

# COMMUNITY HEALTHCARE

Member Newsletter | Fall/Winter 2022

**THE END OF THE PUBLIC HEALTH EMERGENCY**

**A GUIDE TO UNDERSTANDING AUTISM**

**MANAGING YOUR  
DIABETES: YOU CAN DO IT,  
WE CAN HELP**

Community First  
Expands Health  
Plan Options



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





# COMMUNITY FIRST CARES

## *An Overview of Our Case Management Services*

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Managing your health care needs or the needs of a loved one can be overwhelming and stressful. However, with our help, you don't have to navigate these challenging times alone.

Community First Health Plans offers Case Management services to our Members. Case Management is a team-based, patient-centered approach designed to help Members and their support systems manage their medical conditions more effectively.

Case Management services are led by trained Registered Nurses or social workers who work closely with you, your family, your primary care provider (PCP), or other health care providers to help you understand your or your loved one's condition and how to best treat it. Case Managers treat each Member as a whole, working as a guide

to help you through the maze of appointments, medications, and other needs associated with health care concerns.

Each Case Manager is backed by a team of professionals from diverse backgrounds, including social work, nursing, mental health, and home health. This team is designed to provide you with resources to help you get the best care possible, from the right providers, in the right setting, and at the right time.

Case Management services are provided at no-cost, are voluntary, and are available to all Community First Members. If you would like to learn more about our Case Management services, call 210-358-6050 or email the Case Management team at [chelp@cfhp.com](mailto:chelp@cfhp.com).



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

# 24/7 Nurse Line

As a Community First Member, you can speak with a Registered Nurse at any time  
– 24 hours a day, 7 days a week, 365 days a year.

***Call 210-227-2347 or toll-free 1-800-434-2347  
(TTY 1-800-390-1175)***

Our Nurse Line is staffed with experienced nurses who are ready to help. You can call our Nurse Line with health questions and concerns, such as:

- “I went to the doctor. Now I have a follow-up question.”
- “I’m pregnant and having pain. What should I do?”
- “My daughter has a high fever. Do I need to go to the ER?”

The nurse can help you decide if you need to see a doctor, what to do if your symptoms get worse, and what you can start doing at home to feel better. They may also recommend you go to an urgent care center or the emergency room.

English and Spanish-speaking nurses are available 24/7. If you speak a different language, we offer free translation services.

***For life or limb-threatening emergencies, always call 9-1-1. You do not have to call the Nurse Line before getting health care.***

# THE SAI:

## What Is It & Why Is It Important?

The STAR Kids Screening and Assessment Instrument (SAI) is a screening questionnaire that is used to help make sure that STAR Kids Members receive all the health care services and support they need. The SAI is given by your child's Service Coordinator. It helps identify all current needs and any gaps in care.

The SAI is a great time for you, your child, and your Service Coordinator to work together to decide what services are right for your child and then set up a detailed care plan, called an Individual Service Plan (ISP).

The SAI is important because it assesses and identifies the need for Long-Term Services and Supports (LTSS). It also allows the Service Coordinator to set up the necessary authorizations to ensure that services are put in place and that medical care for your child is not disrupted.

### What are LTSS?

LTSS are covered benefits for people with chronic medical and mental illnesses and disabilities. These services can help your child live in your home or a community setting when they need ongoing support. Here are a few examples of LTSS that the SAI can indicate your child may be eligible for:

- > 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)

If your child already receives LTSS, they still need to take the SAI each year to make sure they are still eligible. The SAI can also help prevent unnecessary visits to the hospital.

### How can I schedule the SAI?

Your child's Service Coordinator will contact you to schedule a convenient time to meet with you and your child to complete the assessment, either at your home or another location of your choice.

### How can I contact my child's Service Coordinator?

Regular communication with your Service Coordinator is important. You can contact them directly at the phone number they provided. If





you're not sure who your Service Coordinator is or do not have their phone number, you can log into the [Community First Member Portal](#) to find this information. You can also call 1-855-687-7727, Monday through Friday, 8 a.m. to 7 p.m., and a STAR Kids Member Services Representative will be happy to assist you.

In addition to the SAI, Service Coordinators can provide resources and guidance, for example, on what to do if your child needs medical attention after hours or after they've been discharged from the hospital.

***Our goal is to give you and your child access to trusted Providers and the services your child needs. Your child's well-being will always be of the highest priority of our Service Coordinators.***

## THE BEST WAY TO BEAT THE FLU

**Attention Parents!** Children 6 months through 8 years old should get TWO doses of the flu vaccine if they are getting vaccinated for the first time or have previously gotten only one dose. If your child previously got two doses of flu vaccine, they only need one this season.

The flu shot is more important than ever this year due to the ongoing COVID-19 pandemic. It is the best way to protect yourself and your loved ones from the flu.

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

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

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

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

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

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



# Community First Expands Health Plan Options





For nearly 30 years, Community First has offered low and no-cost health plans designed for children, expecting mothers, and individuals with disabilities. We are proud to have touched the lives of over 3 million individuals since 1995.

Now, to serve even more members of our community, we are offering two new health plan options: **University Community Care Plan by Community First** through the Health Insurance Marketplace® and **Community First Medicare Advantage Alamo Plan** for Bexar County seniors.

## UNIVERSITY COMMUNITY CARE PLAN COMMUNITY FIRST

University Community Care Plan (UCCP) is a new plan on the Health Insurance Marketplace® offering high-quality health care coverage for individuals and families in Bexar County.

