## COMMUNITY HEALTHCARES HEALTHCARES DEPues Hergent Care vs. EP: 1. NEWLSafeDide Health - 1. Earn Gift Cards

## PCP vs. Urgent Care vs. ER: Know When & Where To Go For Care

NEW! SafeRide Health — Transportation To Better Health Earn Gift Cards For Completing Healthy Actions!



## **30 YEARS OF PUTTING OUR COMMUNITY FIRST!**

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

## **30 YEARS** OF PUTTING OUR **COMMUNITY FIRST!**



Community First Health Plans, San Antonio's only local, non-profit health plan provider, celebrates its **30th anniversary** this year! Since its founding in 1995, Community First has touched over **3.5 million lives**, providing access to **quality health care** and giving back to the families and communities we serve.

Over the past three decades, our commitment to improving the health and well-being of our Members and community as a whole has only strengthened and grown. It has been our great honor and privilege to serve our fellow San Antonians, as we strive for health equity, fewer obstacles to getting needed care, and better health outcomes for all.

## INSPIRED TO INVEST IN OUR NEIGHBORS AND NEIGHBORHOODS

As part of our vision and mission, we invest in local charitable organizations across Bexar County and beyond that, provide resources and care for the disabled, underserved, and families in need outside of a doctor's office or hospital setting. By providing funding that other non-profits need to continue their meaningful work that so many rely on, we are creating a ripple effect, leading to a healthier future.

Through our work with these organizations, under the strong and innovative leadership of CEO and President Theresa Rodriguez Scepanksi, we have helped to expand access to preventive care, mental health services, and chronic disease management within our service area. The community initiatives she has led include installing more than 50 food pantries locally, launching educational scholarship programs, and partnering with organizations to provide safe spaces, educational resources, and basic needs to those in our community.

A native San Antonian, Scepanski explains, "Growing up on the south side of San Antonio and experiencing firsthand the challenges many families face, I have always felt the pull to give back to the community that raised me. It is a privilege to lead Community First and to work alongside other outstanding leaders who are equally dedicated to transforming health care for the underserved."

## OUR COMMITMENT TO YOU!

Over the past three decades, Community First has grown and evolved, working tirelessly to provide high-quality health coverage to those who need it most. From the beginning, our mission has centered on empowering individuals and families to lead healthier lives. We have witnessed that mission come to life through countless success stories from our Members and others in our community.

We pledge to continue building on the strong foundation we have established over these past 30 years. Our deep-rooted commitment to improving the lives of the local population we serve remains unwavering. We will never give up working toward a healthier future for all.



## **DID YOU KNOW?**

Community First offers plans for every generation, income level, and need, including Medicaid, Medicare, Marketplace, and Commercial health care plans with access to a comprehensive network of medical providers across Atascosa, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson counties.

# The Right Place, At The Right Time

## **DOCTOR'S OFFICE**

## Go to your primary care provider (PCP) for routine care or when you're feeling sick.

- Checkups and vaccinations
- Flu, sore throat, cough
- Treatment of chronic illnesses, like asthma and diabetes
- Health screenings, like blood pressure checks, labs, and blood work
- Prescription refills
- Minor injuries, cuts, or burns

Your PCP's name and phone number is on your Member ID card. If you don't know who your PCP is, log in to the <u>Member Portal</u> or call **210-227-2347**.

## **TELEHEALTH: VIRTUAL VISITS**

## Schedule a virtual visit as another option for routine care or when you're feeling sick.

- Consultations and routine medical questions
- Treatment of chronic illnesses, like asthma or diabetes
- Mental health care
- Prescription refills
- Follow-up visits
- Flu, sore throat, cough

Your doctor will typically provide you with a link to a platform or portal where you can connect securely via video call on your computer, tablet, or smartphone.

## **URGENT CARE/WALK-IN CLINIC**

Go to urgent care when your doctor's office is closed and you have an urgent medical issue.

- Cuts requiring stitches
- Flu, high fever, bad colds
- Sprains/muscle pulls
- Shortness of breath
- Diarrhea and vomiting
- Ear infection/eye injury
- Abdominal pain

If you need help deciding where to go to get non-emergency care call the 24/7 Community First Nurse Advice Line at 1-800-434-2347 to speak with a registered nurse.

## **EMERGENCY ROOM**

## Dial 911 or go to the nearest Emergency Room if your life is in immediate danger.

- Bleeding that will not stop
- Fainting
- Chest pain
- Difficulty breathing
- Serious accident

Seizure

If you think you may have consumed something poisonous, call the Poison Control Center at 1-800-222-1222. They may suggest you go to the ER.



## Common Illnesses in Children and Where To Go for Care

When your child is sick, you have options when choosing where to take them. We want to help you find the best place to go based on your child's medical needs.

Here are a few common illnesses and conditions in children and where to go to get the BEST possible care.

## Gastroenteritis (Upset Stomach/Stomach Flu)

## TREAT AT HOME FIRST!

If symptoms get worse, call your child's primary care provider. You can also call the Community First Nurse Advice Line or visit your nearest in-network urgent care center.



Most cases of gastroenteritis go away with care at home within a couple of days.

Gastroenteritis causes nausea, vomiting, diarrhea, and sometimes a fever. It's often caused by viruses or bacteria. You can get it from other people or by eating contaminated food.

Encourage your child to rest and drink plenty of fluids. Have them drink slowly and in small amounts. Give them drinks like Pedialyte<sup>®</sup> and bland foods like bananas, rice, applesauce, and toast.

## **Urinary Tract Infection (UTI)**



CALL YOUR PRIMARY CARE PROVIDER (PCP) FIRST!

You can also get care at your nearest in-network urgent care center.

Urinary tract infections need antibiotics prescribed by your child's doctor to prevent the infection from spreading.

A UTI is a common, short-term infection that targets the kidneys, bladder, ureters, and urethra. It causes pain and discomfort, especially while peeing. If left untreated, it can lead to complications.

UTIs in kids sometimes go unnoticed, especially if they can't tell you their symptoms. Babies may just have a fever. Older kids might feel pain, need to pee often, or feel a burning sensation when they go.

## If you think your child might have a UTI or has signs or symptoms that worry you, call their PCP right away.

Your child's doctor may test their urine and prescribe an antibiotic. After treatment begins, your child will probably feel better in a day or two. Make sure they are drinking plenty of fluids. The infection should be completely gone in about a week. Even when they feel better, they should keep taking their antibiotics as prescribed.



Community First is here to help you get the right care, in the right place, at the right time.

**PCP**: You can find your child's PCP and their phone number listed on their Community First Member ID card. Call to make an appointment.

**24/7 NURSE ADVICE LINE:** Call the Community First Nurse Advice Line at **1-800-434-2347** if you need help deciding where to go for care. A registered nurse can recommend if your child needs care right away or can wait to see their PCP.

**URGENT CARE**: For care after hours or on weekends, visit an <u>in-network</u> <u>urgent care center</u>.

**TRANSPORTATION:** If you need a ride to your child's PCP or pharmacy, schedule no-cost transportation online using the <u>SafeRide Member</u> <u>Portal</u> or call 855-932-2335.

## **MEMBER TIP SHEET**

## A PLAN TO KEEP YOUR CHILD WITH ASTHMA OUT OF THE ER

Seeing your child unable to catch their breath is a helpless feeling. Nothing is scarier than a trip to the Emergency Room (ER) for an asthma attack. You don't want to go through that ever again if you can avoid it, and with this information, you can help prevent a repeat visit.

