

COMMUNITY HEALTHCARE

Member Newsletter | Fall/Winter 2021

The Best Way To
Beat The Flu

COVID-19 Vaccines For
Children & Boosters

New Look,
New Member ID Card



READ ABOUT OUR **NEW MEMBER PORTAL**,
PROVIDING BETTER ACCESS FOR OUR MEMBERS ON PAGE 2.

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NEW MEMBER PORTAL

Providing Better Access For Our Members

This November, Community First Health Plans launched a brand new Member Portal for our health plan Members. The portal is completely redesigned with you – the Member’s – user experience in mind.

In order to access the new Member Portal, all Members must create a new account, regardless if you’ve logged into the Member Portal before.

What is the Member Portal?

The Member Portal acts as your own secure website where you can log in with your unique username and password and quickly access information about your health plan. It contains many tools and options to assist you and to help us better get to know you and your preferences.

Why Should I Register?

Here are just a few reasons why it might benefit you to create an account and register for the Member Portal:

- 1. You need your Member ID card.** No problem. You can view a digital copy on the Member Portal and/or request a new one be mailed to you.
- 2. You want to change your primary care provider (PCP).** Easy! You can review network providers and change your PCP in just a few clicks.
- 3. You want to review a recent claim.** You can do that, too. In fact, you can review and download all of your claims.
- 4. You’re wondering if a specific health care benefit is covered under your plan.** You came to the right place. The Member Portal contains information about all your health care benefits.

What Else Can I Do On The Portal?

We have designed the Portal to be a one-stop-shop to navigate all your health care needs by connecting you to all the tools you need in one place.

This includes:

- A quick Health Assessment to help us make recommendations to participate in one of our Health & Wellness Programs that could benefit your health, provide incentives, and connect you with needed care.
- Information about our Health & Wellness Programs, including our new family of scholarship programs.
- Easy access to information on claims, benefits, and eligibility.
- Member ID Card viewer.
- Downloadable health plan forms and documents.
- Claims and payment summary.

How Do I Register?

It’s easy to create an account and register for the Member Portal.

1. Visit CommunityFirstHealthPlans.com/MemberPortal
2. Click on “Create My Member Account”
3. Click on “Register Today”
4. Create a unique username and secure password and enter all required information
5. You will receive an email confirmation once your registration is complete

Additional Features

Log into the Portal on any device, including your phone, to access needed information while you’re on the go or at your next appointment. You can also view the Portal in either English or Spanish.

QUESTIONS?

If you’re having difficulty creating an account or registering for the Member Portal, please contact Member Services at 1-800-434-2347. **We’ll be happy to help.**

REMOVING ROADBLOCKS TO NEEDED CARE

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

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

Community First Members have direct access to the following:

Women's Health specialists, including, but not limited to:

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

Routine and preventive health care services, including, but not limited to:

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

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

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

For a list of health care services that may require prior authorization from Community First, please review your plan's Member Handbook located at CommunityFirstHealthPlans.com/Members. Just click on your health plan name and download the Member Handbook in either English or Spanish.

You can also call Member Services if you have any questions about direct access, referrals, or prior authorization. We are here to help.

FREE COMMUNICATIONS AND LANGUAGE SERVICES

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

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



NEW LOOK!

NEW MEMBER ID CARD

We have recently redesigned our Community First Health Plans Member ID cards for all plans offered by Community First. What does this mean for you?

Do I need a new Member ID card?

No. Your current Member ID card will continue to be effective. Store it in a safe, easily accessible place and bring it with you to all health care appointments.

Who will receive a new, redesigned Member ID card?

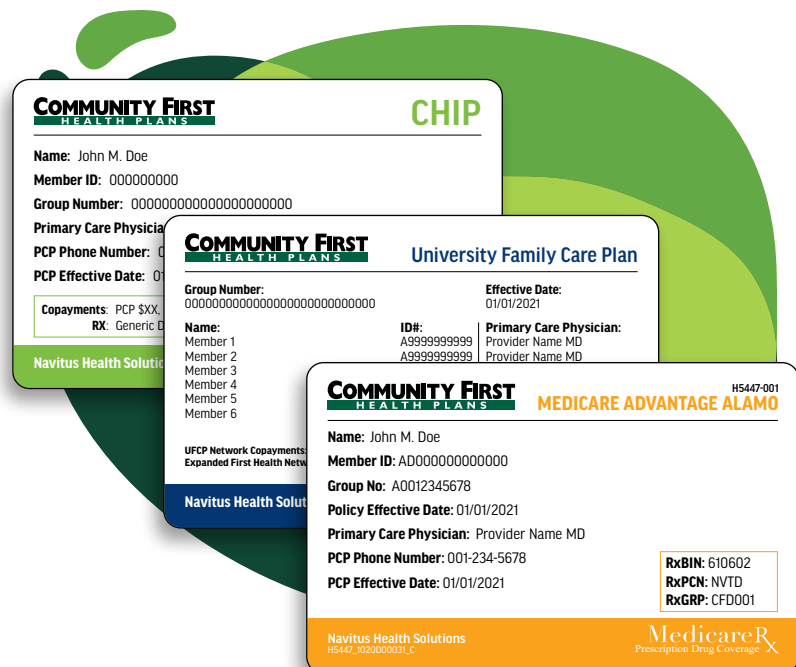
You will receive a new Member ID card in the mail if:

- > You are a new Community First Member.
- > You change your primary care provider (PCP).
- > Your PCP leaves our network and a new one is assigned to you.
- > Your card is lost, stolen, or damaged and you request a new one.