### What is the Health Insurance Marketplace®?

The Health Insurance Marketplace® is for people to shop for and enroll in health insurance. The federal government operates the Health Insurance Marketplace®, available at **HealthCare.gov**. It shows different health plans available in your area, allowing you to browse, compare, and apply for coverage.

### What makes UCCP different than other health plans on the Marketplace?

University Community Care Plan offers Members:

- > \$0 deductible\*
- > Access to network specialists without a referral
- > Telehealth services
- > Mail order prescription drugs
- > In-home urgent care services

As a UCCP Member, you will also receive access to additional free resources to help you prioritize your health and well-being, such as:

- > 24/7 Nurse Line
- > Health & Wellness Programs
- > Virtual financial wellness classes
- > Pregnancy support
- > Mental health resources
- > Scholarship opportunities

### What Providers can I see as a UCCP Member?

University Community Care Plan is an Exclusive Provider Organization (EPO).

Our EPO network is comprised of nationally recognized UT Health specialty providers and outpatient health care centers across Bexar County, including University Health Texas Diabetes Institute, in addition to our Level I Trauma Center, University Hospital.

### Who qualifies for coverage under UCCP?

To qualify, you must live in Bexar County, Texas, be a U.S. citizen, and cannot be incarcerated.

### When can I enroll?

Open enrollment for 2023 is from November 1, 2022 through January 15, 2023. You may also qualify for a Special Enrollment Period if you've had certain life events, including losing health coverage, moving, getting married, having a baby, or adopting a child, or if your household income is below a certain amount. You can learn more about enrollment periods at **Healthcare.gov**.

## How can I enroll?

You can learn more and enroll through our website at [CommunityFirstMarketplace.com](https://CommunityFirstMarketplace.com). You can also enroll on [Healthcare.gov](https://Healthcare.gov). Search for University Community Care Plan by Community First to find our plan. If you have questions, please call 210-358-6400 or toll-free at 1-800-512-2347 to speak to someone who can help.

*\*Exceptions may apply to standard plans.*



# COMMUNITY FIRST

## MEDICARE ADVANTAGE

# ALAMO PLAN

Our Medicare Advantage Alamo Plan goes beyond what Original Medicare offers, acting as an all-in-one plan providing everything seniors need to live their healthiest lives.

### What is a Medicare Advantage Plan?

Medicare Advantage Plans, sometimes called “Part C” or “MA Plans,” are offered by Medicare-approved private companies, like Community First, that must follow rules set by Medicare. Our Medicare Advantage Alamo Plan includes:

- > Part A coverage: insurance for inpatient care in hospitals, skilled nursing facility care, hospice care, and home health care.
- > Part B coverage: insurance for medical services and supplies like outpatient mental health care, preventive services, ambulance services, and durable medical equipment.
- > Part D coverage: helps cover the cost of prescription drugs.

### How is Medicare Advantage Alamo Plan different from Original Medicare?

- > Original Medicare only includes Part A and Part B coverage. If you need prescription drug coverage, you must pay for it separately.
- > Medicare Advantage Alamo Plan offers Part A, Part B, and Part D coverage and a yearly limit for what you pay out-of-pocket. Original Medicare does not have a limit.



The biggest difference is that Medicare Advantage Alamo Plan offers extra benefits that Original Medicare does not cover, including:

- Hearing Coverage: \$0 copay for annual hearing test, fitting/evaluation for hearing aid; \$1,200 toward hearing aids each year
- Dental Coverage: \$0 copay for oral exams, cleanings, fluoride treatments, dental X-rays, non-routine care, diagnostic services, restorative services, periodontics, extractions, and prosthodontics/oral surgery/other services
- Fitness Coverage: Free YMCA membership
- Over-the-Counter Benefit: Debit card in the amount of \$50 to spend on health and wellness items

### Who qualifies for Medicare Advantage Alamo Plan?

- > Seniors ages 65 years old and up who live in Bexar County, Texas.
- > Disabled individuals receiving Social Security Disability Insurance (SSDI) or Railroad Retirement disability payments.
- > Individuals with End-Stage Renal Disease (ESRD) who require dialysis or a kidney transplant.
- > Individuals diagnosed with ALS, also known as Lou Gehrig's disease.

### When can I enroll?

**Initial Enrollment Period:** When you first become eligible for Medicare, you can join a plan.

**Open Enrollment Period:** From October 15 – December 7 each year, you can join, switch, or drop a plan.

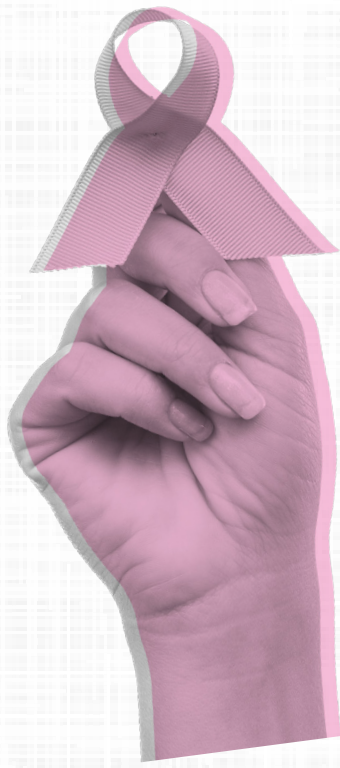
**Medicare Advantage Open Enrollment Period:** From January 1 – March 31 each year, if you're enrolled in a Medicare Advantage Plan, you can switch to a different Medicare Advantage Plan or switch to Original Medicare (and join a separate Medicare drug plan).