## **Prevention**

Keeping your child out of the ER means focusing on THREE important things:

- 1. Having a plan: Visit your child's doctor to create an <u>Asthma Action Plan</u> together. An Asthma Action Plan shows you exactly what to do when your child first starts having symptoms so they don't get worse. Ask your doctor to print several copies so you can give them to your child's school nurse, daycare providers, athletic coach, and other caregivers.
- **2. Avoiding triggers:** Know what things bring on an asthma attack, such as dust, smoke, pollen, mold, pets, or air pollution, or cold air.
- 3. Making sure your child is taking the right asthma medicine at the right time:

There are two kinds of asthma medications: **longterm control** and **quick-relief medication**. It's important that your child takes their longterm control medications **every day** to prevent symptoms and asthma attacks. It can be hard to see the need for medicine when your child is feeling fine, but controller medicines help your child's lungs work better, all day, every day. Quickrelief medication (quick-relief inhaler) should be taken at the first sign of asthma symptoms for immediate relief. Get your child into the habit of carrying their quick-relief inhaler everywhere so they can get to it quickly.

## When to Call the Doctor

Call your child's doctor or nurse or visit a nearby urgent care clinic if:

- Symptoms do not improve or get worse after using quick-relief medicine.
- Quick-relief medicine is needed more than twice a week for symptoms.
- Normal activities are limited because of asthma symptoms.

#### Call 911 or an ambulance if your child:

- Struggles to breathe so much that they cannot talk.
- Shows pulling in of skin and muscles around the ribs with each breath.
- Lips or fingernails are turning gray or blue.
- Is very drowsy or not responding.

## PREVENT AN ER VISIT BY FOCUSING ON:

- **1**. A plan of action
- 2. Avoiding your child's triggers
- 3. Taking the right medicine at the right time

## **Other Helpful Tips**

- Go to all regular checkups with your child's doctor. Ask to review your child's <u>Asthma Action</u> <u>Plan</u> often and update it as needed. Give copies to your child's school nurse, daycare, and other caregivers.
- Keep track of your child's symptoms. Keep a journal or notes in your phone to see how well treatment is working.
- Use an aerosol chamber with a fitted mask, often called a "spacer" or "holding chamber." It can help make sure that the entire dose of medicine reaches your child's lungs in just a few breaths.

#### Community First is here to help you get the right care, in the right place, at the right time.

Use the resources and information listed below to get the most out of your child's health care benefits related to asthma care and treatment.

Free Rides to the Doctor or Pharmacy*	24/7 Nurse Advice Line	Health & Wellness Program and Gift Card Rewards*	SA B.R.E.A.T.H.E.	Urgent Care
Schedule <u>no-cost</u> <u>transportation</u> to and from your child's medical appointments.	Call the Community First Nurse Advice Line at <b>1-800-434-</b> <b>2347</b> for around the clock support from a team of registered nurses who can answer health questions and can recommend whether your child needs care right away or can wait to see their Primary Care Provider (PCP).	Join Community First's <u>Asthma</u> <u>Matters: Asthma</u> <u>Management</u> <u>Program</u> to learn how to control your child's asthma. Members who join may be able to receive: • <b>\$80</b> in gift cards for completing SA Kids B.R.E.A.T.H.E. home visits • <b>\$10</b> gift card for getting a flu shot • <b>\$10</b> gift card for completing required asthma education • Asthma kit with an aerosol chamber and fitted mask • Allergy-free pillow protector	Community First partners with <u>SA</u> <u>Kids B.R.E.A.T.H.E.</u> to teach children best practices to control their asthma. Community Health Workers meet with families at their homes (virtual or in-person) to improve asthma control. Education and support is provided over a 12-month period.	For care after hours or on weekends, visit an <u>in-network urgent</u> <u>care center</u> .

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

Sources

NYP.org/HealthLibrary/Multimedia/Asthma-Keeping-Your-Child-Out-of-the-Hospital

KidsHealth.org/EN/Parents/ER-Asthma

## **MEMBER TIP SHEET**

## A PLAN TO KEEP YOUR CHILD WITH DIABETES OUT OF THE ER

Diabetes in children can be a dangerous disease. But, with proper care and support, you can help keep your child's blood sugar levels in a healthy range, preventing a diabetic emergency that could result in a trip to the emergency room.

It can take time for your child and your family to adjust to living with diabetes. Follow these tips to keep your child healthy and safe and manage their diabetes at home.

## Prevention

Keeping your child out of the ER means focusing on these FOUR important things:

- Check their blood sugar often, as instructed by their doctor. Each time you check, you will know if your child's blood sugar is inside or outside the healthy range. Your doctor will tell you when to check their blood sugar. Most kids and teens need to test:
  - Before each meal
  - At bedtime
  - Before, during, and after exercise

If your child's blood sugar level is occasionally higher or lower than expected, try not to get too worried or upset. Ask your child's doctor if there are some changes you should try to help manage their blood sugar level better and be sure to follow their emergency precautions.

- 2. Take prescribed diabetes medication and/ or insulin exactly how and when your child's Primary Care Provider (PCP) or specialist says. If they miss a dose, give it to them as soon as possible. If you're having trouble remembering, set reminders on your phone or search your app store for free medication reminders. Then, you can print a schedule and hang it on the refrigerator.
- 3. Know the signs and symptoms of high and low blood sugar to prevent an emergency. Blood sugar levels can be affected if your child misses a dose, takes too much medication or insulin, becomes sick, or experiences changes in their daily habits,

like eating more or less than usual. High blood sugar usually happens slowly, over hours or days, while low blood sugar can cause problems faster. Call your child's doctor when your child's blood sugar is unstable, or follow the treatment plan they have already given you.

4. Make a diabetes "to-go" kit for your child. A togo kit is a small pouch or bag that holds all the diabetes supplies your child needs for daily and emergency care, like insulin or medications, your child's blood glucose meter, and/or fast-acting glucose in tablet or gel form. Fill the to-go kit and have it ready so you have everything you need at a moment's notice. The kit can also include water and healthy snacks.

## **Other Helpful Tips**

In addition to these tips, healthy eating, exercise, and regular visits with your child's doctor are some of the best things your child can do to control their diabetes and improve their overall health.

- Eat the rainbow, which means preparing and encouraging your child to eat healthier, colorful food like fruits and vegetables, including apples, avocados, blackberries, peaches, oranges, strawberries, broccoli, and green beans. Make a smoothie at home and sneak in dark, leafy vegetables like spinach or kale. Good protein choices include beans, chicken, turkey, fish, and cheese.
- Find a physical activity your child enjoys. This could be walking the dog, riding their bike, swimming, going on family walks, taking a dance class or Zumba, or doing kid-themed workouts you can find online together. The goal, over time, is to help your child be active for 60 minutes a day.
- Keep all appointments with your child's doctor or diabetes specialist. If you have a question, call your child's doctor and ask about it. They are the best resource for support and advice.

## **Diabetes Resources & Information**

## Health & Wellness Program Gift Card Rewards\*

Community First offers the <u>Diabetes in Control: Diabetes</u> <u>Management Program</u> to help Members learn how to control their diabetes.

Members who join may be eligible to receive:\*

- **\$20** gift card for completing the Community First diabetes assessment
- **\$10** gift card for completing diabetes education
- **\$10** gift card for receiving a dilated eye exam
- **\$10** gift card once every six months for submitting A1C results

## Free Zumba

Community First Members and their families can participate in <u>free Zumba classes</u> (in-person or online) with a free fitness giveaway,<sup>\*</sup> including the choice of a frisbee, water bottle, or exercise bands.