When do I need my Member ID card?

Show your Member ID card at all health care appointments to let your Provider know that you are covered under a Community First health plan. You can also use your Member ID card to find the following information:

- > Your plan name
- > Member ID number
- > Group number
- > Primary care provider (PCP) name and phone number (if applicable)
- > Policy effective date
- > What to do in the event of an emergency
- > Important phone numbers, including Member Services and 24/7 Nurse Advice Line



CARE MANAGEMENT

Your No-Cost Health Care Concierge

Managing your health care needs or the needs of a loved one can be stressful and difficult. We know how that feels. With our help, you don't have to navigate these challenging times alone.

Community First's Care Management Team is committed to improving your overall health and well-being. We embrace a holistic approach to managing quality of life by treating every Member as a whole.

Care Management Team

Our interdisciplinary Care Management Team relies on experienced professionals from diverse backgrounds, including social work, nursing, mental health, home care, and home health. This team will provide you with resources that can help you get the best care possible, utilizing the right providers, in the right setting, and in the right time frame.

Care Manager

Your Care Management Team is led by a professional Care Manager who works like a concierge to guide you through the complex maze of care needs associated with health care concerns. Your Care Manager serves as your primary point of contact and will collaborate with you, your family members, your primary care provider, and other health care providers to help you understand your condition and how to better take care of yourself.

Care Management services are provided at no-cost, are voluntary, and available to any Community First Member.

If you would like to learn more, please call Population Health Management at (210) 358-6050 or email our Care Management Team at caremanagementhelp@cfhp.com. A Care Manager will contact you to discuss your individual health needs.

THE BEST WAY TO BEAT THE FLU

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

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

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

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

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

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

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



VACCINES FOR PRETEENS AND TEENS

What Parents & Caregivers Need to Know

Vaccines are often associated with childhood, but did you know that vaccines are actually recommended throughout life, even into adulthood?

Protection provided by childhood vaccines wears off, so preteens and teens need additional vaccines that will extend that protection, preventing serious, sometimes deadly diseases like meningitis and HPV cancers.

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

Vaccine Safety

The United States' long-standing vaccine safety system ensures that vaccines are as safe as possible. Currently, the United States has the safest vaccine supply in its history. Millions of children safely receive vaccines each year.

Vaccine Side Effects

The most common side effects are typically very mild, such as pain or swelling at the injection site. Serious side effects are rare. Tell your child's doctor or nurse if your child has any serious allergies, including allergies to yeast, latex, or eggs before they receive any vaccines.



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

Meningococcal Shot (MenACWY)

Provides Protection Against:

- Bacteria that causes meningococcal disease.
- Infections of the lining of the brain and spinal cord, as well as bloodstream infections.
- Long-term disabilities that often come with surviving meningococcal disease.

How many doses are needed?

- Two doses of the meningococcal shot are recommended for preteens and teens.
- All preteens should receive the first dose between 11 and 12 years old (by their 13th birthday) and their second dose at 16 years old.

What else do I need to know?

Teens may also get a MenB shot, preferably at ages 16-18 years. Multiple doses are needed for best protection. To learn more, talk to your child's doctor.

HPV Shot (Human Papillomavirus)

Provides Protection Against:

- Infections that can lead to six types of cancer.
- Abnormal cells that can lead to cancer (precancers) and the lasting effects of testing and treatment for these precancers.

How many doses are needed?

- The CDC recommends two doses of the HPV shot for adolescents ages 11 to 12 years. If the second dose is given less than five months after the first dose, a third dose is needed.
- If the first dose is given after 15th birthday, three doses of the HPV shot should be given over a six-month period.

What else do I need to know?

HPV is considered the most common sexually transmitted infection in the United States and the cause of almost all cervical cancers in women. Nearly 4 out of every 10 cases of cancer caused by HPV occur among men. The HPV vaccination can prevent over 90% of HPV cancers.

Sources

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

Tetanus, Diphtheria, and Whooping Cough Shot (Tdap)

Provides Protection Against:

- Tetanus, diphtheria, and whooping cough (pertussis).
- Painful muscle stiffness from tetanus.
- Development of a thick coating in the back of the nose or throat from diphtheria that can make it hard to breathe or swallow.
- Violent coughing fits from whooping cough.

How many doses are needed?

One dose of the Tdap booster shot is recommended.

What else do I need to know?

There are two vaccines that help protect children against tetanus, diphtheria, and whooping cough: DTaP and Tdap. These shots do not offer lifetime protection. Booster shots are needed to keep up protection.

Influenza (Flu)

Provides Protection Against:

- Serious illness and hospitalization among children.
- High risk of developing serious complications.

How many doses are needed?

One dose of the flu shot is recommended every year in the fall/winter.

What else do I need to know?

Even if your preteen or teen is healthy, they can still get very sick from the flu and spread it to others. Flu season can begin as early as September and extend through May. It takes about two weeks after getting a vaccine to build protection against the flu.

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

PRIORITIZING WOMEN'S HEALTH CARE



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

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

Pregnancy Support

Community First is dedicated to helping expecting mothers experience a healthy pregnancy, promoting full-term deliveries, and providing support for high-risk pregnancies. Pregnant women with underlying conditions may be particularly at risk. Community First is proud to offer caring, pregnancy support to give both mom and baby a healthy start.