### How can I enroll?

Community First has enrollment specialists who can help you learn more about our Medicare Advantage Alamo Plan, including how you can join. Just call 1-833-434-2347 or visit us online at [CommunityFirstMedicare.com](https://CommunityFirstMedicare.com).

*Community First also offers a Dual-Eligible Special Needs Plan (D-SNP) designed for people with certain conditions or diseases or those with low incomes. As a Medicare Advantage Alamo Plan D-SNP Member, you will receive all the benefits included with the Medicare Advantage Alamo Plan in addition to extra services to help manage your health care needs, including an Interdisciplinary Care Team, a Care Coordinator, and an Individualized Care Plan.*





# BREAST CANCER AWARENESS

## *Early Detection Can Save Lives*

### ***What is breast cancer?***

Breast cancer is a disease in which cells in the breast grow out of control. It is the second most common type of cancer among American women, after skin cancer. About 1 in every 8 women (about 13%) will develop invasive breast cancer over the course of her lifetime.

### ***What are the symptoms of breast cancer?***

Some symptoms of breast cancer include:

- > New, painless lump in the breast or underarm (armpit)
- > Changes or irritation in the skin of the breast, such as a dimple or skin that looks like an orange peel
- > Thickening or swelling of part of the breast
- > Redness or flaky skin in the nipple area or the breast
- > Pulling in of the nipple
- > Nipple discharge other than breast milk, including blood
- > Any change in the size or shape of the breast
- > A change in the color or feel of the skin around the nipple
- > Pain in the breast

Symptoms are not always due to cancer, but any symptom you notice should be checked by your doctor immediately.

### ***What can I do to find breast cancer early?***

Breast cancer screenings, including self-exams, can help detect cancer before there are signs or symptoms of the disease.

Mammograms are the best screening tests for detecting breast cancer early. A mammogram is an X-ray picture of the breast. It is the only test shown to reduce breast cancer deaths. Mammograms can detect cancer early — when most treatable — long before it can be felt. This improves the odds of survival and can help avoid more extensive treatment.



### ***How can I lower my risk of getting breast cancer?***

Staying healthy throughout your life will lower your risk of developing breast cancer and improve your chances of surviving cancer if it occurs. Maintaining a healthy weight, engaging in regular physical activity, and limiting alcohol can reduce your risk of breast cancer.

### ***When should I get a mammogram?***

Starting at age 40, it's important to talk to your doctor or nurse about when to get a mammogram. It is generally recommended that women get an annual mammogram starting at age 40. One in six breast cancers occurs in women in their 40s. You are a candidate for a mammogram even if you have no breast cancer symptoms and you:

- > Are 40 years old or older
- > Have not had a mammogram within the past year
- > Are not pregnant or breastfeeding

### ***Is my mammogram covered by my health insurance plan?***

Annual mammograms are covered for Community First Health Plans Members ages 40 and up. **Some women who are considered high risk or have a family history of breast cancer might need to begin getting mammograms before age 40.** Most insurance companies will pay for one screening mammogram for women between the age of 35 to 39 if they are in a high-risk category for breast cancer with a doctor's order. Community First also offers financial assistance for women under 40 considered high risk. Call Member Services for more information and to see if you qualify.

### ***What can I do to prepare for my mammogram?***

- > Try not to schedule your mammogram the week before or during your period. Your breasts may be tender or swollen during that time.
- > On the day of your mammogram, do not wear deodorant, perfume, or powder. These products can show up as white spots on the X-ray.
- > Avoid wearing a dress to your mammogram. Mammograms require you to undress from the waist up, so it is best to wear a top with pants or a skirt.
- > Mammogram screenings take about 15-20 minutes.

### ***How can I schedule an appointment?***

You do not need a referral from your doctor to get a mammogram.

To schedule your mammogram appointment, call your provider or request an appointment from healthyUexpress.

1. Go to **healthyUexpress.com**
2. Click "Schedule a Mobile Mammography Appointment"
3. Complete the online form

You can also call 210-358-7020 to schedule an appointment. University Health's Radiology Department will call you within 3-5 business days to verify available appointment times.

If you need help making an appointment, call 210-358-6055 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).

## **SECOND OPINIONS**

As a valued Community First Health Plans Member, you have the right to a second opinion from a qualified health care professional. If an appropriate professional is not available in-network, the organization will arrange for you to obtain a second opinion out-of-network at no more cost to you than if the service was obtained in-network.



# MEMBER NEWS

## AT A GLANCE

## EMPOWERING Your PATHWAY to Potential

At Community First, we are committed to the health and well-being of our Members, not only in a physical sense, but in all areas of life. Whether you are expanding your family, dreaming of a career change, or seeking higher education, we're here to help empower your pathway to potential.

Here's a look at our current scholarship programs available to Community First Members.

### **EMPOWERING PATHWAYS:** **Entrepreneur Scholarship**

If you are a local business owner, entrepreneur, or even a dreamer with big ideas, our EMPOWERING PATHWAYS: Entrepreneur Scholarship is designed to provide funding for education and training programs, access to an extensive professional network, and one-on-one business advising services to help get your business idea off the ground.

### **EMPOWERING PATHWAYS: Maternity Scholarship**

A strong woman is an empowered mother. Our EMPOWERING PATHWAYS: Maternity Scholarship program was created to help our pregnant Members find their pathway to potential. In this program, selected recipients will be given career training, funding for education, and the opportunity for a full-time job in the health care industry after delivery.