### **Meal Planning**

Use our <u>free meal planning sheet</u> to plan out healthy meals and snacks for your child and family. Print it weekly, fill in your choices for breakfast, lunch, and dinner, and make your shopping list, all in one spot.

\*Limitations and restrictions apply. Please email <u>healthyhelp@cfhp.com</u> or call 210-358-6055 to speak with a Community First Health Educator to see if you qualify.

## Sources

Type 1 Diabetes in Children | Johns Hopkins Medicine Type 2 Diabetes in Children - Symptoms and Causes -Mayo Clinic

Miss a Dose? What to Do If You Forget to Take a Type 2 Diabetes Pill

What Is Type 2 Diabetes?



## PRIVACY AND CONFIDENTIALITY

Community First 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. We will not share it with anyone else nor release it to anyone without your written approval.

To learn more 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>.



## VACCINES FOR CHILDREN: WHY YOUR CHILD NEEDS IMMUNIZATIONS

Whether you're becoming a parent for the first time or have been here before, your baby's birth is an exciting time. This is also the first time your infant will be vaccinated – your first chance to protect your child from serious diseases. Getting vaccinated is the best way your child can start on a lifelong journey to good health!

Making sure your kids get their vaccines on time throughout their childhood is essential. Vaccines help provide immunity for your children before exposure to potentially dangerous or deadly diseases. Prevention is the best medicine! Stop diseases in their tracks before they have the chance to make your child sick.

Vaccines have been around for a very long time, and the reduction in deadly diseases around the world is proof that they work. The vaccines your child needs have been thoroughly tested to make sure they are safe and effective for children to receive at the recommended ages. These vaccines protect against serious diseases such as diphtheria, measles, meningitis, polio, tetanus, and whooping cough to keep your children safe during their early years and beyond.

**Be a strong advocate for your children's health.** If you have questions, discuss the vaccines with your child's pediatrician. You should follow the CDC-recommended Immunization Schedule.

Here are six good reasons to follow the <u>CDC-recommended Immunization Schedule</u>:

- **1. Ideal timing:** The CDC has carefully designed their immunization schedule to protect children at exactly the right time.
- **2. Preventing complications:** While babies are born with some immunity from their mothers, they have not yet built up all the necessary defenses against the diseases that vaccines can prevent.
- **3. Early protection:** It can take weeks for a vaccine to help your baby make protective, disease-fighting

antibodies. Some vaccines require multiple doses to provide the best protection.

- **4. Best protection:** Children won't have the best protection from vaccines until they get all the recommended doses of each vaccine.
- **5.** Long-term protection: The protection (antibodies) you passed to your baby before birth will help protect your little one from disease in the first months of their life. But, your baby's immune system will soon need to be able to fight disease itself. Vaccines help protect your child even after your maternal antibodies have begun to weaken.
- **6**. Not spreading illness: Refusing or forgetting to vaccinate your child on time can make them and other people sick, which can be dangerous for immunocompromised people whose bodies cannot fight illnesses well.

Call your child's primary care provider (PCP) today to schedule their well-child visit or Texas Health Steps checkup where they can get recommended vaccines at no cost. Vaccines help keep everyone in our community healthier.

#### Sources

Vaccines & Immunizations | CDC

<u>Reasons to Follow CDC's Recommended</u> <u>Immunization Schedule | Childhood Vaccines | CDC</u>

<u>Talking with Parents about Vaccines</u> for Infants

## HEALTHAAD WELLABAS BROGRAADS FOR EVERY AGE & STAGE

Did you know that Community First has a family of dedicated programs designed to help improve your health, manage a chronic condition, or experience a healthy pregnancy...all at no cost?



## **Asthma Matters**

#### **Asthma Management Program**

- Education about the causes or triggers of asthma
- Tips to achieve normal or near-normal lung function
- Advice on how to participate in physical activity without symptoms
- Ways to decrease the frequency and severity of flare-ups

Qualifying Members may be able to get a \$10 gift card for completing asthma education, a \$10 gift card for receiving a flu shot, and up to \$80 in gift cards for completing home visits with San Antonio Kids BREATHE (\$35 for the first visit, \$10 for the second visit, and \$35 for the third visit).\*

## **Diabetes in Control**

#### **Diabetes Management Program**

- Diabetes education, self-management, and healthy cooking classes
- Individual and group fitness classes
- Tips to better talk with Providers
- Referral to YMCA Diabetes Prevention Program (including a complimentary four-month YMCA membership\*)

Qualifying Members may be able to get up to \$60 in gift cards for Members with diabetes participating in the Diabetes in Control: Diabetes Management Program (includes a \$20 gift card for completing the Community First diabetes assessment, a \$10 gift card for completing diabetes educations, a \$10 gift card for receiving a dilated eye exam, and a \$10 gift card once every six months for submitting A1C results).\*

## **Healthy Expectations Maternity Program**

- Prenatal and postpartum education
- Information about labor and delivery
- Breastfeeding education
- Tips for newborn care
- One-on-one contact with a Health Educator
- In-person or virtual Mommy & Me Baby Shower

Qualifying Members may be able to get a total of \$150 in gift cards (\$30 each for the following: Completing the Community First Health Assessment, agreeing to receive health education text messages, attending all required pre- and postnatal checkups, receiving a flu shot during pregnancy, and attending a Mommy & Me Baby Shower. There is also a \$30 reimbursement for birthing classes.)

## Healthy Mind Behavioral Health Program

- Help determining the type of behavioral health assistance needed
- Information to help choose the right professional counselor or doctor

## **Healthy Living**

### Lifestyle Management Program

- One-on-one contact with a Health Educator
- Educational materials
- Care Management for high-risk Members
- Referral to YMCA Y Weight Loss Program

## **Healthy Heart**

### **Blood Pressure Management Program**

- One-on-one contact with a Health Educator
- Educational materials
- Case Management for high-risk Members

#### How to Join

Find the right Health & Wellness Program for you by taking our online Health Assessment.

- 1. Visit our website <u>CommunityFirstHealthPlans</u>. <u>com/Health-and-Wellness-Programs</u> or log in to the <u>Member Portal</u>.
- **2.** Contact one of our Health Educators for help at 210-358-6055 or email <u>healthyhelp@cfhp.com</u>.

## **Other Important Information**

- All Health & Wellness Programs are provided at no cost.
- You can opt out of a Health & Wellness Program at any time.

Community First strives to give the best quality services to our Members. If you have any questions about our Health and Wellness Programs, please contact Population Health Management at 210-358-6055 or email <u>healthyhelp@cfhp.com</u>.

\* Limitations and restrictions apply. For eligibility requirements, please call 210-358-6055 or email <u>healthyhelp@cfhp.com</u>.

## 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. But, 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 BMI Calculator.
  - » 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.** Email <u>healthyhelp@cfhp.</u> <u>com</u> or visit <u>CommunityFirstHealthPlans.com/</u> <u>Health-and-Wellness-Programs</u> to learn more.

#### Sources:

<u>Heart.org/EN/Health-Topics/High-Blood-Pressure/</u> <u>The-Facts-About-High-Blood-Pressure</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 receives a service request from your Provider, we use current medical evidence and clinical criteria to make a decision. We consider your best interests and apply criteria fairly and consistently. Community First then 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 happen 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 ask for 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 help 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 about 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 about a service issue, they will provide you with their full name and title at Community First.

Please note that Community First 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.