Members are invited to join our **Healthy Expectations Maternity Program** which offers:

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

Breast Health Support

According to the American Cancer Society, breast cancer is the most common cancer in American women, except for skin cancers. The average risk of a woman in the United States developing breast cancer sometime in her life is about 13 percent. This means, as a woman, there is a 1 in 8 chance you will develop breast cancer. Here are a few simple ways for you to minimize your risk of a cancer diagnosis:

Routine Mammograms

- Preventive screenings reduce women's breast cancer risk by an estimated 15 percent.
- Women ages 45 to 54 should get a mammogram every year.
- Community First covers routine mammograms and annual health checkups.

Exercise

- Adopting a healthy exercise regimen can reduce your risk of breast cancer and all cancers.
- Moderate exercise increases lymph circulation, improves white blood cell status, reduces stress hormones, and improves metabolism.
- Exercise can also increase longevity, improve mood, and enhance sleep quality.

Nutrition

- Proper nourishment and a healthy diet can benefit your overall well-being.
 - Poor diet based on convenience or unhealthy eating habits, like mindlessly snacking, can have serious risks to your health and has been associated with an increased cancer risk.
 - Limit your consumption of red meat and processed meat. Focus on incorporating plants (i.e., veggies, whole grains, nuts, fruit and plant-based protein) into your diet.
- Heavy or regular alcohol consumption increases the risk of developing cancer, including breast cancer.

Community First's Care Management Team is committed to working with you, your family, your doctors, and other providers on your health care team to improve your overall health and help obtain the services you need.

If you want to learn more about Care Management or our family of Health and Wellness Programs, including [Healthy Expectations Maternity Program](#), call Population Health Management at (210) 358-6050 or email healthyhelp@cfhp.com. You can also take our [General Health Assessment](#) and/or our [Pregnancy Health Assessment](#) located at CommunityFirstHealthPlans.com/Health-and-Wellness-Programs.

References

<https://www.cancer.org/cancer/breast-cancer/about/how-common-is-breast-cancer.html>

<https://www.cancer.gov/about-cancer/causes-prevention/risk/diet>

COVID-19 BOOSTER SHOTS

ARE YOU ELIGIBLE?

Who needs to be “triple” vaccinated, or in other words, receive a COVID-19 booster shot?

In November, the Centers for Disease Control (CDC) announced their recommendation that **everyone ages 18 and older** should get a COVID-19 booster shot.

IF YOU RECEIVED PFIZER OR MODERNA

Who should get a booster:

Everyone ages 18 and older.

When to get a booster:

At least 6 months after completing your primary COVID-19 vaccination series.

Which booster should you get?

Any of the COVID-19 vaccines authorized in the United States.

IF YOU RECEIVED JOHNSON & JOHNSON

Who should get a booster:

Everyone ages 18 and older.

When to get a booster:

At least 2 months after completing your primary COVID-19 vaccination.

Which booster should you get?

Any of the COVID-19 vaccines authorized in the United States.

MIX & MATCH

You may choose which COVID-19 vaccine you receive as a booster shot. Some people may prefer the vaccine type that they originally received, and others may prefer to get a different booster.

The CDC’s recommendations now allow for this type of mix and match dosing for booster shots.

FIRST & SECOND DOSE

About 66 million American adults have still not yet been fully vaccinated. It’s never too late to receive your first or second dose.

SCHEDULING YOUR BOOSTER

Pfizer, Moderna, and Johnson & Johnson booster shots are now available at your primary care provider, local pharmacies, and vaccination clinics, many on a walk-in basis. Bring your vaccination card with you to receive your booster shot.

For more information or to find a vaccine provider near you, please visit [CommunityFirstHealthPlans.com/COVID19](https://www.CommunityFirstHealthPlans.com/COVID19).

Please note: As of December 9, 2021, the CDC has strengthened its booster recommendations, encouraging everyone 16 years and older to receive a booster shot. (At press time, only the Pfizer vaccine is authorized and recommended for adolescents ages 16 and 17.)

HEALTH CARE GONE VIRTUAL

By now, you've probably heard of "telehealth" or "telemedicine." You may have even met with your doctor virtually – by video or by phone – at some point over the past year or two due to the ongoing COVID-19 pandemic. Telehealth isn't a new technology, but it is becoming a more popular option to receive some health care services. It has also been proven to be an effective way to communicate with your doctor about your health issues.

What is telehealth/telemedicine?

Telehealth is the technology and medical services that can be used for patient care. Telemedicine refers to the actual virtual medical appointments, but the two terms are often used interchangeably.

What can telemedicine be used for?

Telemedicine can be used for many services including:

- > Urgent care
- > Primary care for adults and children
- > Annual health checkups
- > Follow up appointments
- > Management of chronic conditions
- > Medication management, including some prescription refills
- > Consultation with medical specialists
- > Skin care



Conditions that can generally be treated through telemedicine:

- > Acid reflux
- > Allergies (seasonal)
- > Ankle sprain
- > Back pain
- > Common cold
- > Congestion
- > Constipation
- > Cough
- > Diarrhea, nausea, vomiting (if present for less than 48 hours)
- > Ear pain
- > Fever
- > Flu like symptoms/ body aches
- > Head lice
- > Headache
- > Knee pain
- > Migraines
- > Pink eye (conjunctivitis)
- > Skin rash
- > Sore throat
- > Urinary tract infection
- > 30-day prescription refills for blood pressure, diabetes, cholesterol, and depression

Who should use telemedicine?