Applications for scholarship programs will open in 2023, so keep up with Community First newsletters and follow us on social media. You can also visit [CommunityFirstHealthPlans.com/Scholarships](https://CommunityFirstHealthPlans.com/Scholarships) to stay in the know, learn more, and apply online



# The End of the COVID-19 Public Health Emergency

**The COVID-19 Public Health Emergency is expected to end in 2023.**

What does this mean for your health care benefits?

If you are a current Community First STAR, CHIP, or STAR Kids Member, your health care coverage has been automatically renewed since the beginning of the COVID-19 pandemic. When the PHE ends, you will need to take action to renew your coverage.

**Here are a few things you can do now:**

1. Update your contact information with Texas Health and Human Services (HHSC), including your mailing address, email, and phone number.
2. You can update this information by creating an account (or logging into your account if you already have one) at [YourTexasBenefits.com](https://www.yourtexasbenefits.com). You can also call 2-1-1.
3. Look for and respond to any request for information from HHSC. These requests may come via mail or email.

If you no longer qualify for your current Medicaid or CHIP plan, Community First now offers a new health plan option on the Health Insurance Marketplace.\* To learn more about our \$0 deductible plan options, turn to page 6 or visit [CommunityFirstMarketplace.com](https://CommunityFirstMarketplace.com).

# New Value-Added Services for 2023

Each year, Community First Health Plans updates the Value-Added Services available to our STAR, CHIP, and STAR Kids Members. Value-Added Services (VAS) are extra benefits beyond Medicaid-covered services.

VAS offered by Community First include health care services, benefits, and positive incentives to promote healthy lifestyles.

Here are just a few of the 2022-2023 VAS available.

**STAR & CHIP Members may be eligible to receive:\***

- > Up to \$80 in gift cards per child for completing Texas Health Steps or CHIP Well-Child Checkups and Community First Health Assessment
- > Toddler booster seat for children current with their Texas Health Steps or CHIP Well-Child Checkups (to be used according to safety guidelines)
- > Up to \$25 in gift cards for completing Community First Health Assessment and receiving Adolescent Immunizations (ages 9-13)

**STAR Kids Members may be eligible to receive:\***

- > Up to \$100 in specialized therapy or camp allowance
- > Up to 8 hours of in-home respite care services for non-waiver STAR Kids Members

To view a complete list of VAS available to you, visit [CommunityFirstMedicaid.com](https://CommunityFirstMedicaid.com) and click on "Member Resources" under the "Member" dropdown menu. If you have questions, call 210-358-6403 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).

*\*Value-Added Services are effective from September 1, 2022 through August 31, 2023*

# 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>



## NCQA ACCREDITATION RENEWAL SURVEY RESULTS

**Every three years, Community First undergoes the National Committee for Quality Assurance (NCQA) survey process for health plan accreditation and distinction.**

**We are proud to announce that Community First has earned renewal accreditation and distinction status for the following:**

Product Line/Product	Accreditation Status
Medicaid – HMO	Accredited
Commercial – HMO/POS Combined	Accredited
Long Term Services and Supports	Distinction

NCQA accredits health plans based on the health plan's performance in three domains:

1. Compliance with quality standards
2. Quality metrics (HEDIS)
3. Member (CAHPS) and Provider satisfaction surveys


Health plans seeking accreditation are required to submit over 150 documents including reports, policies, newsletters, Member/Provider correspondence, and educational pieces as evidence for compliance. Community First is also required to complete file reviews for utilization management medical denials, behavioral health denials, pharmacy denials, appeals, case management, LTSS service coordination, and credentialing/re-credentialing for the Medicaid and Commercial products.

The results of the satisfaction surveys are also due to three years of continual staff education, mock file reviews, training, updating documents to include revised standards, and constant program oversight. The amount of growth in each of the areas is incredible.

*For more information about NCQA accreditation, please visit <https://www.ncqa.org/>.*

Please note that Community First Health Plans does not provide financial incentives (rewards) to physicians or employees (who conduct utilization reviews) for issuing denials of coverage, that result in underutilization, or creating barriers to care or service.





# NEW CLINICAL PRACTICE GUIDELINES RELEASED

Community First Health Plans has adopted new medical, behavioral health, and preventive health Clinical Guidelines for 2022. Clinical Guidelines are recommendations on how to diagnose and treat a medical condition. They are mainly written for doctors, but also for nurses and other health care professionals, and are meant to help ensure that patients receive appropriate treatment and care. Community First's Clinical Guidelines are based on up-to-date scientific knowledge and are able to be followed in daily medical practice.

Review Community First's [2022 Clinical Practice Guidelines Matrix](#) to see all guidelines adopted by Community First, including the scientific source upon which each guideline is based.

To request a paper copy of the Clinical Guidelines, Members can fill out the [Education Request Form](#) and mail to:

Community First Health Plans  
Attn: Provider Relations Department  
12238 Silicon Drive, Suite 100  
San Antonio, Texas 78249

You may also fax the [Education Request Form](#) to 210-358-6199 or call 210-358-6055 to speak with a Community First Health Educator.