## Preeclampsia Signs, Symptoms, & Treatment 00° 000° 0 01.

If you are pregnant, you need to know the signs and symptoms of preeclampsia and work with your doctor to take action. Preeclampsia is serious, but regular checkups during pregnancy can help manage the condition to protect you and your baby.

## What is preeclampsia?

Preeclampsia is a serious condition that only happens during pregnancy or shortly after your baby is born. Preeclampsia causes high blood pressure and can cause damage to organs like the kidney and liver. It is very important to manage preeclampsia to prevent it from turning into eclampsia, which can be life-threatening to you and your child.

Preeclampsia happens in about 5% to 8% of pregnancies, almost always after the 20th week of pregnancy. While doctors do not know what causes preeclampsia, they can monitor and, if necessary, provide treatment.

## Signs and Symptoms to Watch For

In early preeclampsia, you may not notice any symptoms, but there are telltale signs your doctor will look for, including:

- High blood pressure
- Rapid weight gain (2-5 lbs. a week)
- Excess protein in your urine
- Swelling of the hands and face

Later stages of preeclampsia can cause many health complications, including:

- Bad headache
- Pain on the right side of your body
- Belly pain
- Urinating less often
- Seizures
- Dizziness
- Impaired vision
- Kidney or liver damage

#### **Preeclampsia Diagnosis**

Preeclampsia is usually diagnosed during a routine prenatal visit. It is important to go to all of your prenatal doctor visits. At each prenatal visit, the medical staff will weigh you and take your blood pressure. High blood pressure is often the first sign of a problem.

So and

If you are at high risk for preeclampsia, you may get other tests, such as blood tests and a test to check for protein in your urine. Factors that can increase your risk include:

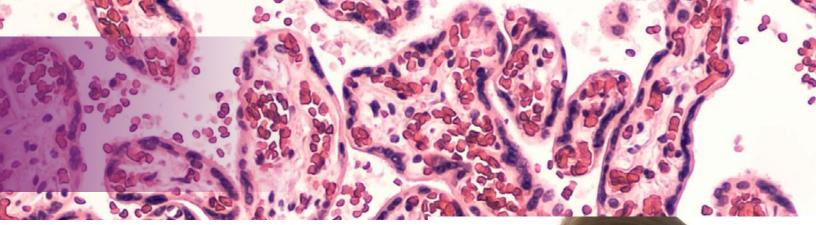
- High blood pressure or preeclampsia in an earlier pregnancy
- High blood pressure or kidney disease before pregnancy
- Obesity
- Age (women older than 40 are at higher risk)
- Multiple gestation (twins or triplets)
- African American ethnicity
- Family history of preeclampsia •

If tests suggest that you have preeclampsia, your doctor will test you regularly for the rest of your pregnancy and closely watch your baby's health. They may ask you to come in for testing more often.

#### **Treatment**

For mild preeclampsia, you'll go to your doctor's office often for tests and to check on your baby's health. Your doctor may show you how to check your blood pressure at home. Watch carefully for signs of more severe preeclampsia, such as a terrible headache, dizziness, or vision changes. If your preeclampsia gets worse, your doctor may prescribe bed rest, meaning you will be limited in activity to keep your baby safe.

If it is a severe case, you may need to stay at the hospital, where your medical team can closely monitor you and your baby. Your doctor may prescribe you medicine to lower your blood pressure and prevent seizures. You may also get medicine to help prepare



your baby's lungs for birth. Your doctor will try to deliver your baby when your baby has grown enough to be ready for birth, but sometimes early delivery is needed to protect your health and your baby. If this happens, your baby will get special care for premature babies.

#### **Preeclampsia After Your Baby Is Born**

Preeclampsia often goes away after delivery. But, some women develop preeclampsia or eclampsia after they deliver their babies. Because postpartum preeclampsia and eclampsia can progress quickly and have serious effects, it is important to get treatment immediately if you experience headaches, vision changes, nausea, or abdominal pain, especially in the first few days after giving birth.

#### **Resources & Support**

Community First offers expectant moms resources and support through our **Healthy Expectations Maternity Program**. To join, please visit <u>CommunityFirstHealthPlans.com/Health-and-Wellness-</u> <u>Programs</u> to take our Pregnancy Health Assessment, call 210-358-6055, or email healthyhelp@cfhp.com.

#### Sources

<u>NICHD.NIH.gov/Health/Topics/Preeclampsia/</u> ConditionInfo/Risk

#### <u>NICHD.NIH.gov/Health/Topics/Preeclampsia/</u> ConditionInfo/Treatments

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## MEMBER TIP SHEET

## HELPING YOUTH & YOUNG ADULTS MOVE FROM PEDIATRIC TO ADULT CARE

## WHAT IS A HEALTH CARE TRANSITION?

As a child enters adulthood, they need to learn how to care for their own medical needs. A **health care transition** is a process that helps youth and young adults who have disabilities, or special health care needs prepare for the adult health care system.

Teenagers may be afraid to speak openly with their pediatrician. During a health care transition, it's important that doctors and families work together to make sure the young adult feels comfortable and informed and has the resources and skills they need to live as healthy and independently as possible.

Health care transitions are more successful when a young adult's wants, needs, and values are considered. Open, honest conversations between the young adult, their doctors, and their family members are a very important part of the process.

Although the health care transition process is different for each person, doctors recommend starting to plan by age 12. This Member Tip Sheet includes steps you can take to help your child feel confident, supported, and prepared to take control of their health care.

## **HEALTH CARE TRANSITION TOPICS**

The following are important topics to discuss with your child to help prepare them for the transition:

- Health conditions and diagnoses: Discuss their conditions and formal diagnoses. Make sure they know how to manage them.
- Scheduling care: Show them how to schedule doctor visits. During visits, encourage them to

participate and ask questions. They should also know how to agree to medical care and what consent means.

- Arranging transportation: Community First offers Medicaid Members rides at no cost to and from health care visits and the pharmacy. Explain how these services work and how to schedule them.
- Managing health needs away from home: Explain the importance of sticking to a routine, especially when it comes to taking medication when traveling, or away from home. Discuss where to go for emergency care and what to do if they are admitted to the hospital.
- Navigating the health care system: Encourage them to keep track of their health records, the medications they are taking, how to refill prescriptions, etc.
- Understanding health insurance: Talk about their health plan benefits and tell them who to call if they have questions. If their health insurance plan will change when they enter adulthood, explain this process.
- Making healthy choices: Remind them that as an adult, it's their responsibility to make healthy choices and avoid risks for their own well-being.

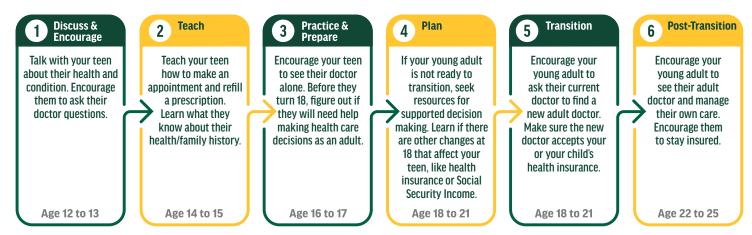
Ask your doctor about when and how to prepare for a health care transition. A Community First Health Care Transition Specialist can also help your family through this process. Learn more by calling 1-800-434-2347 (STAR/CHIP) or 1-855-607-7827 (STAR Kids/STAR+PLUS).

