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Quarterly Newsletter | Summer 2024

HealthMatters



Splash into Summer

As the sunsoaked days of summer make their return to our Central Valley, I hope you are able to find the time to relax, stay cool, and create those special memories with family and loved ones that will last for years to come. Welcome to the summer issue of "Health Matters."



Summer safety is paramount, especially during these busy, often outdoor months, and we are committed to providing you with some of the knowledge you need to stay healthy. In this newsletter, you'll find a variety of tips to keep you and your loved ones safe, from sun protection advice to hydration reminders and guidelines for safe warm weather activities (p. 3). We want to ensure that you can make the most of the season while keeping health and safety at the forefront.

We are also excited to announce the addition of several new providers to the Community Care Health network. These skilled professionals bring a wealth of expertise and dedication to our community. Their specialties range from primary care to specialized medicine, ensuring that you have access to comprehensive care right when you need it. Profiles of our new providers are included (p.4), so you can get to know them better and understand how they can support your healthcare needs. With more than 2,300 in-network providers, be sure to use our Find a Provider Tool - available on our website and mobile app - to find the one that's right for you and your family.

One crucial aspect of managing healthcare costs is ensuring that your providers are in-network (p.6). And these tools help you do just that. By choosing in-network providers, you benefit from lower costs and the assurance of receiving care from trusted professionals within the CCH network.

Lastly, we are thrilled to continue our relationship with WeightWatchers, designed to support your journey towards a healthier lifestyle. When CCH members enroll in WeightWatchers at special reduced rates, you have access to a variety of tools and resources, providing guidance and motivation to kickstart or continue your wellness journey - in addition to some really tasty recipes perfect for the hot summer months to come (p.7). So whether you're looking to manage your weight, improve your nutrition, or adopt healthier habits, WeightWatchers offers a wealth of resources to help you succeed at a special discounted rate.

Thank you for being a valued member of Community Care Health. We are here to support you every step of the way and are committed to enhancing your healthcare experience. I hope you enjoy this edition of "Health Matters," and have a wonderful, safe, and healthy summer!

Aldo De La Torre

Aldo De La Torre
President, CEO
Community Care Health

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HealthMatters is a quarterly newsletter brought to you from Community Care Health. Designed to keep members abreast of the latest information impacting their health, we hope you find this a valuable resource.

Keep Your Summer Fun, Healthy & Safe

After a long, cold winter, it is great to enjoy our Central Valley (and beyond) in the summer months. Enjoy your family, friends and summertime activities, but please do so safely. Below are a few areas you'll want to avoid and some tips to help you do just that.



Skin Cancer

Skin cancer risk increases with sun exposure. Protect yourself by applying a broad-spectrum sunscreen (SPF 30+) every two hours and after swimming. Cover all exposed skin, including ears, neck, and feet. Avoid the sun during peak hours (10 a.m. - 4 p.m.), seek shade, and wear protective clothing like wide-brimmed hats, long sleeves, and UV-protective sunglasses. UV rays penetrate clouds and reflect off surfaces, so be cautious even on overcast days. Regularly check for abnormal moles and freckles, and consult your physician with any concerns.



Heat Illness

Stay hydrated to support your body's cooling mechanism. Drink plenty of water, especially when active. Symptoms of heat exhaustion include dizziness, nausea, headache, fatigue, and muscle cramps. If these occur, move to a cooler place and keep hydrating.



Food Poisoning

To avoid food poisoning, keep perishables cool. Food left out for over an hour in 90-degree or warmer weather may be unsafe. Use coolers with ice to maintain food temperature during picnics.



Bug Bites

Bug bites can transmit diseases like West Nile Virus. Protect yourself by wearing long sleeves and pants in areas with bugs and using repellent. Eliminate standing water where mosquitoes breed.