## NEWLY ADOPTED CLINICAL PRACTICE GUIDELINES:

- > Alcohol Use Disorder
- > Alzheimer's Disease
- > Anxiety
- > Asthma
- > Attention Deficit Hyperactivity Disorder
- > Bipolar Disorder
- > Cancer
- > Cardiovascular Disease
- > Child Abuse and Neglect
- > COPD
- > Coronary Artery Disease
- > Depression
- > Diabetes
- > Heart Failure
- > High Blood Cholesterol
- > Hypertension
- > Immunizations
- > Kidney Disease
- > Liver Disease
- > Obesity Management
- > Prenatal care/Postpartum
- > Preventive Health
- > RSV
- > Schizophrenia
- > Stroke



# UNDERSTANDING Autism

**Autism spectrum disorder (ASD) affects millions of families. Maybe someone you know. Or maybe your own child. There is no medical detection – like a blood test - for autism, making it sometimes difficult to diagnose. Autism is not a curable disorder, but research has proven that early intervention and action can improve quality of life, learning, communication and social skills, and overall brain development.**

## What is Autism Spectrum Disorder?

Autism is a developmental disability in the brain that can affect communication, social interactions, and behavior. Autism is a spectrum disorder, meaning every person with autism will have different skills, challenges, and strengths.

While autism can be diagnosed at any age, symptoms typically begin in childhood around age 2 or 3. As the child grows and transitions into adolescence and adulthood, they may have trouble communicating, making and keeping friends, or understanding what behaviors are expected in school or their community. Some people with autism may need more help and support than others.

The exact cause of autism is still unknown, but researchers believe that it develops from both genetic and environmental influences. However, there is still much to learn about the disorder.


## Symptoms of Autism

The two main symptoms of autism are communication challenges and repetitive behaviors. However, there are other characteristics that most

people with ASD have, including:

- > Difficulty with social communication and interaction
  - Avoiding or not keeping eye contact
  - Not responding to name by 9 months of age
  - Not showing facial expressions like happiness, sadness, anger, and surprise by 9 months of age
  - Not playing simple interactive games like pat-a-cake by 12 months of age
  - Using few or no gestures by 12 months of age (i.e., does not wave goodbye)
  - Not sharing interests with others by 15 months of age
  - Not pointing to show something interesting by 18 months of age
  - Not noticing when others are hurt or upset by 24 months of age
  - Not noticing other children or joining them in play by 36 months of age
  - Not pretending to be something else, like a teacher or superhero, during play by 48 months of age
  - Not singing, dancing, or acting by 60 months of age
- > Restricted or repetitive behaviors or interests
  - Lining up toys or other objects and getting upset when order is changed
  - Repeating words or phrases over and over (called echolalia)
  - Playing with toys the same way every time
  - Focusing on parts of objects (i.e., wheels on toy car)
  - Getting upset over minor changes



- 
- Obsessive interests
  - Following certain routines
  - Flapping hands, rocking body, or spinning self in circles
  - Unusual reactions to the way things sound, smell, taste, look, or feel
- > Other characteristics
- Delayed language and movement skills
  - Delayed cognitive or learning skills
  - Hyperactive, impulsive, and/or inattentive behavior
  - Epilepsy or seizure disorder
  - Unusual eating and sleeping habits
  - Gastrointestinal issues (i.e., constipation)
  - Unusual mood or emotional reactions
  - Anxiety, stress, or excessive worry
  - Lack of fear or more fear than expected

## Diagnosis

The American Academy of Pediatrics (AAP) recommends that all children be screened for ASD during their regular well-child visits at 18 months and 24 months. If the screening finds an area of concern, a more formal evaluation will need to take place. This evaluation is usually conducted by a trained specialist such as a developmental pediatrician, child psychologist, or psychiatrist. The trained specialist will look at the child's developmental history and behavior, and conduct assessments designed to help with an ASD diagnosis. A level of severity (measured by the numbers 1, 2, or 3) is given based on the symptoms to show the level of support the person needs for daily function.

In some cases, ASD may be detected at the age of 18 months or younger. However, by age 2, a diagnosis is considered reliable. Many people are not diagnosed until they are adolescents or even adults. An early diagnosis is important to ensure that the child receives the support and services they need to reach their full potential.

## Treatment

While there is no cure for autism, there are treatments that can reduce symptoms. These treatments are usually developed by multiple professionals and are designed specifically for the

individual. Communication between treatment providers, the person with ASD, and their family is very important..

ASD can be managed through different approaches, including:

- 1. Behavioral Approach:** The goal of the behavioral approach is to decrease or increase behaviors by understanding what happens before and after the behavior occurs. A notable behavioral treatment is called Applied Behavior Analysis (ABA). ABA encourages desired behaviors and discourages undesired behaviors to improve a variety of skills. Progress is tracked and measured. **Applied Behavioral Analysis is now a covered benefit for Community First Health Plans Members.**
- 2. Developmental Approach:** The goal of the developmental approach is to improve developmental skills, such as language or physical skills, through speech and occupational therapy. Typically, the developmental approach is combined with the behavioral approach treatment.
- 3. Pharmacological Approach:** There are no medications to treat the core symptoms of ASD, but there are some medications that can help people with ASD function better. For example, medication might help manage high energy levels, inability to focus, or self-harming behavior, such as head banging or hand biting.

If your child is on the autism spectrum, Community First is here to help you better understand their diagnosis and find the best treatment plan available. For more information about Applied Behavioral Analysis or for help getting this service, please call Member Services at **210-358-6055** or toll-free at **1-800-434-2347**.

Your child may also qualify for Care Management; a service included with their health plan that can help you better understand your child's diagnosis and how to treat it. For more information about Care Management, please call **210-358-6050** or email the Care Management team at **chelp@cfhp.com**.

