COMMUNITY Member Newsletter | Summer 2023 HEALTHCARE

AAS and Human Services

Medicaid Recipients

ICE REQUESTED

ACTION REQUIRED: Medicaid Renewals Are Back!

UNDERSTANDING SUBSTANCE USE DISORDERS

NO-COST TRANSPORTATION TO HEALTH CARE APPOINTMENTS

ABA THERAPY FOR AUTISM: NOW A COVERED BENEFIT

LOSING MEDICAID OR CHIP?

YourTexasBenefits.com

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 1-800-434-2347

VACCINES FOR **Protocols 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.

Community First Health Plans is currently offering a **\$10 gift card** for preteen and teen Members who get their recommended Tdap, Meningococcal, and first HPV vaccine, and an additional **\$15 gift card** after receiving their second HPV vaccine. For information, please email <u>healthyhelp@cfhp.com</u>.

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.

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.

Sources

https://www.cdc.gov/vaccines/parents/FAQs.html https://www.cdc.gov/vaccines/parents/index.html https://www.cdc.gov/vaccines/parents/diseases/index.html

What Is The SK-SAI, And Why Is It Important?



What is the SK-SAI? Does my child need to take it?

The **SK-SAI (STAR Kids Screening and Assessment Instrument)** is a detailed assessment that Community First Service Coordinators use to develop a care plan specific to a STAR Kids Member's needs.

About the SK-SAI

- The SK-SAI should be completed once a year (or more often, as needed) by each STAR Kids Member, their parent/legal guardian, and their Service Coordinator.
- The SK-SAI will be completed in your home or at another location of your choice. We will schedule a convenient time to meet with you to complete the assessment.
- The SK-SAI results help you, your child, and your Service Coordinator create an Individual Service Plan (ISP). The ISP will list the type and number of services that are right for your child.
- Without the SK-SAI, your child may not be able to get Long-Term Services and Supports (LTSS) like:
 - » **Personal Care Services:** Someone to help your child get dressed, bathe, and eat.
 - » Private Duty Nursing: Skilled nursing services in the home to manage complex medical conditions.

- » **Equipment and Supplies:** In-home medical and safety equipment.
- » **Respite Care:** In-home help to give you or your child's caregiver time to rest.

What happens during the SK-SAI?

During the SK-SAI, you'll go over the services your child is getting and new services they may need, including medical treatment, mental health services, primary care, and specialized care. Together, you will create a new ISP. Your Service Coordinator can also help you make an appointment with your child's primary care provider or specialists and connect your family with free and low-cost community resources.

How can my child participate in the SK-SAI?

Your child's Service Coordinator will reach out to you when it's time to take the SK-SAI and schedule a time to meet.

How do I contact my Service Coordinator?

You can reach your Service Coordinator by calling them on the phone number they provided. If you do not know who your Service Coordinator is or do not have their contact information, you can find it on the <u>Community First Member Portal</u> or call 1-855-607-7827 and a STAR Kids Member Services Representative will be happy to help.

MEMBER HANDBOOK

Community First Health Plans provides all Members with a printed copy of their health plan's Member Handbook in both English and Spanish. Each Member Handbook contains detailed information about how your specific health plan works. Your Member Handbook, along with a New Member Guide and other important information, is mailed to you shortly after you join Community First.

If you did not receive a Member Handbook or need a new printed copy, call Member Services toll-free at 1-800-434-2347 to request one, and we'll mail you one at no charge within five business days. You can also view your plan's Member Handbook online. Just visit <u>CommunityFirstHealthPlans.com/Members</u> and select your plan name.

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 too high. High blood pressure often has no symptoms. However, it can greatly 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 can I lower my blood pressure?

- **1. Make a treatment plan.** You and your doctor can work together to make a plan to lower your blood pressure.
- **2. Change your lifestyle.** In many cases, making lifestyle changes 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 <u>BMI Calculator.</u>
 - Eat healthy.
 - » 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. Try to 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 intake.
 - » Consume no more than one to two drinks a day (one for most women, two for most men).
- **3. Check your blood pressure often.** Take ownership of your treatment by tracking your blood pressure at home.
- **4. Medication.** If you take blood pressure medicine, take it exactly how your doctor prescribes.