Fireworks Injuries

Fireworks result in over 10,000 ER visits in the U.S.* Leave displays to professionals. If using fireworks, use legally approved types, keep children and pets at a distance, never hold a lit firework, and stay away from people, houses, and flammable materials. Choose a clear outdoor space away from buildings and dry grass. Keep water, a hose, or a fire extinguisher nearby. Dispose of used fireworks by soaking them in water before trashing.



Pool Accidents

Ensure pool safety by having proper fencing with self-closing gates. Maintain clear water with balanced chemicals. Always supervise children and inexperienced swimmers. Avoid diving in shallow areas and running on pool decks. Have safety equipment like lifebuoys and first aid kits accessible. Regularly check pool equipment to prevent hazards.

Stay safe and enjoy your summer!

* Source: U.S. Consumer Product Safety Commission 2022 Fireworks Annual Report

New Providers Join Expanding Network

CCH continues to grow its provider network helping to give members more choice and access. We know choosing primary care providers and specialists is a personal decision and we want you to learn more about our providers to make the best selection for you.



Roshma Kunwar, FNP-C
Primary Care

Community Primary Care – Bullard
255 West Bullard Avenue, Suite 124
Clovis, California 93612
Office: (559) 297-1300

Graduate School: Chamberlain University



Arianna M. Perez, M.D.
Endocrinology, Diabetology & Metabolism

Sierra Endocrine Associates
A member of Community Health Partners
7230 North Millbrook Avenue
Fresno, California 93720
Office: (559) 431-6197

Fellowship: University of Texas Medical Branch
Medical School: Universidad de Carabobo
Valencia, Carabobo, Venezuela
Internship: University of Texas Health Science
Center at San Antonio
Residency: University of Texas Medical Branch



Jaskeerit Purewal, M.D.
Family Medicine

Community Primary Care – Bullard
255 West Bullard Avenue, Suite 124
Clovis, California 93612
Office: (559) 297-1300

Medical School: St. George's University
Residency: UCSF - Fresno



Sharnjit S. Purewal, M.D.
Family Medicine

Community Primary Care – Bullard
255 West Bullard Avenue, Suite 124
Clovis, California 93612
Office: (559) 297-1300

Medical School: Wayne State University,
School of Medicine
Residency: UC Davis/San Joaquin
General Hospital



**Kammi Y. Sayaseng, DNP,
PNP-BC, PMHNP, IBCLC**
Pediatrics

Dizon Pediatrics Urgent Care Copper,
A member of Community Health Partners
2066 East Copper Avenue, Suite 102
Fresno, California 93730
Office: (559) 299-2997

Medical School: California State University, Fresno

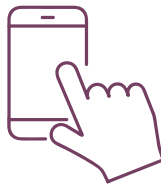


Find an In-Network Provider



Online

Visit communitycarehealth.org/find-a-provider to search Community Care Health's extensive network of primary care and specialty providers. Sort by zip code, distance, language and more to find the perfect fit for you and your family.



Mobile

Download the CCH Mobile App to access a wealth of tools and resources that puts control of your healthcare in the palm of your hand - including its provider directory, member benefits information and so much more.



Reports of Inaccuracy & Plan Investigation

The Plan maintains a process for enrollees and non-enrollees to identify and report potential provider directory inaccuracies by calling the Plan's Customer Service phone number 1-855-343-2247, or by emailing a form available via hyperlink on the Plan's website. www.communitycarehealth.org/report-potential-directory-inaccuracies

Halcyon Behavioral and PhysMetrics are now SimpleBehavioral and SimpleMSK!

Community Care Health is excited to introduce new identities for our Mental Health and Physical Health Services providers: **SimpleBehavioral** and **SimpleMSK**. Despite their name change, rest assured that there are no alterations to your benefits or contact information. The only update is a simplified and streamlined name that better reflects their commitment to providing accessible, effective behavioral and musculoskeletal care.

Nothing more than a "simple" name change. All contact numbers – and covered services – remain the same.