Sources: [www.cdc.gov](http://www.cdc.gov) | [www.autismspeaks.org](http://www.autismspeaks.org)



# MANAGING YOUR DIABETES

## YOU CAN DO IT. WE CAN HELP.

The number of people with prediabetes and diabetes is growing at a fast rate in Texas and Bexar County. The most recent figures show that more than 14% of Bexar County residents have diabetes. This percentage is higher than the state average of 11.4% and higher than the national average of 10.5%.

### What is diabetes?

Diabetes is a health condition that affects how your body turns food into energy. It is a complicated disease, and managing it can be challenging. Daily tasks like making healthy food choices, staying physically active, monitoring your blood sugar, and taking medications as prescribed are key to maintaining your health. It is also important to talk regularly with your diabetes care team to problem solve, reduce risks for complications, and cope with lifestyle changes.

### Diagnosis

Your doctor can diagnose diabetes using blood tests. The blood tests show if your blood glucose level, also called blood sugar, is higher than the range that is healthy for you.

Diabetes is a very personal disease. It's normal to feel a certain amount of fear about your diagnosis. Fear of the unknown. Fear about how your life might change. Fear that you might experience life-threatening complications. However, it's important to know you're not alone and that you can be successful in managing your diabetes.

### Self-Management

Once you've been diagnosed, your doctor and health care team will work with you to develop a care plan that covers your medications, blood sugar checks, insulin dosage, and other details to help you self-manage your condition.

Self-management means that **YOU** are responsible for taking steps to control and treat your diabetes. Successful self-management helps you feel better and reduces your chance of developing complications like heart disease, dental disease, eye disorders, kidney disease, nerve damage, and even lower leg amputation.

### Self-Management Behaviors

- 1. See Your Doctor Regularly.** See your doctor for regular checkups to make sure that you are staying healthy.
- 2. Schedule an Annual Diabetic Eye Exam.** People with diabetes need a complete eye exam in addition to a dilated eye exam every year by an ophthalmologist or optometrist who has experience treating eye problems in people with diabetes.



- 3. Make healthy food choices.** Having diabetes doesn't mean you have to give up your favorite foods, but you do need to know what foods affect your blood sugar. Key elements are fruits, vegetables, and whole grains. Your doctor might recommend seeing a dietitian to help you develop a healthy eating plan.
- 4. Stay Active.** Physical activity can help keep your blood sugar levels normal and keep your diabetes under control. Choose an activity you enjoy, like walking, yoga, or swimming.
- 5. Monitor Your Blood Sugar.** Regular blood sugar monitoring is the most important thing you can do to manage your diabetes. You'll be able to see what makes your numbers go up or down, such as eating different foods, taking your medicine, or being physically active. Then, you can make adjustments so that your body can perform at its best.
- 6. Take Your Medication.** Several medications can help manage your diabetes. Your doctor will prescribe what works best for you. Taking your medication on time and as prescribed will help lower your blood sugar levels, reduce your risk for complications, and help you feel better.
- 7. Stay away from drugs, alcohol, and cigarettes.** Drugs, alcohol, and tobacco use can increase the risk for high blood pressure, heart disease, eye problems, and other complications in people with diabetes.

## Self-Management Education & Support

You **CAN** be successful in managing your diabetes. Community First is here to help.

**Diabetes in Control: Diabetes Management Program** is a Community First Health & Wellness program designed to help you learn about the disease, empowering you to take control of your health. Join this no-cost program today, and you may be eligible for Value-Added Services like gift card incentives, a complimentary 4-month YMCA membership, home visits, and more.\*

### To Join

- > **Visit:** [CommunityFirstHealthPlans.com/Health-and-Wellness-Programs](https://CommunityFirstHealthPlans.com/Health-and-Wellness-Programs)
- > **Call:** 210-358-6055
- > **Email:** [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com)

Community First Care Management services are also available to Members at no cost.

Diabetes does not have to control your life. People who take an active role in learning about diabetes are the most successful in preventing or delaying diabetes complications. **You can do it. We can help.**

Sources:

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

<https://diabetes.org/about-us/statistics/about-diabetes>

<https://www.universityhealthsystem.com/services/diabetes-endocrinology/care-education>

\*For eligibility requirements, please call 210-358-6055.

## FREE COMMUNICATIONS AND LANGUAGE SERVICES

Community First Health Plans provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (i.e., large print, audio, accessible electronic formats), to help ensure effective communication with our organization. Community First also offers free language services, including qualified interpreters and information written in other languages, to people whose primary language is not English.

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



# COMMUNITY FIRST: ALWAYS WORKING TO IMPROVE

Each January, Community First Health Plans develops an annual Quality Improvement Plan (QIP) to improve our services for our Members. Then, at the end of each year, Community First reviews the results of the plan. This evaluation helps to identify our successes, any opportunities for improvement, and develop quality activities and programs for our Members for the following year. Community First is dedicated to continuous improvement, problem resolution, and the delivery of the highest quality health care and services, in a safe manner.