Source: <u>GotTransition.org/Resource/?HCT-Timeline-</u> <u>Parents-Caregivers</u>

## **QUESTIONS TO ASK YOUR DOCTOR ABOUT TRANSITIONING TO ADULT HEALTH CARE**

When do I start having private time at my visits to become more independent in my own health care?
 At what age will I transition to an adult doctor for care?
 What do I need to learn about my own health to prepare for adult care?
 Do you have suggestions on a care notebook or medical summary?
 Can you help me create an emergency care plan?
 What do I need to know about consent when I turn 18? Where can I get more information about help making health care decisions?

Do you have suggestions on what doctors to transition to?



## **Teen to Adult Health Care Transition Timeline**

# COMMUNITY RESOURCE SPOTLIGHT

At **Community First**, taking care of your mental health is just as important as taking care of your body. That's why we connect our Members with trusted partners like the **National Alliance for Mental Illness (NAMI)** of Greater San Antonio.

**NAMI** is a national organization made up of families, friends, and individuals whose lives have been affected by mental illness. They provide free classes and support groups for people living with mental health conditions and their loved ones. All programs are led by trained volunteers who have personal experience with mental health challenges, so they truly understand what families are going through.

#### FREE NAMI EDUCATION PROGRAMS

- **Basics:** For parents and caregivers of youth showing mental health symptoms. (*Coming soon! Community First will soon offer this NAMI class to Members.*)
- **Bridges to Care:** Centered on educating people about mental health and bridging individuals in need to community resources.
- **Homefront:** For families and friends of military service members and veterans.

- **Family-to-Family:** For family members and friends of people with mental health conditions.
- **Peer-to-Peer:** For adults living with a mental health condition who want to better understand their journey.
- **NAMI Provider:** Helps health care workers understand the perspective of people with mental health conditions and their families.
- NAMI Smarts: Hands-on training to help people turn their personal experiences into powerful advocacy.

#### **PEER-LED SUPPORT GROUPS**

- **Compartiendo Esperanza:** A three-part video series focused on mental wellness in Hispanic/Latin American communities.
- Connections Recovery Support Group: For adults managing their mental health.
- Ending the Silence: School and community presentations about recognizing signs of mental health issues and how to get help.
- Family and Friends: A seminar on how to support a loved one living with a mental health condition.

- **Family Support Group:** For adults who support loved ones with mental health challenges.
- In Our Own Voice: Personal stories shared by individuals living with mental health conditions.
- NAMI on Campus: Student-run mental health groups at colleges and universities.
- Sharing Hope: A video series focused on mental wellness in Black communities.

## At Community First, we believe no one should face mental health challenges alone.

We're proud to connect our Members with trusted partners like NAMI.



## LOCAL SUPPORT

If you live in the Community First service area, you can find help through:

#### **NAMI Greater San Antonio**

Serving Bexar, Kendall, Bandera, Medina, Atascosa, and Wilson Counties. Call 210-734-3349 or visit <u>Nami-Sat.org</u>.

#### NAMI Guadalupe County Call 830-433-9036 or visit <u>NamiGuadalupeCounty.org</u>.



## STAR Kids SAI CREATING A CARE PLAN JUST FOR YOUR CHILD

At Community First, we know that no two kids are exactly alike. Your child has their own strengths, needs, and dreams, and they deserve a care plan that's just as unique as they are. That's why we provide the STAR Kids Screening and Assessment Instrument (SAI).

## How It Works

The SAI helps us build your child's Individual Service Plan (ISP). This plan lists the services and supports your child needs to stay healthy and independent. It also helps us connect your family to extra community resources, long-term services, and special programs. Most importantly, the SAI focuses on your child's strengths, needs, and goals.

Without the STAR Kids SAI, your child may not be able to get long-term services like:

- **Personal Care Services**: Help with things like getting dressed, bathing, and eating.
- **Private Duty Nursing:** Skilled nursing care at home for complex health needs.
- **Equipment and Supplies**: Medical and safety equipment your child might need at home.
- **Respite Care**: In-home help to give parents and caregivers a break.



## Getting Ready for Your Child's SAI Appointment

The SAI is completed once a year or sooner if your child's health, caregiver support, or daily needs change. Both the Member and their Legally Authorized Representative (LAR) must be there during the appointment. The SAI must be done at your child's home and may take up to four hours. (We can provide a school excuse note if needed.)

Help the appointment go faster by gathering this information ahead of time:

- 1. A list of your child's current medications.
- 2. Diagnoses and a short history of treatments.
- 3. Names and info for doctors and specialists.
- 4. Services your child currently uses (like therapy, personal care, or medical equipment).
- 5. Date of your child's last Texas Health Steps wellness exam.
- 6. Records of any recent doctor visits, ER trips, or hospital stays.
- 7. School services or special education documents (optional).
- 8. Any questions or concerns you have.

## Legal Documents

If you have legal papers (like Guardianship orders, Power of Attorney, or Supportive Decision-Making forms), please send them before your appointment to:

**Community First Health Plans Service Coordination Department** 12238 Silicon Drive, Suite 100 San Antonio, TX 78249

## What happens after the SAI?

After the SAI is completed, you and your Service Coordinator will review it together. You can suggest any needed changes. A copy of the SAI and your child's ISP will be available on the <u>Community First Member Portal</u>

## At Community First, We're More Than Just a Health Plan

We're a partner in your family's journey and honored to be part of your child's story.



## **Contacting Your Service Coordinator**

You can call your Service Coordinator directly at the number they provided. If you don't know who your Service Coordinator is, you can:

- Check the Community First Member Portal; or
- Call 1-855-607-7827, and a STAR Kids Member Services Representative will be happy to help.

## **BETTER TOGETHER:** THE POWER OF CONNECTION

Clinical Contributors to this story: Jessica Yao, M.D., Community First Chief Medical Officer | Mary H. Garcia Holguin, M.D., Community First Medical Director

Your mental health is vital to your overall health and wellness. We can't control everything that happens in our lives, but we can do small things to improve our mindset and feel better.

Connecting with others is an excellent way to begin feeling better. Long story short, people need people. Isolation can lead to loneliness and take a toll on our health. We all need the magic of connection!

## WHAT CONNECTION DOES TO OUR BRAINS

*Psychology Today* reports, "Connection is foundational to both mental and physical health and helps us reduce feelings of isolation and loneliness. And the good news is that everyone has access to connection regardless of living arrangement, number of friends, or family size."

The Centers for Disease Control and Prevention (CDC) also examines the science, concluding that:

- Connecting with others activates feelings of belonging and being loved, cared for, and valued.
- Social connections are important to our health, both physical and mental.
- These connections can protect against serious illness.
- Strong social bonds often lead to living longer, healthier lives.

## WAYS TO CONNECT

How does a shy or introverted person make connections? What about someone who lives alone?

**Start by going somewhere public, like a park, library, or mall**. Believe it or not, even a brief social connection with a stranger is a plus for our mental health! You don't have to strike up a conversation Just try smiling at someone while making eye contact. Smiling releases a brain chemical called oxytocin, sometimes called the "love hormone."

It's an immediate boost of feel-good energy running through your brain! It also sends a wave of oxytocin to the other person's brain and can activate the feel-good brain chemicals serotonin and dopamine. Plus, smiling has health benefits, including stress management, a stronger immune system, and a longer life. Interacting with a good friend or family member can also boost your mood. Tapping into these close relationships can promote feelings of love and belonging. Nothing beats laughing with a friend or spending time with someone who loves you unconditionally. Text or call someone in your social circle today and start feeling better.

**Pets, especially dogs or cats, are another way to turn on the feel-good receptors in your brain**. Studies suggest that just by petting an animal, you can reduce the stress hormone cortisol and lower your blood pressure. Simply stated, connecting with animals can make you feel better. Dogs, in particular, motivate us to make new human friends and get more exercise by taking them on walks.