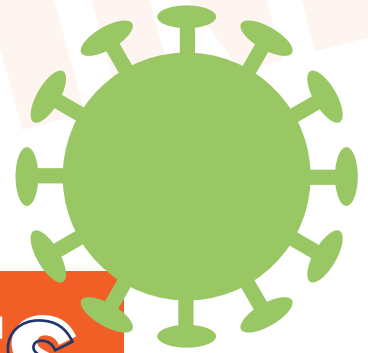
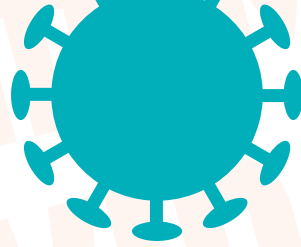
Telemedicine is a great option for individuals who can't easily access medical care, are immunocompromised or disabled, or for individuals who may find it easier to connect with their provider virtually rather than taking off time from work, finding child care, or transportation to their doctor's office for an in-person visit.

How do I make an appointment?

Telemedicine is a covered benefit for all Community First Health Plans Members. Contact your primary care provider (PCP) to discuss your telehealth options.

If you prefer an in-person visit but need help getting to your appointment, your plan may cover transportation services. Contact Member Services to learn more.

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



COVID-19 VACCINES FOR CHILDREN & TEENS

In November, the FDA issued an Emergency Use Authorization for the Pfizer COVID-19 vaccine for children ages 5 through 11. The CDC now recommends that everyone ages 5 and older get a COVID-19 vaccine to help protect against COVID-19.

It is a recommendation many parents have been waiting for. According to the CDC, although children are at a lower risk of becoming severely ill with COVID-19 compared with adults, children can still:

- Be infected with the virus that causes COVID-19.
- Get very sick from COVID-19.
- Have both short and long-term health complications from COVID-19.
- Spread COVID-19 to others.

VACCINE SAFETY

Before recommending COVID-19 vaccination for children, scientists conducted clinical trials. The trials show that the benefits of COVID-19 vaccination outweigh the known and potential risks. The CDC monitors the safety of all COVID-19 vaccines after the vaccines are authorized or approved for use, including the risk of myocarditis (inflammation of the heart muscle) in children ages 5 through 11 years.



VACCINE DOSAGE

- > Children receive an age-appropriate dose that is one-third of the adult dose.
- > The vaccine for children has the same active ingredients as the vaccine given to adults and adolescents.
- > Smaller needles, designed specifically for children, are used.
- > COVID-19 vaccine dosage does not vary by patient weight but by age on the day of vaccination.
- > Children will need a second shot of the Pfizer vaccine three weeks after their first shot.

PREPARING YOUR CHILD

- > Talk to your child before vaccination about what to expect.
- > It is not recommended you give pain relievers before vaccination.
- > Tell the doctor or nurse about any allergies your child may have.
- > After your child's COVID-19 vaccination, you will be asked to stay for 15–30 minutes so your child can be observed.

SIDE EFFECTS

Your child may have some side effects, which are normal signs that their body is building protection. Some will have no side effects at all. Here's a list of side effects your child may experience:

- > Pain, redness, and swelling on the arm where your child got the shot
- > Tiredness
- > Headache
- > Muscle Pain
- > Chills
- > Fever
- > Nausea

V-SAFE

V-safe is a free, easy-to-use, and confidential smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after your child receives a COVID-19 vaccination. Through v-safe, you can report how your child is feeling after getting vaccinated. V-safe also reminds you when to get your child's second dose. You can register for v-safe at vsafe.cdc.gov.

VACCINE LOCATIONS

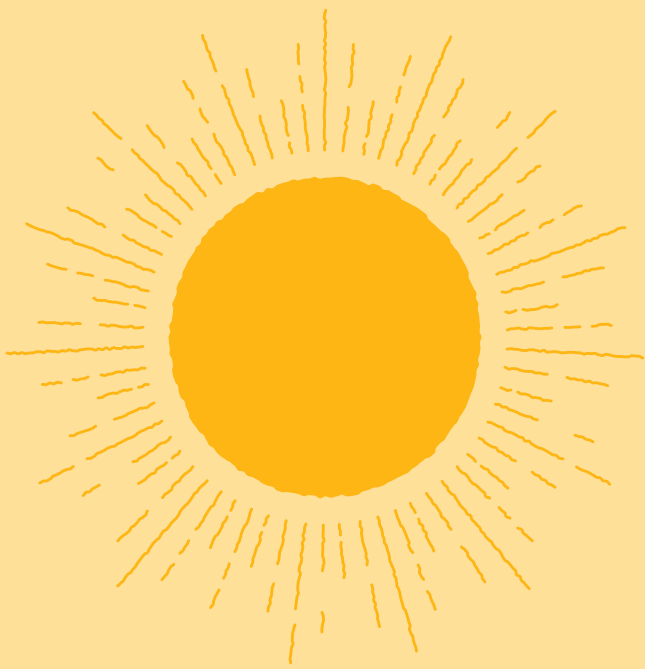
The vaccine for children is now available at the following locations:

- > Your child's primary care provider or pediatrician's office
- > Local pharmacies, including H-E-B, CVS, and Walmart
- > Vaccination centers like [University Health Wonderland of the Americas](#)

MORE INFORMATION

For more information about the COVID-19 vaccine for children, please visit [CDC Vaccine for Children and Teens](#) or visit our website at CommunityFirstHealthPlans.com/COVID19.