## Highlights of the QIP evaluation include:

- > Member surveys revealed satisfaction with Service Coordination, Health Promotion and Wellness, and Care Management.
- > In January 2021, Community First began offering Medicare Advantage Alamo Plan to include a Dual Special Needs Plan (D-SNP) to individuals in Bexar County.
- > Community First successfully completed the National Committee for Quality Assurance (NCQA) renewal survey process for health plan accreditation and Long-term Services and Supports (LTSS) Distinction.
- > New and improved, user-friendly Member and Provider Portals were launched.
- > The annual satisfaction survey revealed Members are satisfied with Community First; rated in the top 90th percentile nationally for Medicaid Children and Commercial Adults.
- > Providers surveyed indicated satisfaction with Community First above the 75th percentile in:
  - Overall Satisfaction
  - Health Plan Call Center Service Staff
  - Utilization and Quality Management
  - Likely to Recommend Community First to other Physicians' Practices

## Opportunities identified and key goals for the future include:

- > Getting care quickly

You can learn more about Community First's performance on measures of clinical care and Member satisfaction by reviewing the Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers & Systems (CAHPS) summary on the next page or on our secure Member Portal.

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



# 2022 MEMBER SATISFACTION SURVEY: The Results Are In!

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) CAHPS® is a survey tool that asks Members to evaluate their experience with their health plan and at their providers' offices. The CAHPS® survey is sent to a random sample of health plan Members in the spring of each year. It measures satisfaction with Member experience through a rating of four main categories:

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

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

Community First's goal for the 2022 CAHPS survey was to score in the 90th percentile in each survey category or incrementally increase a survey category's rating to the next percentile level each year until the goal is reached (e.g., move from the 25th percentile to the 33rd percentile).\*

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

	Medicaid Child	Commercial Adult
Rating of Health Plan	90th percentile	90th percentile
Rating of Health Care	66th percentile	66th percentile
How Well Doctors Communicate	90th percentile	66th percentile
Areas of opportunity for improvement include: Getting Care Quickly		

Our goal as your health plan is to continue to improve the delivery of quality care and service in a safe manner. We welcome recommendations from our Members, physicians, and other providers.

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

*\*To assess overall performance, scores for the measures were compared to NCQA's 2021 Quality Compass Benchmark and Compare Quality Data.*

# COMMUNITY FIRST

## *Celebrates Local Seniors*



This fall, Community First Health Plans planned two special events to honor and provide for our local community seniors.

In September, seniors were invited to join us for a produce drive-thru event at Ingram Park Mall, where hundreds of bags of fresh vegetables and fruits were given away, in addition to free giveaways like hand sanitizer, water bottles, and cool wraps.

Then, in early October, Community First celebrated seniors at a special Senior Citizen Appreciation Fiesta at Texas Diabetes Institute. Seniors and their families enjoyed mariachi, giveaways and prizes, Bingo, and refreshments. University Health also provided free health screenings. This is the second year in a row that Community First has planned a Senior Celebration event.

Community First cares about the health and well-being of our community's seniors. Events like these are designed to help seniors learn about local health care options, like Community First Medicare Advantage Alamo Plan, a Medicare plan designed for Bexar County seniors.

To learn more about Medicare Advantage Alamo Plan and find a calendar of local events, visit [CommunityFirstMedicare.com](https://www.CommunityFirstMedicare.com).



# On The Path to A *Healthier You!*

## Get Healthy, Win Rewards!

In 2022, Community First Health Plans launched a new health and wellness initiative called “Healthier You!” designed to motivate Members to take small steps toward better health by participating in selected activities.

## Member Activities

Our 2022 Healthier You! Summer Member Activity invited Members to attend free in-person and virtual Zumba classes. And our Fall Activity was designed to bring awareness to the importance of getting your annual flu shot.

## We have more free, fun activities planned for 2023!

Your participation will earn you FREE gifts and swag from Community First.

## To participate:

1. Visit [CommunityFirstHealthPlans.com/Healthier-You](https://CommunityFirstHealthPlans.com/Healthier-You)
2. Read about our current Member Activity, the rules, and register to participate.
3. Have fun and win rewards!

**Let's make 2023 your healthiest year yet!**



**COMMUNITY FIRST**  
HEALTH PLANS



# COVID-19: NEW VACCINE, NEW BOOSTER, NEW RECOMMENDATIONS

We've all grown somewhat used to living in the middle of a pandemic, but it's important to remember that the COVID-19 virus continues to evolve, change, and pose a serious threat to our health.

Here are the latest recommendations from the Centers for Disease Control and Prevention (CDC).

- > EVERYONE eligible should stay up to date with their COVID-19 vaccination, including primary series doses and boosters for their age group.
- > People 6 months through 4 years old should get all COVID-19 primary series doses.
- > People ages 5 years and older should get all primary doses and the booster dose recommended by the CDC, if eligible.

## NEW COVID-19 VACCINE: NOVAVAX

A new vaccine, Novavax, is the fourth and most recent COVID-19 vaccine authorized by the FDA. It is available for people ages 12 and up who have not received their primary series (first dose). If you have already received a COVID vaccine at any point in time, you are not a candidate for this vaccine.

Novavax protects against COVID-19 differently than the Pfizer, Moderna, and Johnson & Johnson vaccines by using traditional virus-blocking technology found in other vaccines, like HPV, hepatitis B, and flu.

## NEW BOOSTER

In early September, a new COVID-19 booster was authorized by the FDA to protect against the latest Omicron variant. It is important to get this new COVID booster as previous vaccines and boosters only protect against the original coronavirus strain.

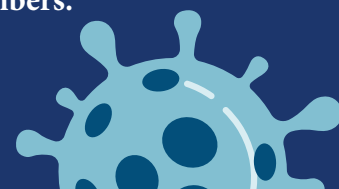
The new Pfizer booster is authorized for ages 5 years and older. The new Moderna booster is authorized for ages 6 years and older.