While there is no cure for high blood pressure, small changes and the right 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 take control of your health. Community First can help. Join our **Healthy Heart: Blood Pressure Management Program** and find out how you can get a free blood pressure cuff!* Email <u>healthyhelp@</u> <u>cfhp.com</u> or visit <u>CommunityFirstHealthPlans.com/</u> <u>Health-and-Wellness-Programs</u> to learn more.

*Limitations and restrictions apply.

Sources:

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

FRAUD, WASTE, & ABUSE (FWA)

Sometimes, in the health care industry, services and insurance can be abused. This is called Fraud, Waste, & Abuse, or FWA. Community First has a dedicated team to investigate all reported cases of FWA. By detecting, correcting, and preventing FWA, we are doing our part to improve the health care system and keep it affordable for all. If you have a concern or if you suspect that a Community First Provider, pharmacist, or another Member is doing something wrong, please let us know.

What is Fraud, Waste, & Abuse?

- Fraud is when you do something wrong on purpose to gain a benefit. It is intentional.
- Waste is being careless or misusing a service or item in a way that it was not intended to be used.
- **Abuse** is behaving in a manner that goes against known acceptable practices and results in unnecessary costs.

How do I report Fraud, Waste, & Abuse?

To report FWA, you can:

- 1. Report it directly to Community First by filling out the online form on our <u>Fraud</u>, <u>Waste</u>, <u>& Abuse webpage</u>.
- 2. Report it directly to Community First by phone, email, fax, or regular mail using this <u>Suspicious Activity Report form.</u>
- 3. Report it to the Office of Inspector General (OIG) by phone at 1-800-436-6184 or complete the online <u>OIG form.</u>

Visit our new <u>Fraud, Waste, & Abuse</u> <u>website</u> to learn more about FWA, including common examples.

3 THINGS YOU SHOULD KNOW ABOUT IMMUNIZATIONS

Immunizations play a significant role in staying healthy. According to 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.

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 <u>CDC</u> <u>Immunization Schedules</u> to view the 2023 CDC Infant and Childhood Vaccine Schedules.

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.

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

Sources: https://www.cdc.gov/vaccines/index.html

Members in some health plans may be eligible for gift card incentives after receiving childhood immunizations. To learn more, call 210-358-6055 or email <u>healthyhelp@cfhp.com</u>.

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-ofnetwork 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.

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. It will not be shared with anyone else nor released without your written approval.

For more information about privacy and confidentiality, please review your Member Handbook. You can also view a copy of our Notice of Privacy Practices on our website at <u>CommunityFirstHealthPlans.com/Privacy-Policy.</u>

Applied Behavioral Analysis Services for Children and Youth with

A U T I S M

What is Applied Behavior Analysis?

Applied Behavior Analysis (ABA) is one of many covered services available for Medicaid Members, age 20 or younger, who have a diagnosis of autism spectrum disorder (ASD).

ABA is a treatment approach or therapy provided by specialists called licensed behavior analysts (LBAs).

ABA therapy can help:



Encourage positive and adaptive behaviors.

Apply skills across everyday settings so they can improve their health, safety, and independence.

How can I get ABA therapy for my child?

- Contact your child's primary care provider (PCP). You can find their information on your child's Member ID card.
- Call Community First Member Services at the phone number on the back of your Member ID card. Member Services can help you make an appointment with your child's PCP and/or find an LBA.

How does ABA therapy work?

ABA therapy can be delivered by an LBA in your home, your community, or in a clinic.

An LBA will work with you and your child to create a treatment plan. You'll learn strategies to use both at home and when out and about.

Your LBA can also coordinate care with your child's other therapists and providers up to twice a year to ensure a team approach to treatment.

How can I find an LBA?

Use our online Provider Directory located on the <u>Member Portal</u> or at <u>CommunityFirstMedicaid.com</u> to find an LBA in the Community First network. Click on "Find a Provider" and choose "Licensed Behavior Health Analyst" from the Provider Type dropdown menu.

What other autism services are available for my child?

Medicaid covers many services for children with autism, including:

- Case Management/Care Coordination (with parent permission)
- 🔹 Early Childhood Intervention
- Medical nutrition counseling provided by a licensed dietitian
- Cccupational, physical, and speech therapy
- Cutpatient behavioral health services
- Physician services, including medication management

Source:

Information used in this article developed by Texas Health and Human Services Commission.

https://medicaid.communityfirsthealthplans.com/ resources/services/autism-services/

ABA works best when parents and caregivers use the training and strategies in their daily lives. Your involvement is needed!