However you connect with others, remember it's almost always worth the effort! You are not alone; there are many paths to feeling connected to friends, family, animals, and the outside world. Connection is a powerful tool for starting to feel better mentally.

## MENTAL HEALTH SUPPORT FOR COMMUNITY FIRST MEMBERS

Community First offers several resources for Members of all ages in need of mental health support. Members do not need a referral for mental health or substance use services that include:

- Counseling/Therapy
- Healthy Mind: Behavioral Health Program
- Case Managment and Care Coordination

#### **SOURCES**

Gazella, K. (2023, December 7). The Health Benefits of Connection. *Psychology Today*. <u>PsychologyToday.com/us/</u> <u>Blog/The-Healing-Factor/202312/The-Health-Benefits-of-</u> <u>Conection</u>. 4/17/2025.

(2018, February). The Power of Pets. News in Health (National Institutes of Health). <u>NewsinHealth.NIH.</u> <u>gov/2018/02/Power-Pets</u>. 4/16/2025.

(2023, March 8). How Do Companion Animals and Therapy Animals Support Mental Well-being? Psychiatry.org (American Psychiatric Association). <u>Psychiatry.org/News-</u> <u>Room/APA-Blogs/Companion-and-Therapy-Animals-Mental-</u> Wellbeing

(2024, May 15). Social Connectedness. <u>CDC.gov.CDC.gov/</u> <u>Social-Connectedness/About/Index.html</u>. 4/18/2025.

## **The Resources You Need** RIGHT HERE, AT HOME

At Community First, we believe caring for our Members means more than just medical care. It means helping the whole person. That's why we invest our time and resources to support both your medical and non-medical needs so we can help make getting care easier. One meaningful way we do this is by connecting you to community resources.

### WHAT ARE COMMUNITY RESOURCES?

Community resources are services, programs, and organizations that offer help to individuals and families. These can include government agencies, non-profit groups, and local businesses. They work to meet important needs like health care, education, food, housing, and more.

Since its founding, Community First has made a difference in more than 3.5 million lives and invested over \$7.2 million in community programs and sponsorships. We focus on areas like food security, transportation, education, health literacy, childcare, and stable housing, all of which help our Members live healthier, happier lives.

### **NEED HELP FINDING RESOURCES?**

- Visit <u>FindHelp.org</u> to find help with food, housing, education, and more.
- Visit our <u>Community First Avenida</u> <u>Guadalupe Office</u> for in-person support.
- Call your Community First Service Coordinator directly.

## **MEMBER HANDBOOK**

Community First provides all Members with a printed copy of their health plan's Member Handbook in both English and Spanish. Each Member Handbook has 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 ask for 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 pick your plan name.

## 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. Navitus is responsible for delivering your pharmacy benefits.

#### **Your Benefits**

All Community First Members can review pharmacy benefits by logging into the Community First Member Portal.

Click on "My Health Plan" at the top right of your screen, then click on "Pharmacy Benefits."

You can find the following information on the Community First 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 prescription drug that can be given to you by your drugstore in a period of time)
- Prior authorization forms and clinical criteria used for certain medications
- Information on how to ask for a formulary exception (a type of coverage determination)
- A list of network and specialty drugstores

## 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 visits 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).

Community First Member Services can also answer questions about prescription drug benefits for all Community First Members. Call 1-800-434-2347 for more information.



## **MEMBER RIGHTS AND RESPONSIBILITIES**

Did you know that as a Member of Community First, 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 pick your health plan.

You can also call Community First Member Services at 210-227-2347 or toll-free at 1-800-434-2347 to ask for a printed copy. We'll mail one to you for free within five business days.





## CASE MANAGEMENT SERVICES

Case Management services help patients move smoothly through the health care system. Community First Case Managers work closely with patients, their family members, their caregivers, and their health care team to improve their health and quality of life and take control of their own health and well-being.

Community First Case Management services are available to ALL Community First Members at no cost. Our Case Management teams look at each Member's mental, social, and physical well-being and provide help and guidance from experienced professionals, including:

- Nursing
- Social work
- Home health care
- Mental health care

Case Management teams also provide the Member with resources to help them get the best care possible, connecting them to the right providers in the right setting at the right time.

Members who need Case Management have access to a full Case Management team and their own dedicated Case Manager. Case Managers are the first point of contact for Members. The relationship between Member and Case Manager is built on trust, mutual respect, and good communication.

Depending on the Member's needs, the Case Manager may also work with the Member's doctors, caregivers, family, and other health care team members. The team talks with each other and works together to improve the Member's overall health.

If you would like to learn more about Case Management services, call Community First Population Health Management at 210-358-6050 or email <u>chelp@cfhp.com</u>.

## A Healthy COMMUNITY

A healthy community is a community where local groups and organizations work together to prevent disease and connect people to options for healthy living. At Community First, 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 healthy and stay healthy.

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

Take action to keep yourself healthy and strong. Eat well, wash your hands often to prevent illness, get regular checkups and vaccines, 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 talk with you via email, text, and even video message? Avoid long wait 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, including 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 can be used on any device.

While you're logged in to the Member Portal, be sure to explore the tools and resources available there, 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 able 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 plus 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.



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

#### Sources:

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

## New Behavioral Health Options

## **LOS** IN-LIEU-OF SERVICES AND SETTINGS

If you're part of Community First **STAR**, **STAR Kids**, or **STAR+PLUS** and you or your child are getting care for a mental health or substance use issue, you now have more choices!

## WHAT ARE ILOS?

ILOS are different kinds of care you can get instead of staying at a hospital. They're approved by Texas Health and Human Services (HHSC) and might be a better fit for you or your child, depending on what you need. Here are a few examples:

## **SERVICES INCLUDE:**

## Partial Hospitalization Program (PHP)

A daytime program where you can get therapy, help with medicines, and nursing care without having to stay overnight.

## **HOW DO I GET THESE SERVICES?**

If your provider thinks ILOS would help, they'll ask for approval and connect you with someone who can provide these services. It's that simple.

## JUST ONE MORE THING...

ILOS do not replace the regular services you already have with Community First. They're just another option that might work better for you or your child.

**If you're interested, talk with your provider!** We're here to help you find care that's right for you.

## Intensive Outpatient Program (IOP)

A program where you can join therapy, learn new skills, and get support a few times a week.

## **Coordinated Specialty Care (CSC)**

A team approach that helps people who are just starting to experience a newly diagnosed psychosis disorder.









## SafeRide Health

## **NEW!** SafeRide Health to Provide Transportation Services for Community First Medicaid and Medicare Members

**Effective April 1, 2025** SafeRide Health will provide Community First Health Plans' Medicaid and Medicare Members with non-emergency medical transportation to health care appointments.





#### **Book now through SafeRide:**

- Call 1-855-932-2335
- Online at CommunityFirst.member. saferidehealth.com/login
- Download the MySafeRide mobile app

These trips include rides to the doctor, dentist, hospital, pharmacy, and other places Community First STAR, STAR Kids, STAR+PLUS, and Medicare Advantage Members get Medicaid and Medicare services.

As a reminder, if you are a Community First Medicaid or Medicare Member and you have no means of transportation or can't get a ride to a health care appointment, you can get transportation services at no cost. Non-emergency medical transportation services are NOT ambulance services. If you need emergency services or an ambulance, please call 911.

Please visit our transportation pages for more information about non-emergency medical transportation services.