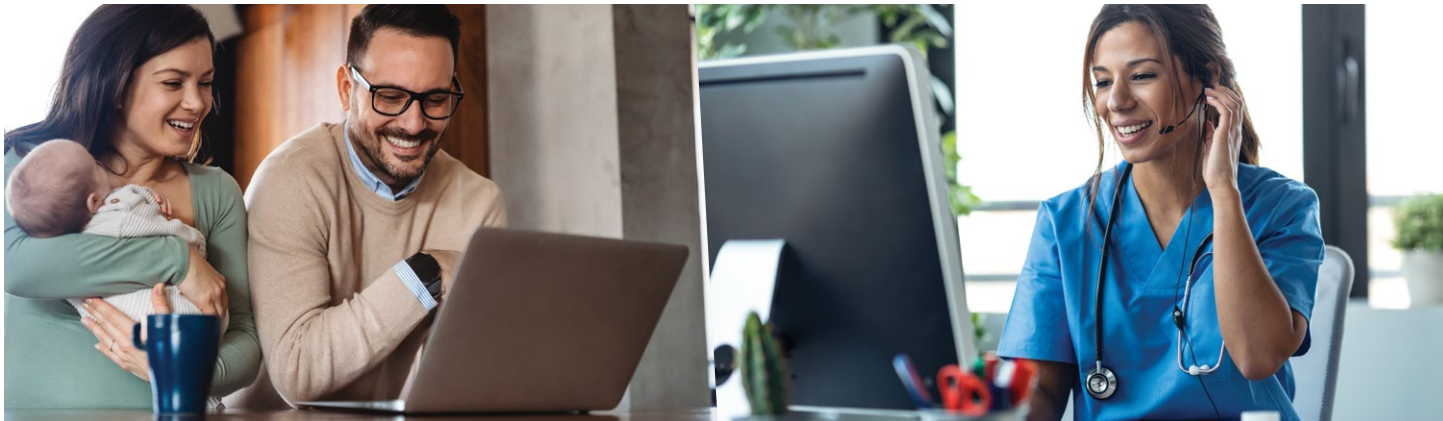


1-888-425-4800



1-877-519-8839





Remote Care on Your Schedule

As a Community Care Health (CCH) member, you have access to Telehealth Services – remote care through your desktop or mobile device. Available through select CCH network physicians or Teladoc®, telehealth enables connection and consultation with board-certified physicians to address any number of health concerns, questions and issues you may have. Next time you call for an appointment with your doctor, ask if telehealth is available. For more information, visit www.communitycarehealth.org/telehealth.

The Right Care When You Need It Most

Teladoc gives you 24/7/365 access to U.S. board-certified doctors through the convenience of phone or video consultations. It's an affordable alternative to urgent care when you need care right away. As a CCH member, you can sign up and take advantage of Teladoc for a low co-pay. Learn more at www.teladoc.com.

Services that you receive from Teladoc are available at in-network cost-sharing. Your out-of-pocket costs for services from Teladoc

will be applied to your deductible or out-of-pocket maximum, if applicable.

But Teladoc is not your only option for telehealth. You may also receive these services on an in-person basis or via telehealth, if available, from your PCP, treating specialist, or from another participating provider. Those services will be provided according to the timeliness and geographic access standards required by California law. If you are currently receiving telehealth services for a mental or behavioral health condition from a participating provider, you may continue to receive those services from that provider.

Telehealth enables connection and consultation with board-certified physicians to address any number of health concerns, questions and issues you may have.

Reduce Out-of-Pocket Expenses: Ensure Your Provider Is In-Network

Community Care Health (CCH) wants to ensure that members minimize any out-of-pocket costs and maximize their CCH benefits to the best of their abilities. The cost of out-of-network services are not covered unless urgent or emergent care, or if approved in advance by CCH due to the lack of availability of an in-network provider.