YOUR PRESCRIPTION DRUG BENEFITS

Your prescription drug benefits depend on your health care plan. Navitus Health Solutions is the Pharmacy Benefit Manager (PBM) for Community First Health Plans. Navitus is responsible for delivering your pharmacy benefits.

How can I review my prescription drug benefits?

Sign up for an account on the Navitus Member Portal* to review your benefits. Registration is simple.

- 1. Visit Navitus.com/Members.
- 2. Click "Login to the Member Portal" and then "Register Now."
- 3. Enter the information requested as printed on your Community First Member ID card.

*The Navitus Member Portal is different than the Community First Member Portal.

Once you register, you can find the following information on 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 overthe-counter medications you are taking, including vitamins, supplements, and herbal remedies. Take this list to all appointments and review with your Provider at least once a year. Keeping 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 <u>TXVendorDrug.com</u>. The PDL is published every January and July and includes preferred covered medications and requirements for non-preferred medications (specialty medications not included in the formulary).

Navitus Customer Care can also answer questions about prescription drug benefits for all Community First Members. Call the toll-free pharmacy number on the back of your Member ID card or call 844-268-9789.

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. To view your Member Handbook, visit <u>CommunityFirstHealthPlans.com/Members</u> 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 printed copy. We'll mail one to you for free within five business days.

HEALTH & WELLNESS PROGRAMS

COMMUNITY FIRST HEALTH & WELLNESS PROGRAMS PROGRAMS

Did you know that Community First Health Plans has six dedicated Health & Wellness Programs that can help you and your family stay healthy, manage a medical condition, or help you experience a healthy pregnancy?

Community First Health & Wellness Programs:

- **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 you and your family programs designed to help you live your best life. All of our programs are free to join, and many include rewards for joining,* like fitness memberships, gift cards, baby items, and more!

Health & Wellness Program Spotlight Diabetes in Control: Diabetes Management Program

Here's a look at **Diabetes in Control**, our diabetes management program. **Diabetes in Control** can teach you how to manage your diabetes by properly taking your medication and making healthy choices.

Join, and you'll get:*

- One-on-one contact with a Health Educator
- Diabetes education classes and educational materials
- Up to \$60 in gift cards for completing an A1C test and other diabetic screenings
- Case Management for high-risk Members
- Referral to YMCA Diabetes Prevention Program that includes a complimentary four-month membership for two adults and up to four children

Learn more about Diabetes in Control and all of our Health & Wellness Programs, including how to join and the benefits of each, by visiting <u>CommunityFirstHealthPlans.com/Health-and-</u> <u>Wellness-Programs</u>. You can also contact our Health Educators at 210-358-6055 or <u>healthyhelp@cfhp.com</u> for more information.

**Limitations and restrictions apply. Call 210-358-6055 or email <u>healthyhelp@cfhp.com</u> for more information.*

ALLABOUT YOUR AIC

You probably know at least a little bit about diabetes, but what do you know about A1C, the blood test used to diagnose diabetes?

The A1C test - also known as the hemoglobin A1C or HbA1c test - is a simple blood test that measures your average blood sugar levels over the past three months. It's one of the most commonly used tests to diagnose prediabetes and diabetes and is also the main test to help you and your health care team manage your diabetes if you've already been diagnosed (CDC, 2022).

Who should get an A1C test, and when?

The Centers for Disease Control and Prevention (CDC, 2022) recommends that adults over age 45 get a baseline A1C test. Individuals who are under 45 and have one or more of the risk factors listed below should also get a test:

- Overweight
- Have a parent, brother, or sister with diabetes
- Are physically active less than 3 times a week
- Have ever had gestational diabetes (diabetes during pregnancy) or given birth to a baby over 9 pounds
- Are an African American, Hispanic or Latino, American Indian, or Alaska Native person. Some Pacific Islanders and Asian American people are also at higher risk.

However, your doctor is the best person to recommend if and when you should get an A1C test.

Also, if you have been diagnosed with diabetes or prediabetes, it is important to get regular A1C tests to ensure your blood sugar levels are well-managed.

What is blood sugar?

Blood glucose, or blood sugar, is the sugar found in your blood. It is your body's main energy source, and it comes from the food you eat. Your body breaks down food into glucose, and then your pancreas is signaled to release insulin. Insulin is a hormone that helps glucose get into your cells so it can be used for energy. If your body does not produce enough insulin, glucose builds up in your bloodstream instead of going into your cells, and your body is unable to use it for energy. **This leads to prediabetes** (**risk for diabetes**) and **diabetes**.