- Transportation for Medicaid Members
- Transportation for Medicare Members

# ADHO. CHALLENGING, BUT TREATABLE

## What is ADHD?

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

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

## **ADHD Symptoms**

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

## **Signs of Inattention**

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

## **Signs of Hyperactivity**

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

## Signs of Impulsivity

- Impati<mark>e</mark>nce.
- Acting without regard for consequences, blurting things out.
- Difficulty taking turns, waiting, or sharing.
- Interrupting others.

## Diagnosis

Because the symptoms of ADHD are similar to typical developmental behavior in most young children, an ADHD diagnosis can be challenging. Teachers are often the first to observe ADHD symptoms since they regularly see children interacting in an educational environment alongside their peers. Unfortunately, no single test can diagnose a child with ADHD. The most important thing you can do is meet with a doctor or mental health professional to gather all the necessary information to make a diagnosis. The goal is to rule out any outside causes for symptoms, such as environmental changes, problems at school, or medical issues, and check that a child is generally healthy.

## Treatment

ADHD is managed and treated in many ways.

- If your or your child's doctor has prescribed a new ADHD medication, it's critical to have a follow-up visit within two to four weeks after starting the medication. During this visit, your doctor can check if the new medicine is working well and make sure you aren't experiencing any potential side effects. You should see your doctor at least once a month until symptoms stabilize and then about every three to six months after that.
- 2. Through behavioral therapy. Community First can help Members with finding behavioral health services. Our dedicated Service Coordinators and Care Managers can also help answer your questions. Remember, outpatient behavioral health treatment does not require a referral from your primary care provider or pre-authorization for a first assessment or individual, family, or group counseling.
- **3.** Through self-management, education programs, and help through school, work, or alternative treatments.

If you need help finding a behavioral health care provider, we can help. Call Member Services at 1-800-434-2347, or view our list of network Providers by logging into the <u>Member Portal</u>.

Sources: <u>NAMI.org</u>

## **MEMBER TIP SHEET**

## USE OF FIRST-LINE PSYCHOSOCIAL CARE FOR CHILDREN AND ADOLESCENTS ON ANTIPSYCHOTICS (APP)

There are many treatments available for behavioral health conditions. Knowing where to start can be difficult. It's important to work with your child's doctor to find the right treatment. Community First can also help connect you to care.

## **PSYCHOSOCIAL CARE**

Behavioral health professionals recommend psychosocial care as the first-line of treatment option for children and teens diagnosed with conditions such as attention-deficit/hyperactivity disorder (ADHD) and disruptive and aggressive behavior. Psychosocial care can include:

- Behavioral interventions
- Psychological therapies
- Skills training
- Other treatments

## **ANTIPSYCHOTIC MEDICATIONS**

The decision to start antipsychotic medication to treat your child's behavioral health condition should be made with your child's doctor. Together, you should review and carefully consider the possible risks and benefits of medication. Psychosocial care, like therapy, should keep going as a part of your child's treatment plan.

If your child is prescribed antipsychotic medication, it's important to give them as prescribed, in the safest and most effective manner for your child. **Medications like Abilify (aripiprazole), Zyprexa**  (olanzapine), and Risperdal (risperidone), can have potentially serious side effects. According to the Centers for Medicare & Medicaid Services (CMS), more than 75% of children and teens on Medicaid are taking antipsychotic medications in a way that is not FDA approved.

## TIPS FOR PARENTS WITH CHILDREN TAKING OR CONSIDERING ANTIPSYCHOTIC MEDICATIONS

- Find a counselor for your child. Make sure your child feels safe with and trusts their counselor. If you need help finding a counselor, ask your child's doctor or call Community First Member Services. You do not need a referral to see a behavioral health specialist, like a counselor.
- Teach your child different ways to manage their condition. Encourage good self-care like getting enough sleep, eating healthy food like fruits and vegetables, and being active. Work with your child on various ways to manage strong feelings (like deep breathing, playing with a pet), or doing something creative they enjoy (like making art or music). Set a good example for your child by working with their counselor or taking parenting classes.
- Schedule an appointment within 15 days of your child starting a new prescription to monitor for side effects. Talk to your child's doctor about any side effects that you or your child notice. This is extra important if your child is taking multiple antipsychotics at once.

- » Watch your child for signs of excessive or new drowsiness, dizziness when moving, blurred vision, rapid heartbeat, sensitivity to the sun, skin rashes, and menstrual problems for girls.
- » Work closely with your doctor to routinely monitor your child's weight, blood sugar level, and cholesterol level.
- » Be aware that prescribing information for all atypical antipsychotics warns against their use in pediatric patients with a history of seizure disorders. This is because these medications may lower your child's seizure threshold.
- Get regular lab work to monitor side effects. Your child's doctor will likely recommend regular lab work to set up a baseline and review metabolic indicators to make sure appropriate management of side effects. It's important to take your child to complete the lab work. Some antipsychotic medications can increase the risk of significant weight gain, metabolic changes, and other possible side effects. You should also discuss the implications for future physical health concerns, including obesity and diabetes.

## WHEN TO GET HELP RIGHT AWAY

If your child is talking about suicide, self-harm, violence against others, or experiencing a mental health crisis, a substance use crisis, or any other kind of emotional distress, get help immediately.

- Call the National Suicide and Crisis Lifeline at 988.
- Call the Community First Behavioral: Health Crisis Line 24 hours a day, 7 days a week:
  - » STAR+PLUS/STAR Kids: 1-844-541-2347.
  - » All Other Community First Members: 1-877-221-2226.

Help is available 24 hour a day, 7 days a week, 365 days a year at no cost. Consider saving these important numbers in your phone. You can also text 988 or go to <u>988LifeLine.org</u> for more information or to connect with a trained professional who can help.



- <u>National Alliance on Mental Illness (NAMI) Teen</u> and Young Adult Resource Directory
- National Institute of Mental Health (NIMH) <u>Mental Health Information</u>
- Bexar County Behavioral Health Resource
  Directory
- <u>Family Service Mental Wellness and Behavioral</u> <u>Health</u>

Sources

CMS Atypical Antipsychotic Medications: Use in <u>Pediatric Patients</u>



## SHOULDN'T YOU HAVE A SAY IN YOUR HEALTH PLAN?

#### **WE WANT TO HEAR FROM YOU!**

Do you have opinions about your health plan? Do you have ideas for improving your care? Do you have suggestions about making your plan work even better? Or do you simply want to know more about your coverage and benefits?

If you answered yes to any of these questions, please consider joining a Community First Member Advisory Committee.

We know you have options when it comes to choosing a health plan. We care about you and want to hear more about your experience with Community First. And because we are always looking for ways to improve, we need your input and ideas.

Community First Member Advisory Committees play an important role in helping us review and update our services and benefits. As part of a committee, you will get to meet and interact with other Members and Community First plan experts.

### WHO CAN JOIN:

- Community First Members and their parent(s)/ guardian(s)
- Legal Authorized Representatives (LARs), caregivers, and advocates

### WHAT TO EXPECT:

- Financial rewards for attending committee meetings
- No-cost transportation to and from in-person meetings
- Opportunities to share ideas on how to improve access to care, Service Coordination, and the overall Member experience
- Honest, open questions and conversations with Community First staff and other Community First Members

### WHEN AND WHERE WE MEET:

- Committee meetings are held quarterly, for a total of four meetings per year.
- Members can choose to participate virtually or in person.
- Participants are expected to attend a minimum of three (3) meetings per year.
- You can find our 2025 meeting schedules online.





