consequences, blurting things out.
- > Difficulty taking turns, waiting, or sharing.
- > Interrupting others.

### Diagnosis

Because the symptoms of ADHD are similar to typical developmental behavior in most young children, an ADHD diagnosis can be challenging. Teachers are often the first to observe ADHD symptoms since they regularly see children interacting in an educational environment alongside their peers.

Unfortunately, no single test can diagnose a child with ADHD. The most important thing you can do is meet with a doctor or mental health professional to gather all the necessary information to make a diagnosis. The goal is to rule out any outside causes for symptoms, such as environmental changes, problems at school, or medical issues, and check that a child is generally healthy.

### Treatment

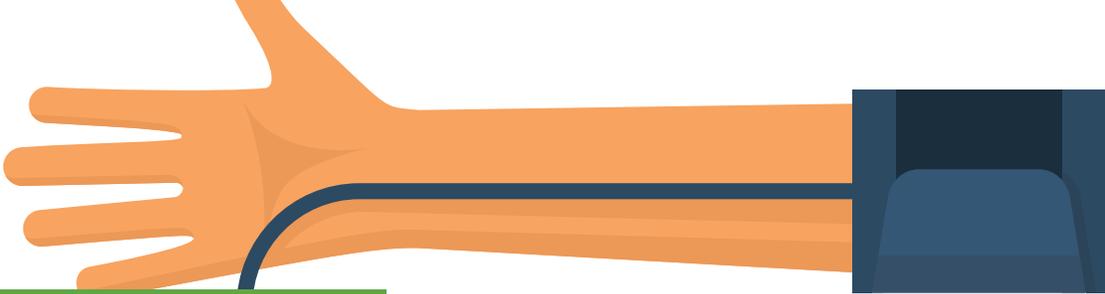
ADHD is managed and treated in several ways.

- 1. Through medication, including stimulants, non-stimulants, and antidepressants.** If your/ your child’s doctor has prescribed an ADHD medication, it’s critical to keep all follow-up appointments. During these appointments, your doctor can check if the new drug is working well and make sure you aren’t experiencing any potential side effects. See your doctor at least once a month until symptoms stabilize, and then about every three to six months after that.
- 2. Through behavioral therapy.** Community First can assist Members with finding behavioral health services. Our dedicated Service Coordinators and Care Managers can also help answer your questions. Remember, outpatient behavioral health treatment does not require a referral from your primary care provider or pre-authorization for an initial assessment or individual, family, or group counseling.
- 3. Through self-management, education programs, and assistance through school, work, or alternative treatments.**

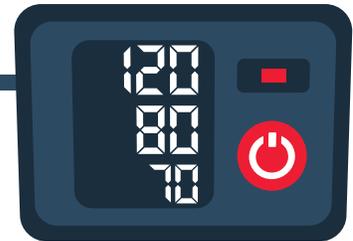
Sources:

[www.nami.org](http://www.nami.org)

If you need assistance finding a behavioral health care provider, we can help. Call Member Services at 1-800-434-2347, or view our list of network Providers by logging into the [Member Portal](#).



# CONTROLLING YOUR BLOOD PRESSURE



## What is high blood pressure?

High blood pressure, also called HBP or hypertension, is when the force of blood flowing through your blood vessels is consistently too high. Hypertension often has no symptoms. However, it can significantly increase your risk for a heart attack, stroke, heart failure, and kidney disease.

If you have high blood pressure, you are not alone. Nearly half of American adults have high blood pressure, and many don't know it. The best way to find out is to have your blood pressure checked by your doctor.

## How is HBP treated?

- 1. Treatment Plan.** You and your doctor can work together to make a plan to lower your blood pressure.
- 2. Lifestyle Changes.** In many cases, making changes in your lifestyle will be your doctor's first recommendation, likely in one of these areas:
  - Maintain a healthy weight.
  - Monitor your body mass index (BMI).
    - > Strive for a (BMI) between 18.5 and 24.9. You can measure your BMI using a [BMI Calculator](#).
  - Eat healthier.
    - > Eat lots of fruit, veggies, and low-fat dairy.
    - > Eat less total and saturated fat (found in foods like butter, sausage, and bacon).
  - Reduce sodium intake.
    - > Read food labels. Ideally, stay under 1,500 mg of sodium per day.
    - > Buy fresh, frozen, or canned vegetables with no salt or sauce added.