What happens if my blood sugar is too high and I don't get treatment?

High levels of sugar in the blood over a long period of time can damage your eyes, kidneys, nerves, and blood vessels, all leading to serious health problems, such as heart disease, stroke, and kidney disease.

Where can I get an A1C test?

The test is done at your doctor's office or laboratory.

Please turn to page 10 to read more about our Diabetes Management program and how to join.

Sources:

Centers for Disease Control and Prevention. (2022, September 30). All About Your A1C. Retrieved May 10, 2023, from <u>https://www.cdc.gov/diabetes/</u> <u>managing/managing-blood-sugar/a1c.html</u>.

American Diabetes Association. (2023). Understanding A1C. Retrieved May 10, 2023, from Understanding A1C | ADA (<u>diabetes.org</u>).

Losing Medicaid or CHIP? You Still Have Options!

After three years, the End of Continuous Medicaid Coverage is here. This means that millions of Texans – mostly children and new moms – are at risk of losing their Medicaid/CHIP coverage beginning this summer.

You've got mail!

What You Need To Know

Texas Health and Human Services (HHSC) is now reviewing the eligibility of ALL Medicaid/CHIP recipients.

- After reviewing your information on file, if HHSC is able to determine that you or your child is still eligible, you will be notified, and your Medicaid coverage will be renewed.
- If HHSC needs to know more about you or your family before they can make a decision, they will send you a renewal packet or a letter asking you to provide more information. The best way to submit an application or respond to those requests is online at **YourTexasBenefits.com**.

It's important that all information HHSC has is accurate and up to date, like your contact information, number of household members, if you've had a baby, or if you've changed jobs. You can update your information at <u>YourTexasBenefits.com</u>, on the Your Texas Benefits mobile app, or by calling 2-1-1 and selecting option 2.

HHSC Determined I/My Child Is No Longer Eligible. What Can I Do?

If you have been notified that your Medicaid coverage is ending, you still have options. During the renewal process, HHSC will evaluate your eligibility for other HHSC health care programs, such as Healthy Texas Women (HTW) and CHIP (if you previously had STAR or STAR Kids). If you are eligible for one of these programs, HHSC will start the enrollment process for you.

nd Human Services ELECTRONIC SERVICE REQUESTED

TEXAS

ACTION REQUIRED OUT THE FORM INSIDE AND TURN IT BY THE DUE DATE LLENE LA HOJA ADENTRO Y DEVUEIVALA ANTES DE LA FECHA LIMITE Medicaid Recipients

You can also explore other health insurance options through the Health Insurance Marketplace[®]. HHSC will send your Medicaid/CHIP application to the Marketplace, and they may send you information about how to find a plan.

What is The Health Insurance Marketplace[®]?

The Health Insurance Marketplace[®] is a service that helps people shop for and enroll in health insurance. The federal government operates the Health Insurance Marketplace[®], available at **HealthCare.gov.** The Health Insurance Marketplace[®] (also known as the "Marketplace" or "exchange") provides health plan shopping and enrollment services through websites, call centers, and in-person help.

How Do I Find A Plan On The Marketplace?

University Community Care Plan by Community First is a new plan on the Marketplace for Bexar County residents. As soon as you know your Medicaid/CHIP coverage end date, you can apply for coverage in our plan either at **CommunityFirstMarketplace.com** or by searching "Community First" at HealthCare.gov. Don't wait to apply until after you lose Medicaid/CHIP to avoid any gaps in coverage.

Can I Afford A Plan On The Marketplace?

Most people qualify for savings. When you apply, you'll find out if you qualify for:

- Savings, like a tax credit that lowers your monthly premium
- Extra savings (called "cost-sharing reductions") to lower what you pay when you get services, like deductibles and copays.

I Need Help!

If you have more questions, you're not alone. Community First is here to help you renew your Medicaid coverage, explore new health plan options if you're no longer eligible, and everything in between. We have plans for all ages and abilities.

Visit our website **RenewMyTexasBenefits.com** to learn more or to make an appointment for inperson help at either our Avenida Guadalupe Office, The Multi-Assistance Center (MAC) at Morgan's Wonderland, or in the comfort of your own home.

You can also call 210-227-2347, and a Member Services Representative can help over the phone in English or Spanish or arrange for a translator.