Boosters and primary doses are available at your provider's office, local pharmacies, health clinics, and vaccine clinics – many on a walk-in basis. Don't forget to bring your vaccination card with you to receive your booster shot.

## MORE INFORMATION

- > Stay up to date with COVID-19 developments by visiting [CDC.gov/COVID19](https://www.cdc.gov/COVID19).
- > Call Member Services at 1-800-434-2347 if you need more information about your health benefits related to COVID-19.
- > Contact your Provider if you have questions about Novavax or the new bivalent booster.

**Remember, all COVID-19 vaccines and boosters are free for all Community First Members.**





# Community First Food Pantries:

## *Change Begins Locally*

In July 2021, Community First Health Plans installed its first community food pantry. Now, only a little over a year later, what began as an innovative way to provide food and non-perishable goods for local families facing food insecurity has grown into something much bigger. Community First Health Plans is on track to install 50 community food pantries throughout Bexar County by the end of 2022.

Each food pantry is designed as a standalone, cabinet-like structure to store essential, non-perishable items like canned goods, hygiene products, school supplies, toys for children, and more. They are located mostly outdoors on the grounds of accessible and trusted businesses, organizations, churches, and schools.

“These food pantries are directly helping thousands of individuals facing food insecurity in our community by providing essential items that many of us take for granted,” stated Victoria Dimock, Community First Public Relations Specialist. “They also provide an opportunity for those in the position to give back. Anyone can help by donating non-perishable goods to any one of our many Community First Food Pantries.”

Community First is always looking for partners to join us in our fight against food insecurity. We are especially interested in installing food pantries in more rural areas surrounding Bexar County. If you would like a food pantry installed on your grounds, or if you're in the position to donate or help “stuff a pantry,” please visit [CommunityFirstHealthPlans.com/Food-Pantry](https://CommunityFirstHealthPlans.com/Food-Pantry).

*We look forward to 2023 as we continue to put our community first while fighting against food insecurity.*



# PRIORITIZING *WOMEN'S* HEALTH CARE



Women often serve as the backbone of their families, caring for the needs of others before caring for themselves. However, it is vital that women also make it a priority to remain healthy and strong themselves by paying attention to their own well-being. It's impossible to care for others if you are not first caring for yourself.

Community First Health Plans understands that there are sometimes obstacles to getting needed health care. That's why we've removed roadblocks to needed care and created health programs to provide women the education, screenings, and support needed to keep going strong. Prove to yourself that you value your health by prioritizing it!

## Direct Access To Care

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

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

Community First Members have direct access to women's health specialists, including, but not limited to:

- > Gynecologists
- > OB/GYN
- > Certified Nurse Midwives Pregnancy Support

Members also have direct access to routine and preventive health care services, including, but not limited to:

- > Prenatal care
- > Breast exams
- > Outpatient behavioral health services including initial assessments and individual, family, or group counseling

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

**Please note:** Direct access to a specialist does not prevent Community First from requesting or requiring notifications from specialists for data collection purposes.

For a list of health care services that may require prior authorization from Community First, please review your plan's Member Handbook. You can also call Member Services if you have any questions about direct access, referrals, or prior authorization. We are here to help.

## Health & Wellness Programs

At Community First, our goal is to ensure that all Members have access to the most efficient and effective health care services. Our Health & Wellness Programs can help provide the information, support, and resources you need to help you lead a healthy, full life.

Members who are expecting are invited to join our [Healthy Expectations Maternity Program](#) offering caring, pregnancy support to give both mom and baby a healthy start, including:

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

Pregnant Members can join Healthy Expectations by taking our [Pregnancy Health Assessment](#). You can also call 210-258-6050 or email [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com).

## Care Management

If you have complex medical needs, a new diagnosis, or just need help navigating your care, Community First Care Management services are put in place to work with you, your family, your doctors, and other providers on your health care team to improve your overall health and help obtain the services you need.

Care Management services are provided at no-cost, are voluntary, and are available to all Community First Members. If you would like to learn more, turn to page 2. You can also call 210-358-6050 or email the Care Management team at [chelp@cfhp.com](mailto:chelp@cfhp.com).



## Non-Discrimination Notice

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

Community First Health Plans provides free auxiliary aids and services to people with disabilities to communicate effectively with our organization, such as:

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

Community First Health Plans also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

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

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

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

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

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

You may also file a complaint by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
Phone: 1-800-368-1019, TDD number: 1-800-537-7697

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

## Aviso de no discriminación

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

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

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

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

- Intérpretes calificados
- Información escrita en otros idiomas

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

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

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

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

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

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

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
Teléfono: 1-800-368-1019, línea de TDD gratuita: 1-800-537-7697

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

# COMMUNITY FIRST

## HEALTH PLANS

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

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

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

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

لا نإف تامدخ اس م لا قدع وغل ل لة ي وت ت ف ك ل . ن اجم ل اب ل ص تا ر ب م ق 1-800-434-2347 م قر  
تا ه م ص ل ل او: 1-800-390-1175 : قظوح ل م اذ ا تن ك ثدحت ت ر كذا، غ ل

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1-800-434-2347 (TTY: 1-800-390-1175) رب خ : راد ر گا

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

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

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

امش یارب ناگیار تروصب ینابز تالی هست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت  
اب. دشاب یم مهارف 1-800-434-2347 (TTY: 1-800-390-1175) دیریگب سامت

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

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-434-2347 (TTY: 1-800-390-1175) पर कॉल करें।

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

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

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ສົ່ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).

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