- > Choose packaged foods labeled “low sodium,” “reduced sodium,” or “no salt added.”
  - > Use onions, garlic, herbs, citrus juices, and vinegar instead of salt to add flavor.
  - Get active.
    - > Aim for at least 90 to 150 minutes of aerobic (walking, swimming, running) and/or dynamic resistance (bicep curls, squats, lunges) exercise sessions per week, and/or
    - > Three weekly isometric resistance exercise sessions (planks, wall-sits) per week.
  - Limit your alcohol consumption.
    - > Consume no more than one to two drinks a day (one for most women, two for most men).
- 3. Frequent Blood Pressure Checks.** Take ownership of your treatment by tracking your blood pressure at home.
  - 4. Medication.** If you have to take HBP medication, take it exactly how your doctor prescribes.

While there is no cure for HBP, lifestyle changes and medication can make you feel better while reducing your risk of heart disease, stroke, kidney disease, and more.

## Healthy Heart: Blood Pressure Management Program

You CAN control your high blood pressure and live a full, healthy life. Community First can help. Join our no-cost Healthy Heart Blood Pressure Management Program today! **Learn more, including how to join and program benefits, on page 19.**

Sources:

<https://www.heart.org/en/health-topics/high-blood-pressure/the-facts-about-high-blood-pressure>

# Health & Wellness PROGRAMS FOR ALL

*Did you know that Community First Health Plans has six dedicated health and wellness programs that can help you and your family stay healthy, manage a chronic medical condition, or help you experience a healthy pregnancy?*

## **Our family of Health & Wellness Programs includes:**

1. Asthma Matters: Asthma Management Program
2. Diabetes in Control: Diabetes Management Program
3. Healthy Expectations Maternity Program
4. Healthy Mind: Behavioral Health Management Program
5. Healthy Living: Healthy Lifestyle Management Program
6. Healthy Heart: Blood Pressure Management Program

We are proud to offer our Members the highest quality services, including these programs designed to help you live your best life. You can learn more about each no-cost program, including how to join and the benefits of each by visiting [CommunityFirstHealthPlans.com/Health-and-Wellness-Programs](https://www.communityfirsthealthplans.com/Health-and-Wellness-Programs). You can also contact our Health Educators at (210) 358-6055 or via email at [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) for more information.

## **Health & Wellness Program Spotlight Healthy Heart: Blood Pressure Management Program**

Hypertension, or high blood pressure, is a condition that often goes unnoticed. It can, however, raise the risk of serious health problems like heart attack, stroke, heart failure, and renal disease.

[Healthy Heart](#), our blood pressure management program, can teach you how to control your blood pressure by properly taking your medication and making healthy lifestyle choices. Participation in Healthy Heart can also reduce hospitalization or emergency room visits.

### **Program benefits include:\***

- One-on-one contact with a Health Educator
- Educational materials
- Care Management (for Members with severe blood pressure management issues)
- Referral to the YMCA Blood Pressure Self-Monitoring program that includes a free blood pressure cuff
- Assistance finding community resources providing food, shelter, education, and more.

*\*Limitations and restrictions apply*

Source: <https://www.cdc.gov/healthyweight/index.html>



# 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.



To encourage parents and caregivers to schedule an appointment for their preteen or teen to receive their recommended vaccines, Community First Health Plans is currently offering Members **up to \$25 in gift cards**. Adolescents who receive their Tdap, Meningococcal, and first HPV vaccine will automatically receive a **\$10 gift card**, and an additional **\$15 gift card** after receiving their second HPV vaccine. 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/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.

<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>



# A HEALTHY COMMUNITY

What makes a community healthy? A healthy community is a community where local groups and organizations actively work together to prevent disease and make healthy living options accessible. Community First Health Plans understands that putting you at the center of all health care decisions is essential to creating a healthy community and providing individualized health care.

Improving the health of your community also starts at home. Here's a look at what we're doing to support your health and wellness and a few things you can do to get and stay healthy.

### 1. Concentrate on your own health and the health of your family.

Take steps to keep yourself healthy and strong. Eat well, wash your hands frequently to prevent illness, get regular checkups and vaccinations, and stay

physically active. If you take care of your body now, you will be better equipped to handle the stress and physical demands you may encounter during an emergency.

### 2. Use technology to improve communication between you, your Provider, and your health plan.

Did you know that most Providers can communicate with you via email, text, and even video message? Avoid long hold times on the phone and see what other communication options are available to you as a valued patient.