Mental Health Matters

The COVID-19 pandemic has changed our normal everyday lives. If you feel lonely, sad, or just not yourself, please know you are not alone. Mental illness can affect anyone, at any time.

According to the National Alliance on Mental Illness (NAMI):

- 1 in 5 U.S. adults experience mental illness
- 1 in 20 U.S. adults experience serious mental illness
- 17% of youth (6-17) experience a mental health disorder
- 1 in 8 of all visits to U.S. emergency departments are related to mental and substance use disorders

Importance of Proactive and Follow-up Care

If you need help, reach out to your primary care provider (PCP). Based on your doctor's opinion, you may be referred to a psychologist or psychiatrist to help support and guide you.

In some situations, hospitalization may be needed to receive proper treatment and care. Once a person is stabilized and discharged from a behavioral health inpatient setting, it is important to continue treatment by attending follow-up care and medication compliance.

Should you be admitted to the hospital, it is extremely important to follow-up with your doctor and attend regular counseling sessions, if recommended, which will support your transition back home. Follow-up care will help you maintain the progress made during hospitalization and may also reduce the chance of readmission to the hospital.

Research shows that patients who attend follow-up care often have better health outcomes. Patients who do not seek care after discharge are more likely to end up in the hospital again in the same year.

Following your doctor's treatment plan can increase the effectiveness of your treatment and reduce the possibility of being readmitted.

Medication Compliance

Compliance is key in managing the symptoms of any illness. Being compliant means following directions or sticking to a plan, like refilling your prescriptions on time and taking your medications the way that your doctor or pharmacist explained.

Medication compliance is important in order to ensure that your medications work correctly and to achieve your treatment goals. Not taking your medications how they are prescribed could cause you to get sicker, decrease your quality of life, and increase your visits to a clinic or hospital.

It can be difficult to remember to take your medications on time if you have several different prescriptions or take them at different times during the day. The best way to remember something is to do it over and over, making it a part of your daily routine.

Here are a few tips and tricks that may help you take your medications properly.

- Take your medication at the same time each day.
- Pair your medications with something you do every day, like eating breakfast or making a cup of coffee.
- Use a weekly pill box.
- Enroll in your pharmacy's automatic refill program.
- Have your prescriptions mailed to your home. Review your pharmacy benefits to enroll in no-cost prescription delivery services.
- Take a list of your medications with you to each doctor visit.

Follow-up care and medication compliance are both important parts of continuing treatment and preventing readmission for a mental health condition.

More Information

Community First Health Plans has a network of behavioral health providers available to you that can provide individual and family counseling. If you need help right away, you also can call our Behavioral Health Hotline at 1-844-541-2347 (STAR Kids Members) or 1-877-221-2226 (all other Community First Health Plans Members), 24 hours a day, 7 days a week.

Members of all ages are also invited to join [Healthy Mind](#), our Behavioral Health Management Program, for access to mental health resources and assistance.

As a reminder, outpatient mental health services including an initial assessment or individual, family or group counseling do not require a referral from your PCP or prior authorization from your health plan. Please contact us if we can assist in connecting you with a behavioral health provider. We are here to help.

Sources

<https://www.nami.org/About-Mental-Illness/Treatment/Mental-Health-Medications/Medication-Plan-Adherence>

THE IMPORTANCE OF MENTAL HEALTH SCREENINGS

Research indicates that one in five children and adolescents in the U.S. experiences mental health problems, and up to one-half of all lifetime cases of mental illness begin by age 14. One of the best resources you have to help address mental health issues is your or your child's primary care provider (PCP).

Mental health screenings are just as important as physical health checkups. These screenings can identify mental and behavioral health disorders and warning signs early in life.

Did you know that mental health screenings are included in regular Texas Health Steps checkups? Community First encourages all STAR and STAR Kids Members to participate in these screenings which are covered under your health benefits.



Texas Health Steps checkups include:

- > A comprehensive health and developmental history, including mental health, autism, and maternal postpartum depression screenings.
- > An unclothed physical exam.
- > Appropriate immunizations.
- > Laboratory tests.
- > Health education.
- > Screening and diagnosis for dental, vision, and hearing services.

During Texas Health Steps checkups, it is important for families to discuss concerns with their PCP including any problems with feelings, behaviors, social interactions, thinking, physical problems, substance use, and school performance.

Texas Health Steps screenings are conducted at the following ages:

- > **Developmental screenings:** Age-specific intervals to review if age-appropriate milestones have been met.
- > **Autism screenings:** 18-24 months.
- > **Mental health screenings:** Through age 20.
- > **Maternal postpartum depression:** During infant checkups up to 12 months.

However, if concerns surface in between your scheduled Texas Health Steps visits, do not hesitate to contact your PCP to discuss any issues.

If results from a mental health screening indicate a need for further assessment, Community First's network of behavioral health providers can provide counseling services to assist you or your child. Outpatient services from behavioral health providers, including a first assessment or individual, family, or group counseling, do not require a referral or prior authorization from your health plan.

Please contact us if we can assist in scheduling your child's next Texas Health Step checkup or connecting you or your child with a behavioral health provider.

References

<https://www.txhealthsteps.com/texas-health-steps-medicaid-resource-center>

EMPOWERING PATHWAYS

Maternal Scholarship Program

SUPPORTING MOTHERS ON THEIR JOURNEY TO HIGHER EDUCATION.