Let's get you covered.

Understanding Substance Use Disorders

Millions of Americans have a substance use disorder, and it remains an important health issue in our country. With effective treatment, recovery is possible.

There are many mistaken beliefs about substance use disorders, addiction, and mental health issues. If you or someone you love is struggling, it's important to understand that it is *not* a character flaw or a sign of failure.

Substance use disorders are treatable, long-lasting diseases that can affect anyone – regardless of race, gender, income level, or social class.

There is hope for recovery and a brighter future.

What is a substance use disorder?

According to the Centers for Disease Control and Prevention (CDC), a substance use disorder (SUD) is a challenging mental disorder that affects a person's brain and behavior, leading to poor health, social function, and inability to control the use of substances, like drugs and alcohol. The National Institute of Mental Health (NIH) also states that people who experience an SUD may also experience a mental disorder at the same time, like:

- Anxiety
- Depression

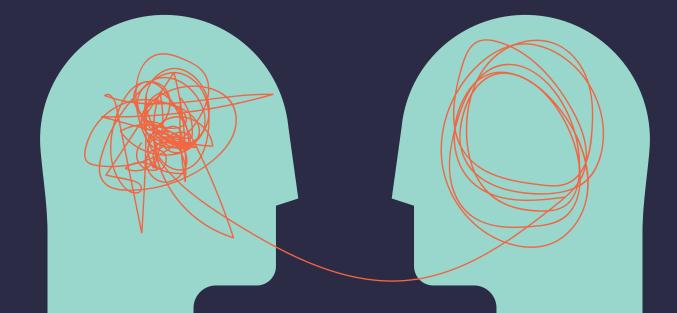
- Attention-deficit/hyperactivity disorder (ADHD)
- Bipolar disorder
- Schizophrenia

What treatment options are available?

Doctors use evidence-based guidelines to choose the right treatment options, like medication, counseling, and rehabilitation. Community First Members can get help for a SUD **without a referral** for the following:

- Outpatient SUD treatment services like:
 - » Assessment
 - » Detoxification services
 - » Counseling
 - » Medication-assisted therapy
- Residential SUD treatment services like:
 - » Detoxification
 - » Inpatient treatment (including room and board)

Follow-up care is also a very important part of treatment. Community First offers eligible Members gift card rewards for completing follow-



up appointments and no-cost transportation to and from the doctor or pharmacy to help Members stay on track with their recovery.*

SUD Prevention

There is no guaranteed way to predict if someone will experience an SUD. However, there are some things that you can do to help prevent it.

Evaluate Risk Factors

- Know your family history of SUDs, mental illness, and addiction.
- Be aware of your risk factors, like mental health issues and substance use among peers or family members.

Focus On Your Health

- Practice meditation and self-care to manage stress.
- Eat a healthy, well-balanced diet.
- Try to get 7-8 hours of sleep a night.
- Find positive outlets like exercise, volunteering, reading, or a new hobby.

Find Support

- Find a community of support, like Alcoholics Anonymous or Narcotics Anonymous meetings.
- Seek individual or group counseling.
- Join Healthy Mind: Behavioral Health Management, a no-cost Community First Health & Wellness Program that offers Members helpful information, resources, and tools.

Get Help

- Call the Community First 24/7 Behavioral Health & Substance Use Hotline: 1-877-221-2226 (STAR Kids: 1-844-541-2347), or
- Suicide & Crisis 24/7 Hotline: 988

*Limitations and restrictions apply. Please email <u>healthyhelp@cfhp.com</u> or call 210-358-6055 for more information.

Sources:

https://www.cdc.gov/dotw/substance-use-disorders/ https://www.nimh.nih.gov/health/topics/substanceuse-and-mental-health.

PREPARING FOR A TRANSITION OF CARE: ADOLESCENT TO ADULT

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) for them, Community First Health Plans can help.

- Call Member Services at the number on your child's Member ID card. One of our Member Services Representatives can help you choose a new PCP.
- Request a new PCP through our secure <u>Member Portal</u>.
- If you'd like to review PCPs in our network located near you, visit our online Provider Directory at <u>CommunityFirstHealthPlans.com</u>. Just click on "Find a Provider" and select your child's plan.

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

Do you need help making an appointment or getting a ride to your doctor's office or pharmacy? Please call 210-358-6055 or email healthyhelp@cfhp.com. We're here to help!