## **INTERESTED IN JOINING?**

Please visit us online at <u>CommunityFirstHealthPlans.com/Member-</u> <u>Advisory-Committees</u> or call **1-800-434-2347** for more information.

## MOMMY&ME BABY SHOWER

## Calling all pregnant Community First Members!

Now is your special time! Let us celebrate you and your baby during a **Mommy & Me Baby Shower** hosted by Community First. Showers are offered at no-cost in English and Spanish to support our moms-to-be. You'll learn important information about how to enjoy a healthy pregnancy and get connected to community resources to help prepare you for motherhood. Food and drinks included.

## ATTEND A MOMMY & ME BABY SHOWER AND TAKE HOME BABY ITEMS & GIFTS!\*

- Car seat or a pack and play
- Diaper bag filled with baby items
- Gift for your partner
- Gift cards, giveaways, prizes, and more!

Sign up at <u>CommunityFirstHealthPlans.com</u> or scan the QR Code. Questions? Please call **210-358-6055** or email <u>healthyhelp@cfhp.com</u>.



\*Limitations and restrictions apply.

## COMMUNITY FIRST

CHIP TEXAS STAR Your Health Flan + Your Choice



## Your Baby Needs Checkups & Vaccines As They Grow!

Babies need regular checkups to monitor their growth and vaccines to protect them from serious diseases. Give your baby



#### **OTHER VACCINES**

RSV: Babies whose mothers did not get the RSV vaccine during pregnancy, and some babies 8-19 months who are at increased risk, should get the RSV vaccine.

COVID-19: The COVID-19 vaccine is safe and effective for babies 6 months and up. Parents should discuss the benefits of the COVID-19 vaccine with their child's doctor.

#### **VACCINE KEY**

DTaP: Diphtheria, Tetanus, and Pertussis (Whooping Cough) HepA: Hepatitis A HepB: Hepatitis B Hib: Haemophilus Influenza Type B Flu: Influenza

IPV: Polio MMR: Measles, Mumps, and Rubella PCV: Pneumococcal Conjugate Vaccine Rota: Rotavirus VZV: Varicella Zoster Virus (Chickenpox)

Talk to your child's doctor if they have a medical condition that puts them at higher risk of infection, is traveling outside the United States, or missed a vaccine recommended for their age.

#### **SCAN FOR MORE** INFO + REWARDS!



## COMMUNITY FIRST

## **Non-Discrimination Notice**

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

Community First provides free 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 formats)

Community First 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 services, please contact Community First Member Services at the number on the back of your Member ID card or 1-800-434-2347. If you're deaf or hard of hearing, please call 711.

If you feel that Community First failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a complaint with Community First by phone, fax, or email at:

#### Community First Compliance Coordinator Phone: 210-227-2347 | TTY: 711 Fax: 210-358-6014

Email: DL\_CFHP\_Regulatory@cfhp.com

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

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

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 | TTY: 1-800-537-7697

Complaint forms are available at: <u>https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html</u>

## COMMUNITY FIRST

## Aviso sobre no discriminación

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

Community First 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, y otros formatos)

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

- Intérpretes calificados
- Información escrita en otros idiomas

Si usted necesita recibir estos servicios, comuníquese al Departamento de Servicios para Miembros de Community First al 1-800-434-2347. TTY (para personas con problemas auditivos) al 711.

Si usted cree que Community First no proporcionó servicios lingüísticos gratuitos o se siente que fue discriminado/a de otra manera por motivos de su raza, color, nacionalidad, edad, discapacidad, sexo, identidad de género, u orientación sexual, usted puede comunicarse con Community First por teléfono, fax, o correo electrónico a:

#### Community First Compliance Coordinator

Teléfono: 210-227-2347 | Línea de TTY gratuita: 711 Fax: 210-358-6014 Correo electrónico: DL CFHP\_Regulatory@cfhp.com

Si usted necesita ayuda para presentar una queja, Community First está disponible para ayudarlo. Si usted desea presentar una queja sobre reclamos, elegibilidad o autorización, comuníquese con Servicios para Miembros de Community First Ilamando al 1-800-434-2347.

Usted también puede presentar una 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: <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>.

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 TTY gratuita: 1-800-537-7697

Los formularios de queja están disponibles en: https://www.hhs.gov/civil-rights/filing-a-complaint/complaintprocess/index.html

## COMMUNITY FIRST



## Language Assistance

ENGLISH: ATTENTION: Free language assistance services are available to you. Call 1-800-434-2347 (TTY: 711).

SPANISH: ATENCIÓN: Si habla español, usted tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-434-2347 (TTY: 711).

VIETNAMESE: 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: 711).

CHINESE::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: 711).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-434-2347 (TTY: 711)번으로 전화해 주십시오.

مقر : ARABIC: تامدخ اس م ل ا قدع و غ ل ل ا ة ى وت ت ف ك ل . ناجم ل اب ل ص ت ا ر ب م ق 2347-434-100 م قر ARABIC: تامدخ اس م ل ا ف ف ك ل ا ن إ ف ت الم مص ل ا ل او: 711 : قطوحل م اذا تن ك شدحت ت ر كذا،ة غ ل ل ا ن إ ف

URDU: و ب ےت ل، *سی م* و ت پآ و ک نا بز ی ک ددم ی ک تامدخ تف م سی م بای ت س د سی م ۔ لا ک URDU: و ب ےت ل، سی م و ت پآ و ک نا بز ی ک درم ی ک تامدخ تف م سی م بای ت س د سی م . لا و د ی ک ا پآ را ود ( TTY: 711).

TAGALOG: 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: 711).

FRENCH: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-434-2347 (ATS: 711).

HINDI: ध्यान द: यद आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-434-2347 (TTY: 711) पर कॉल कर।

PERSIAN: ناگیار تروصب ین ابز تالی هست ،دینک یم وگتفگ یسر اف ن ابز هب رگا :هجوت PERSIAN: ناگیار تروصب ین ابز تالی می مهارف (TTY: 711) 1-800-434-2347 (TTY: 711) اب دش اب ی مهارف (۲۲۱: 711)

GERMAN: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-434-2347 (TTY: 711).

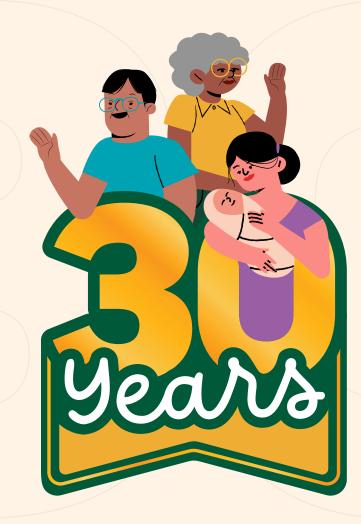
GUJARATI: ध्यान दे: यद आप हदिी बोलते है तो आपके लएि मुफ्त में भाषा सहायता सेवाएं उपलब्ध है। 1-800-434-2347 (TTY: 711) पर कॉल करें।

RUSSIAN: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-434-2347 (телетайп: 711).

JAPANESE: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:711)まで、お電話にてご連絡ください.

LAOTIAN: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ,ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບິເສັຽຄ່າ, ແມ່ນມີພ້ອມ ໃຫ້ທ່ານ. ໂທຣ 1-800-434-2347 (TTY: 711).





## **30 Years of Strengthening Communities**

As we celebrate our 30th anniversary, we honor our deep-rooted commitment to the health and well-being of our local community. Thank you for your trust and for allowing us to serve you and your loved ones all these years. Together we look forward to building a healthier future for all of us.

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