At Community First, we care about more than just our Members' physical health and well-being. We want our Members to excel in all areas of their lives, including their education and careers. In early 2021, Community First launched a new scholarship program called **EMPOWERING PATHWAYS**, a family of scholarship opportunities open to Members of different backgrounds and diversities.

The first scholarship to launch as a part of this new program was the **EMPOWERING PATHWAYS: Maternal Scholarship Program** available to pregnant Community First Members.

"We believe in the strength and potential of mothers and want to encourage their pursuit of higher education," explained Loretta La Point, Director of Health Promotion and Wellness at Community First. "This scholarship is an amazing opportunity for expecting moms."

EMPOWERING PATHWAYS: Maternal Scholarship Program provides qualified applicants with:

- Funding for a career certificate program in the health care industry.
- An opportunity for a full-time position with University Health upon successful program completion.
- Other needed resources to help balance family and education (e.g., childcare, utility assistance, transportation, and more for qualified applicants)



This spring, Jovanie Salazar, a Community First Member, was selected as a scholarship recipient.

"The experience I've had has been very rewarding for myself and my family," Salazar described. "I am very grateful for all the help I have received from everyone involved in the making of this program. To think that an opportunity like this would present itself at the right time for me was all I needed to be able to provide for my daughter. I will forever be thankful to Community First who made this dream of mine a reality!"

Applications for the **Maternal Scholarship Program** will open again in early 2022. If you're interested in applying or to learn more, please visit CommunityFirstHealthPlans.com/Scholarships. You can also email healthyhelp@cfhp.com for more information or to request that an application be emailed or mailed to you.

Applicants must be:*

- A pregnant Community First Health Plans Member at the time of application.
- A U.S. citizen or legal resident living in Bexar County.
- At least 18 years of age.
- A high school graduate/GED recipient.
- Able to access the internet.

**other eligibility requirements may apply*

STAR KIDS SCREENING AND ASSESSMENT INSTRUMENT

What Is It and Why Is It Important?

What is the STAR Kids Screening and Assessment Instrument?

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

The SAI also contains flags for further follow-up by Community First Health Plans on issues such as the need for Durable Medical Equipment (DME), behavioral health services, and other therapies.

Why is the SAI important?

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

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

Who conducts the SAI?

The SAI is conducted by Community First Service Coordinators. Your child’s Service Coordinator will reach out to you to schedule the SAI. During the SAI, they will talk to you and your child about medical information, available services, and diagnoses. It’s also a good time to ask any questions you may have.

Is the SAI being completed any differently due to the COVID-19 pandemic?

Beginning September 1, 2021, Service Coordinators can complete the SAI either in your home or virtually (telehealth), depending on your preference.

Completing the SAI by phone is also an option but not preferred as the Service Coordinator should be able to see your child and their surroundings in order to make the best assessment possible. The Service Coordinator will follow all infection control guidelines in place to ensure the health and safety of everyone involved. Please be aware that the in-home option for the SAI may change at any time due to the pandemic.

Please Note: It is very important for your child to continue to attend their regular health checkups and receive age-appropriate vaccinations during the COVID-19 pandemic. The Centers for Disease Control and Prevention (CDC) is encouraging all people to continue to receive their immunizations in order to protect individuals and the community from vaccine-preventable diseases and outbreaks. Call your child’s doctor to schedule your child’s Texas Health Steps visit along with all required immunizations.

How can I reach my Service Coordinator?

You can reach your personal Service Coordinator at the number they provided during previous visits or by calling Community First at 1-855-607-7827. You can also login to the Member Portal to view your Service Coordinator’s contact information. If you do not have an assigned Service Coordinator, please call 1-855-607-7827 and we will assist you right away.

SECOND OPINIONS

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



NURSE ADVICE LINE

For Members of Community First Health Plans

Health concerns don't always follow a 9-to-5 schedule when you or a family member has a health problem or a question. Our Nurse Advice Line helps you and your family receive the care you need, when you need it.



Community First Health Plans makes it possible for you to talk to a registered nurse AT ANY TIME.

24 / 7
365 days
a year



Through this resource, Members may call and speak to a nurse about any health related questions or get help in making a decision about what type of care is needed when the doctor's office is closed.

Find the Nurse Advice Line number on the back of your Member ID card listed as Community First Member Services Department.



During business hours, our Member Services representatives can directly connect you. After regular business hours, our phone number will automatically connect you to the Nurse Advice Line.

Nurse Advice Line
(210) 227-2347 or toll free 1-800-434-2347

COMMUNITY FIRST
HEALTH PLANS

Health & Wellness

PROGRAMS FOR ALL

Did you know that Community First Health Plans 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?

On the following page, you will find a list of our current Health & Wellness Programs and the program goals of each. We want to provide you the added support, resources, and guidance you need to feel better, live healthier, and enjoy your life to the fullest.





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

Diabetes in Control

Diabetes Management Program

- > Diabetes education, self-management, and healthy cooking classes
- > Individual and group fitness classes
- > Tips to better communicate with Providers

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
- > Virtual Mommy & Me Baby Shower

Healthy Mind

Behavioral Health Program

- > Help determining the type of behavioral health assistance needed
- > Information to help choose the right professional counselor or doctor
- > Care Management for high-risk Members

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
- > Care Management for high-risk Members
- > Referral to YMCA High Blood Pressure Self-Monitoring Program

How to Join

Find the right Health & Wellness Program for you by taking our online General Health Assessment and/or Pregnancy Health Assessment.