Additionally, Community First has a new online [Member Portal](#) designed to help you take better control of your health. Here, you can review your medical record, view your benefits, change your primary care provider (PCP), order a replacement Member ID card, and more. All Community First Members are encouraged to sign up for the Member

Portal. It's a great, no-cost tool available in English and Spanish and designed to be used on any device.

While you're logged in to the Member Portal, take the time to explore the tools and resources available to you, including our Health Survey. Take this survey to learn about our no-cost Health & Wellness Programs and find out which one can best help you reach your health and wellness goals.\* Each program is provided at no cost to Members and includes incentives, giveaways, education, and support. You may also be eligible to receive a gift card just for taking the Health Survey!

### 3. Visit our website and connect with us on social media.

Our website, [CommunityFirstHealthPlans.com](https://CommunityFirstHealthPlans.com), is a great source of important information about your health plan, including extra benefits, value-added services, new Member documents, FAQs, a calendar of events, and so much more.

Social media is another place where our team shares helpful videos, event announcements, health news, and community resources available to you as a Community First Member. Follow us to connect and keep up with the latest Member news.



@CommunityFirstHealthPlans



@CFHealthPlans



@CFHealthPlans



@CommunityFirstHP

*\*You may opt-out of a Health & Wellness Program at any time by contacting a Health Educator at (210) 385-6055 or [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).*

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/>

## THIRD ROUND OF FREE AT-HOME COVID-19 TESTS NOW AVAILABLE

Did you know that all United States households are now eligible to order eight additional at-home COVID-19 tests for free? On May 22, the Biden Administration announced that [COVIDTests.gov](https://COVIDTests.gov) is now open for a third round of ordering. This means if you previously ordered tests, you can now place a third order.

### It's easy to order.

1. Visit [COVIDTests.gov](https://COVIDTests.gov) and click on "Order Free At-Home Tests."
2. Enter your contact information and shipping address.
3. Click "Check Out Now."

Your order will be shipped in two packages. If you enter your email address when ordering, you'll receive tracking numbers and delivery updates.

It's a good idea to order your tests now, so you have them when you need them.

If you need a COVID-19 test right away, Community First Members can purchase over-the-counter (at-home) COVID-19 tests authorized by the U.S Food and Drug Administration (FDA) at no cost. Members should get their at-home COVID-19 test kits at a Community First network pharmacy counter to ensure that the kits are processed correctly and that Members have no out-of-pocket costs at the point of sale.

If you have questions or are charged for a test that you believe should have been covered, save your receipt, and call Member Services at 1-800-434-2347.

# COMMUNITY FIRST

HEALTH PLANS



FOLLOW US  
FOLLOW US  
FOLLOW US  
FOLLOW US

# BABY FORMULA SHORTAGE: TIPS & TOOLS

The ongoing baby formula shortage can be extremely stressful, especially if your baby depends on a specific formula for health and nourishment. No parent should have to wonder where their child's next meal will come from.

Dr. Nancy Vacca, a family medicine physician and a Medical Director at Community First Health Plans, has provided resources, advice, and what to do and NOT to do during the shortage.

Keep in mind, these tips were compiled to help our Members through the current URGENT formula shortage. If you have concerns about your baby's nutrition, please talk with your baby's doctor.

## DO

- Check if your baby's formula has been recalled. Look at the lot code, a 7 to 9 digit number on the bottom of a container of Similac, Alimentum, and EleCare powdered infant formula, and **do not use** if:
  - the first two digits of the code are 22 through 37; and
  - the code on the container contains K8, SH, or Z2; and
  - the expiration date is 4-1-2022 (APR 2022) or later.
- Look for formula at smaller stores, like pharmacies.
- Purchase formula online, directly from the manufacturer or other well-recognized stores.
- Call your baby's doctor if you can't find the formula you need for your baby. They may have samples in stock.
- Buy no more than a 10-day to a 2-week supply of formula to help ease shortages.
- Switch to any available formula, including store brands. If your baby does not like the taste or has a hard time tolerating a new formula, try gradually introducing small amounts of the new formula mixed with the usual formula.
  - For most babies, switching to a different formula is okay. Still, there are some exceptions, such as if your baby is on a specific extensively hydrolyzed or amino acid-based formula like

Elecare. Talk to your baby's doctor about safe, comparable specialty formulas for your baby.