Participating providers can be found online at www.communitycarehealth.org/find-a-provider or by calling customer service at 1-855-343-2247. While CCH-contracted providers should refer members to in-network providers, you as a member should always confirm that the provider is in network. If the provider is not in the CCH network this could impact your benefits and you could incur out-of-pocket costs.

If you are referred to a non-participating provider, please let us know so we can educate our provider. For example, if a provider sends a member to a non-participating laboratory, i.e., Labcorp, a member may have to pay out-of-pocket. All members should be utilizing Quest Diagnostics, the participating laboratory services provider.



CCH & WeightWatchers: A Perfect Summer Partnership

CCH and WeightWatchers have teamed up to help make sure you are at your fittest, healthiest you so you can get out there and enjoy all the Central Valley has to offer.

Join WeightWatchers through CCH for as low as \$9.75 per month on select plans—50% off the retail price!** Learn more at CommunityCareHealth.WW.com.

**Savings reflect WeightWatchers Digital plan. Monthly payment required in advance. You'll be automatically charged each month in accordance with company pricing until you cancel, your employment with your organization terminates or the agreement between your employer and WeightWatchers terminates.

A Perfect Summer Treat: Raspberry-Yogurt Pops

These frozen treats take the classic berries-and-cream combo and brings in notes of coconut and lemon.

Ingredients

- 3 cups raspberries
- 1 medium banana
- 6 oz fat-free raspberry Greek yogurt
- 1/2 cup reduced-fat coconut milk
- 3 tbs honey
- 1/2 tsp lemon zest
- 1 tbs fresh lemon juice

Instructions

1. In a food processor, process the berries until smooth. Set a fine mesh sieve over a medium bowl. Strain the puree into the bowl, pressing to extract as much juice as possible. Discard the seeds.
2. In the processor bowl, process the raspberry puree, banana, yogurt, coconut milk, honey and lemon zest and juice until smooth.
3. Divide the raspberry mixture among 8 ice pop molds. Insert the sticks in to the molds (or divide the mixture among 8 paper cups. Cover each cup with foil or plastic. Insert a wooden craft stick into each cup). Freeze until the mixture is firm, at least four hours.
4. To serve the ice pops, dip the bottom of each mold into hot water for about 10 seconds to loosen the ice pop. Remove the ice pops from the molds.

Find more healthy recipes at CommunityCareHealth.WW.com



Timely Access to Mental Health and Substance Use Disorder Services

You have a right to receive timely and geographically accessible mental health and substance use disorder (MH/SUD) services when you need them. If Community Care Health (CCH) fails to arrange those services for you with an appropriate provider who is in CCH's network, CCH must cover and arrange needed services for you from an out-of-network provider. If that happens, you do not have to pay anything other than your ordinary in-network cost-sharing.

If you do not need the services urgently, CCH must offer an appointment for you that is no more than 10 business days from when you requested the services from CCH. If you urgently need the services, CCH must offer you an appointment within 48 hours of your request (if CCH does not require prior authorization for the appointment) or within 96 hours (if CCH does require prior authorization).

If CCH does not arrange for you to receive services within these timeframes and within geographic access standards, you can arrange to receive services from any licensed provider, even if the provider is not in CCH's network. To be covered by your health plan, your first appointment with the provider must be within 90 calendar days of the date you first asked the plan for the MH/SUD services.



If you have questions about how to obtain MH/SUD services or are having difficulty obtaining services, you can:

- 1) call Simple Behavioral at 1-855-424-4457;
- 2) call the California Department of Managed Care's Help Center at 1-888-466-2219; or
- 3) contact the California Department of Managed Health Care through its website at www.healthhelp.ca.gov to request assistance in obtaining MH/SUD services.

Required Information Sharing with Covered CA

California Senate Bill 260 (CA SB 260) requires CCH — and all other health plans — to share member contact information with Covered California™ when a member's health coverage terminates. Covered California may use this information to help members whose health coverage has terminated to get new coverage.