1. Visit our website CommunityFirstHealthPlans.com/Health-and-Wellness-Programs to take the health assessment of your choice, or
2. Contact one of our Health Educators for help at 210-358-6055 or healthyhelp@cfhp.com.

Other Important Information

- > Our Health & Wellness Programs include incentives, including gift cards, for eligible Members who join and participate. Visit our website for details or contact a Health Educator to find out what incentives you may qualify for.
- > 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 regarding our Health and Wellness Programs, please contact Population Health Management at 210-358-6055 or email healthyhelp@cfhp.com.

IT'S TIME TO SCHEDULE YOUR YEARLY HEALTH CHECKUP!

An important way to keep your family healthy is by staying up to date with yearly health checkups. These checkups, also called physical exams or well visits, consist of the following:

- > Head-to-toe exam
- > Lab tests
- > Hearing and vision screenings
- > Developmental tests
- > Any necessary vaccines to prevent illnesses like measles, whooping cough, and other serious diseases

Health checkups begin at birth and are on a set, specific schedule until age 3. It is important not to miss a health checkup and to see your primary care provider (PCP) once a year on or near your birthday.

As a valued Community First Health Plans Member, your yearly health checkup is 100 percent covered by your plan, meaning it costs you nothing. These visits are a great opportunity to ask questions about you or your family's health while establishing a relationship with your PCP built on openness and trust.

Remember, the best medicine is preventive medicine!

Here are a few additional reasons why you should schedule your yearly health checkup:

- > Review changes that have occurred in your health and identify risk factors.
- > Check your vitals including blood pressure and



heart rate.

- > Check your cholesterol and/or blood sugar.
- > Review and renew prescriptions.
- > Screen for cancer, diabetes, or thyroid issues.

To learn more about pediatric and adult preventive care, visit [CommunityFirstHealthPlans.com/Wellness-Checks](https://www.communityfirsthealthplans.com/Wellness-Checks). Here you will find:

- > A list of covered health screenings
- > Telemedicine options
- > What to expect during your checkup
- > How to prepare for your checkup
- > A checkup checklist including the top five questions to ask your doctor
- > A list of recommended immunizations for children by age
- > A list of recommended immunizations for adults
- > A schedule of preventive pediatric visits by age

Still have questions? Email healthyhelp@cfhp.com or call (210) 358-6055 to speak with a Community First Health Educator.

NEW CLINICAL PRACTICE GUIDELINES RELEASED

Community First Health Plans has adopted new medical, behavioral health, and preventive health Clinical Guidelines for 2021. Clinical Guidelines are recommendations on how to diagnose and treat a medical condition. They are mainly written for doctors, but also for nurses and other health care professionals, and are meant to help ensure that patients receive appropriate treatment and care. Community First's Clinical Guidelines are based on up-to-date scientific knowledge and are able to be followed in daily medical practice.

Read Community First's [2021 Clinical Practice Guidelines Matrix](#) to review all guidelines adopted by Community First, including the scientific source upon which each guideline is based.

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

Community First Health Plans
Attn: Provider Relations Department
12238 Silicon Dr. Ste 100
San Antonio, TX 78249

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

HERE IS A LIST ADOPTED FOR THE NEW CLINICAL PRACTICE GUIDELINES:

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

The Right Care

At The Right Place, At The Right Time

Don't know where to go?

Follow this guide to help you get the right care.



DOCTOR'S OFFICE

Regular & Preventive care

- > Checkups and shots
- > Help with illnesses such as asthma and diabetes
- > Preventive Care
- > Fever, flu, sore throat, coughs
- > Infection
- > Vomiting
- > Injuries such as sprains and cuts

If you don't know who your doctor (PCP) is, call Community First Member Services at (210) 227-2347.



URGENT CARE

When your doctors office is closed

When you have an urgent health care need and your **PCP is not available**, the **Community First Nurse Advice Line** is available to assist you with what to do and where to go to care for a healthcare issue.

Call the Nurse Advice Line:
(210) 227-2347 or toll-free 1-800-434-2347.



EMERGENCY ROOM

Dial 911 or go to the Emergency Room if you think your life is in danger.

Fast, life-saving care

- > Bleeding that will not stop
- > Hard time breathing
- > Seizures
- > Passing out
- > Chest pain
- > A serious accident

In any possible poisoning, call the Poison Control Center: (1-800-222-1222) for expert advice. They may direct you to the ER.

ADHD

What You Need to Know

What is ADHD?

Attention-deficit/hyperactivity disorder (ADHD) is one of the most common mental disorders affecting children. Symptoms may include inattention (not being able to keep focus), hyperactivity (excess movement), and impulsiveness (hasty acts that occur in the moment without thought). ADHD is usually first diagnosed in childhood and often lasts into adulthood.

Early Signs

It is normal for children to have trouble focusing and behaving from time to time. However, children with ADHD do not grow out of these behaviors. Symptoms continue, can be severe, and can cause difficulty at school, at home, or with friends.

A child with ADHD might:

- > Daydream frequently
- > Forget or lose things
- > Squirm or fidget
- > Talk excessively
- > Make careless mistakes or take unnecessary risks
- > Have a hard time resisting temptation
- > Have trouble taking turns
- > Have difficulty getting along with others



Diagnosis

Talk with your child's pediatrician if you have concerns and to schedule a medical exam to rule out other problems with symptoms similar to ADHD. An ADHD diagnosis usually includes a checklist for rating symptoms and a history of the child from parents, teachers, and sometimes, the child.