COMMUNITY FIRST HEALTH PLANS NON-EMERGENCY MEDICAL TRANSPORTATION



Need a ride to your next health appointment? As a Community First Health Plans STAR or STAR Kids Member, you can get non-emergency transportation at NO COST to/from the doctor, dentist, hospital, or pharmacy.

Community First works with MTM, Inc. to provide curb-to-curb transportation for our Members.

There are two ways to arrange non-emergency medical transportation (NEMT).

1. CALL MTM DIRECTLY

1-888-444-0307 (TTY 7-1-1)

Monday through Friday, from 8:00 a.m. to 5:00 p.m. Information is available in both English and Spanish. Please call at least 48 hours before your appointment.

2. BOOK ONLINE OR ON YOUR PHONE

Use the **MTM Link Mobile App or Member Portal** (different than the Community First Member Portal)





For help after hours or on weekends, call: Where's My Ride: 1-888-444-0824

Trips do **NOT** include ambulance trips.



NEMT services include:

- Passes or tickets for travel by train, bus, or air
- Curb-to-curb transportation
- Mileage reimbursement
- Travel expenses (for Members under age 20)
- Travel expenses for attendants

When you call MTM, please be ready to provide:

- Medicaid ID number on Your
 Texas Benefits Medicaid ID card
- Name, address, and phone number of the place you are going
- The medical reason for your visit

For more information about non-emergency medical transportation, please visit CommunityFirstMedicaid.com

A MEDICARE PLAN That Has You Covered



We've designed a Medicare Advantage Plan that allows you to continue to do the things you love the most with the peace of mind that comes with knowing your health care is covered.

Community First Medicare Advantage Alamo Plan covers all your Part A (hospital insurance) and Part B (medical insurance) services and offers extra coverage for things like vision, hearing, dental, and prescription drugs.

Additional benefits of our plan include:*

- Non-emergency medical transportation services to and from the doctor or pharmacy
- In-home urgent care
- Prescription delivery
- In-home meal delivery
- Fitness memberships

Still have Original Medicare? You can switch to a Medicare Advantage plan during the Annual Enrollment Period each fall, October 15 through December 7. <u>Learn more</u> about the difference between Original Medicare and our plan. Let's get you covered!

A fleoithy COMMUNITY

A healthy community is a community where local groups and organizations work together to prevent disease and connect people to healthy living options. At Community First Health Plans, we are proud to do our part in contributing to a healthy community by putting YOU at the center of all health care decisions.

Improving the health of your community also starts at home. Here are 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 more prepared to handle stress and physical demands during a medical 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's <u>Member Portal</u> can help you take better control of your health. The Portal is a secure online space filled with YOUR information, like your benefits, Member ID card, and much more. All Community First Members are encouraged to sign up for the <u>Member Portal</u>. It's a great tool available in English and Spanish and designed to be used on any device.

While you're logged in to the Member Portal, be sure to explore the tools and resources available to you, including our Health Assessment. Take the Health Assessment to see if you could benefit from one of our no-cost Health & Wellness Programs designed for Members with long-lasting conditions like asthma, high blood pressure, and diabetes. 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 Assessment.*

3. Visit our website, read our blog, and connect with us on social media.

Our website, <u>CommunityFirstHealthPlans.com</u>, is a great source of important information about your health plan. Visit us online to find a health care provider, review your Member Handbook, download forms and new Member documents, and more.

Our website is also home to our blog which features health and wellness articles and community news and events.

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.

- @CommunityFirstHealthPlans
- @CFHealthPlans
- @CFHealthPlans
- @CommunityFirstHP

*Limitations and restrictions apply. To find out more, contact a Community First Health Educator at 210-385-6055 or <u>healthyhelp@cfhp.com</u>.

Sources:

វ

0

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/ahealthy-community-is-a-prepared-community/

CONNECTIONS BEYOND HEALTH CARE

Community First Health Plans cares about you and your family's health and wellness. We understand that your physical health is only one piece of the puzzle. It's just as important to care for your mental, spiritual, and emotional well-being to live a full, happy, meaningful life.

To make sure we are caring for the WHOLE you, we connect our Members with helpful community resources through our new online search tool:

CommunityFirstResources.com



What is a community resource?