## DO NOT

- Do not water down formula or use solid food to stretch baby formula supply.
- Do not try to make your own formula at home.
- Do not use plant-based milk or cow's milk instead of formula.
  - If you cannot find formula and your child is older than six months of age and is usually on regular formula, you can feed them whole cow's milk or soy milk fortified with calcium and vitamin D for a brief period of time (no more than a week).
  - Talk with your baby's doctor if you are considering using whole or soy milk.

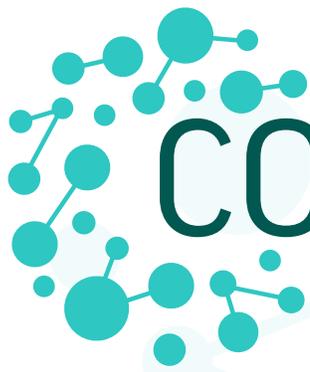
## COMMUNITY RESOURCES

**WIC** – If you receive WIC benefits, WIC has temporarily added more options so you can find a formula at the store to meet your baby's needs without updating your card. Visit [TexasWIC.org/About-WIC/Special-WIC-Food-Updates](https://www.texaswic.org/About-WIC/Special-WIC-Food-Updates) to see what options are available.

**Any Baby Can San Antonio** – Our community partner, Any Baby Can, is helping families during the baby formula shortage. If you or someone you know is in need, visit [AnyBabyCanSA/Referral-Form](https://www.anybabycan.org/Referral-Form) and complete the form.

Sources:  
[healthychildren.org](https://www.healthychildren.org)





# 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. It's essential to nourish and care for all the pieces to live a full, happy, meaningful life.

To do this, we connect our Members with the necessary support to care for their physical, mental, emotional, and spiritual health. We are always available to help our Members quickly and easily access needed community resources.

## What is a community resource?

A community resource is anything that helps meet a specific need and improves the quality of life for those living in a particular area. Community resources include:

- Public services, such as libraries and post offices
- Gathering places, such as community centers and churches
- 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.

## How can I find community resources near me?

Our new online search tool, [CommunityFirstResources.com](https://www.communityfirstresources.com), is designed to help you search for resources in your area that may offer reduced or no-cost services such as:

- Food
- Housing
- Job Training
- Transportation
- Clothing
- Legal Aid

It's simple to use. Just enter your zip code and choose from the categories listed to browse local programs or search for a service.

## Other local community resources include:

- **GrowHealthyTogether.com** connects you to local resources through an online evaluation process that can quickly identify the right community partners for you.
- **Bexar County Economic & Community Development** lists local programs that can help Bexar County households prevent utility disconnection and assist in becoming self-sufficient.
- **AffordableConnectivity.gov** provides households that receive SNAP or Medicaid benefits \$30 per month toward internet service and \$100 toward a laptop, tablet, or desktop computer.
- Community First social media platforms share information about community resources available to our Members, especially in challenging times like the COVID-19 pandemic and catastrophic weather events.



@CommunityFirstHealthPlans



@CFHealthPlans



@CFHealthPlans



@CommunityFirstHP

Community First is available to help connect you and your family to community resources in your area. If you would like more information, please call Population Health Management at (210) 358-6055.

# Get Healthy, Earn Rewards, Join Healthier You!

Sign up today for Healthier You!, a new Member program designed to help you on your path to better health. Healthier You! is open to all Community First Members and their families. Participate in the current activity to win prizes and Community First swag!

**THE ACTIVITY:** Participate in FIVE virtual or in-person Zumba classes from **July 1-31, 2022**. It's free to register, and family members are invited to join. Snap a "healthy selfie" and submit it online as your proof of participation.

**THE REWARD:** Establish a fitness routine, connect with others, get fit, and earn rewards!

## *It's easy to sign up!*

1. Visit [CommunityFirstHealthPlans.com/Member-Challenge](https://CommunityFirstHealthPlans.com/Member-Challenge) and click "Sign Up For Free."
2. View class options and schedules.
3. Attend FIVE Zumba classes between July 1-31, 2022.
4. Submit a "healthy selfie" or other proof of participation.
5. Earn exclusive rewards!

We can't wait to see your dance moves! Get fit while having fun and visit online to sign up for future Healthier You! health and wellness activities.



**COMMUNITY FIRST**  
HEALTH PLANS



## 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**

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