Treatment

In most cases, ADHD is best treated with a combination of behavioral therapy and medication. For preschool-aged children (4–5 years of age), behavioral therapy, particularly training for parents, is recommended as the first line of treatment before medication is prescribed. What approach works best can depend on the child and family. Good treatment plans include close monitoring, follow-ups, and making changes, if needed, along the way.

While ADHD can be very difficult for children and their families, the good news is that it can be managed with the proper approach and techniques that work best for your child.

You can learn more about treatment of ADHD by visiting [CDC.gov/ncbddd/adhd/treatment.html](https://www.cdc.gov/ncbddd/adhd/treatment.html).

Sources:

<https://www.cdc.gov/ncbddd/adhd/facts.html>

<https://www.cdc.gov/ncbddd/adhd/treatment.html>

HOW WE'RE IMPROVING FOR OUR MEMBERS

Each January, Community First Health Plans develops an annual Quality Improvement Plan (QIP) in order to improve and best serve our Members. Then, at the end of each year, Community First reviews the results of the plan. This evaluation helps us identify our successes and looks for opportunities for improvement. We are dedicated to our goal of continuous improvement, problem resolution, and delivery of the highest quality health care and services in a safe manner.

Highlights of this year's QIP evaluation include:

- Member surveys revealed satisfaction with Service Coordination, Health Promotion and Wellness, and Care Management.
- Centers for Medicare and Medicaid Services (CMS) awarded a 2021 contract to Community First for a Medicare Advantage Program, to include a Dual Special Needs Plan (D-SNP).
- A new platform for the Member and Provider Portals was launched to enhance functionality.
- The annual satisfaction survey revealed Members are satisfied with Community First; rated in the top 75th percentile nationally for Medicaid Children and Commercial Adults.
- Providers surveyed indicated satisfaction with Community First above the 90th percentile in:
 - Overall Satisfaction
 - Financial Issues
 - Utilization and Quality Management
 - Pharmacy
 - Health Plan Call Center Staff

Opportunities identified and key goals for the future include:

- Evaluation of network and implementation of initiatives to improve network access.

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

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

2021 MEMBER SATISFACTION SURVEY: The Results Are In!

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a survey of Member experience. It measures satisfaction with Member care through a rating of four main categories:

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

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

Community First's goal for the 2021 CAHPS Survey was to meet or exceed the Healthcare Effectiveness Data and Information Set (HEDIS®) standard: 50th percentile in comparison to other health plans across the country. HEDIS® is one of health care's most widely used performance improvement tools.

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

	Medicaid Child	Commercial Adult
Rating of Health Plan	75th percentile	75th percentile
Rating of Health Care	50th percentile	90th percentile
How Well Doctors Communicate	50th percentile	67th percentile

Areas of opportunity for improvement include: Getting Care Quickly

The goal for Community First Health Plans is to continue to improve in its delivery of quality care and service, in a safe manner. We always welcome recommendations from our Members, physicians, and other providers. Please contact us by calling Member Services at 1-800-434-2347.

NCQA ACCREDITATION RENEWAL SURVEY RESULTS

In November 2021, Community First Health Plans earned the National Committee for Quality Assurance (NCQA) renewal accreditation status for the Medicaid health plan accreditation, Commercial health plan accreditation, and on the Long-term Services and Supports (LTSS) Renewal Surveys.

Community First undergoes the survey process for health plan accreditation and distinction every three years. NCQA accredits health plans based on health plan's performance in three domains:

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

Health plans seeking accreditation are required to submit over 150 documents including reports, policies, newsletters, Member/Provider correspondence, and educational pieces as evidence for compliance with the NCQA standards and guidelines.

Community First is also required to complete file reviews for utilization management medical denials, behavioral health denials, pharmacy denials, appeals, case management, LTSS service coordination, and credentialing/recredentialing for the Medicaid and Commercial products.

The Renewal Survey results are due to three years of continual staff education, mock file reviews, training, updating documents to include revised standards, and constant program oversight. The amount of growth in each of the areas is incredible. Without the dedication of the leadership team and staff members, Community First would not be able to achieve high praise from the NCQA Survey team. More importantly, Community First would not be able to serve the Members and Providers with the highest quality.

COMMUNITY FIRST

HEALTH PLANS

We put
community first.

No family should struggle with food insecurity. If you're in need, please visit one of our community food pantries to access free, non-perishable food and other items.

If you're in the position to give, please consider donating:



DRY GOODS

Dried Fruits, Dried Meats like Jerky, Crackers, Rice, Pasta, Cereal, Oatmeal, Granola Bars, Sugar, Flour, Spices



CANNED GOODS

Soup, Chili, Tuna, Beans, Sauces



OTHER ESSENTIALS

Canned Fruits and Vegetables, Nuts and Seeds, Peanut Butter, Boxed Meals, Cooking Oil



EXTRAS

Pet Food, Baby Food, Diapers, Baby Wipes, First Aid Kits, Feminine Products, Can Openers

Please, non-perishable, unopened items only.

Find a map of our food pantry locations on our website.





Non – Discrimination Notice

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

Community First Health Plans:

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

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

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

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

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

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

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

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

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

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

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

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

ل ص ت ا ر ب م ق 1-800-434-2347 م قر
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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: यदि आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाए उपलब्ध ह। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल कर।

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

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

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

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

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

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



12238 Silicon Drive, Suite 100
San Antonio, Texas 78249
CommunityFirstHealthPlans.com