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

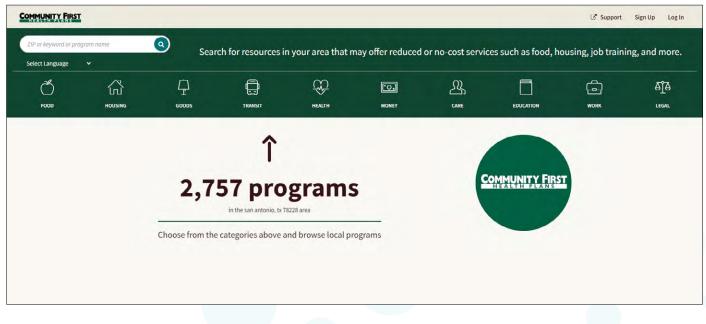
How can I find community resources near me? Go to <u>CommunityFirstResources.com</u> and enter

your zip code to find organizations and non-profits in your area that offer reduced or no-cost services for things like:

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

In just one click, your search will produce thousands of results that can help.

Community First can help connect you and your family to community resources in your area. If you would like more information, please call us at **210-358-6055** or email **healthyhelp@cfhp.com.**





CHILDREN OF TRAVELING FARMWORKERS

If you're a Traveling Farmworker, we can help:

- Schedule your child's next Texas Health Steps checkup, vision screening, or dental appointment before you leave
- Get medicine and medical supplies quickly
- Get vaccines or refill prescriptions before moving
- Find mental health services
- Find a doctor where you are traveling to

We can let doctors know you or your child needs to be seen quickly before you leave the area. Our Member Services Representatives speak both English and Spanish. If you speak a different language, we'll get an interpreter for you free of charge.

Call us toll-free at 1-800-434-2347 Monday through Friday, 8 a.m. to 5 p.m.

Questions? We can help.

Get in-person, bilingual help at our Avenida Guadalupe Community Office. Make an appointment online at **CommunityFirstHealthPlans.com** or call **210-227-2347**.

Need a ride to the doctor?

STAR and STAR Kids Members and their families can get a ride to a doctor's appointment or pharmacy at no charge. Call **1-888-444-0307** toll-free Monday through Friday, from 8 a.m. to 5 p.m. or visit <u>MedicalTrip.net</u> to schedule a ride.



What is a Traveling Farmworker?

Traveling farmworkers move to another area or establish a temporary home in order to work in agriculture/farming.

Traveling farmworkers often move in order to:

- Prepare, irrigate, or spray fields
- Plant, harvest, sort, or pack produce, grains, nuts, or other agricultural products
- Take care of chickens, ducks, turkeys, cows, goats, sheep, fish, clams, etc.
- 🔸 Process or pack food
- Work with dairy products

Children of Traveling Farmworkers may qualify for gift cards after getting checkups and vaccines, and other Value-Added Services like prescription discounts and low-cost dental services for uninsured family members.*

*Limitations and restrictions may apply. For eligibility requirements, call 210-358-6060 to speak with a Health Educator.









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

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

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

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

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

ل ان إف ت امدخ اس م ل ا قدع و غ ل ل ا ة ى وت ت ف ك ل . ن اجم ل اب ل ص ت ا ر ب م ق 2347-434-180 م ق ر ت اه مص ل ال او: 1175-380-180 : قطو حل م اذ إ ت ن ك شدحت ت ر كذا، ة غ ل

پآ را ود و ب ےت ل، می م و ت پآ و ک نا بز ی ک ددم ی ک تامدخ تف م می م بای ت س د می م ۔ لا ک پر او د و ب ےت ل، می م و ت پآ و ک نا بز ی ک ددم ی ک تامدخ تف م می م بای ت س د می م ۔ لا ک . رو ر گا. (117: 1-800-434-2347 (TTY: 1-800-390-1175).

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

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

ध्यान द: 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 مست ،دینک یم وگتفگ یسراف نابز مب رگا : امش یارب ناگیار 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: यद आप हर्दिंगे बोलते हैं तो आपके लपि 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: ຖາ້ວາ່ ທາ່ນເວາີ້ພາສາ ລາວ,ການບລໍກິານຊວ່ຍເຫຼືອດາ້ນພາສາ, ໂດຍບເສງັຄາ່, ແມນ່ມພີອ້ມໃຫ້ທ່ານ. ໂທຣ 1-800-434-2347 (TTY: 1-800-390-1175).



FACEBOOK @COMMUNITYFIRSTHEALTHPLANS • TWITTER @CFHEALTHPLANS • INSTAGRAM @CFHEALTHPLANS