If you don't want us to provide your contact information to Covered California, please call Customer Service at 1-855-343-2247 and we will take your name off the list. More information about Covered California can be found at www.coveredca.gov or by calling them directly at 1-800-300-1506.



Appointment Wait Times and Timely Access to Care

Health Plans in California must ensure that members have timely access to their physicians and other providers when seeking care. This means that there are limits on how long you have to wait to get an appointment and telephone advice. The wait times are shown in the chart below. Some exceptions to the wait times apply. Sometimes waiting longer for care is not a problem. A provider may give a you a longer wait time if they determine it would not be harmful to your health. In this event, the provider will note in your record that a longer wait time will not be harmful to your health. If you have questions, please call Community Care Health's Customer Service Department at 1-855-343-2247.



Appointment Type	Standard
Access to non-urgent appointments with a Primary Care Physician (PCP) for regular and routine primary care services	Appointment is offered within 10 business days from time of the request
Access to Urgent Care services with a PCP that do not require prior authorization – includes appointment with a physician, nurse practitioner or physician's assistant in office	Appointment is offered within 48 hours from time of the request
Access to after-hours care with a PCP	Ability for Member to contact an on-call physician after hours; return call within 30 minutes PCP provides appropriate after-hours emergency instructions
Access to non-Urgent Care appointments with a Specialist	Appointment is offered within 15 business days from time of the request
Access to Urgent Care services that require prior authorization with a Specialist or other provider	Appointment is offered within 96 hours from time of the request
Telephone triage and screening	Provided within 30 minutes Available 24 hours per day, 7 days a week
Non-urgent appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment is offered within 15 business days from time of request
Non-urgent appointments with a mental health or substance use disorder provider (who is not a physician)	Appointment is offered within 10 business days from time of request
Non-urgent follow-up appointments with a non-physician mental health or substance use disorder provider for members undergoing a course of treatment for an ongoing mental health or substance use disorder condition	Appointment is offered within 10 business days of the prior appointment

Timely Access to Care: When a covered service is not available from a network provider within geographic and timely access standards, Community Care Health will arrange for you to get services from an out-of-network provider, including any necessary follow-up services. You will pay no more than the same cost-sharing that you would pay for the same covered services received from a network provider.

Other Regulatory Requirements:

After Hours Care: You should be able to reach a recorded message or live voice response providing emergency instructions and for non-emergent (urgent) matters information when to expect to receive a call back.

Emergency Care: Providers should instruct their after-hours answering service staff that if the caller is experiencing an emergency, the caller should be instructed to dial 911 or to go directly to the nearest emergency room. Answering machine instructions must also direct the member to call 911 or go the nearest emergency room if the caller is experiencing an emergency.

CCH Funds Scholarships for Local Kids

As members of the community which we serve, CCH was honored to make donations to two important causes.

For each of the last four years, we have donated \$5,000 to the Janessa Ramirez Scholarship Program. This year, these scholarships will help two Central Unified School District students as they start their college careers at Fresno State this fall.

We were also honored to donate \$5,000 earlier this year to the local chapter of the Leukemia and Lymphoma Society.



HEALTHY RECIPE

Grilled Chicken Cutlets with Shaved Summer Salad

Total Time: 2 hr 25 min | **Prep:** 15 min | **Cook:** 10 min | **Serves:** 4 | **Difficulty:** Easy
Raw fennel adds an extra-crunchy, slightly herbal je ne sais quoi to this refreshing salad. Use a mandoline or V-slicer to get super-thin, cheffy slices that soak up the lemon dressing.

- Ingredients**
Cooking spray
• 4 spray(s)
Olive oil
• 3 tbsp
Rosemary
• 2 tbsp, finely chopped
Garlic clove
• 3 clove(s), finely chopped (1 tbsp)
- Fresh lemon juice
• 2 tbsp
Table salt
• ¾ tsp
Black pepper
• ¼ tsp
Uncooked boneless skinless chicken breast
• 1 pound(s), cutlets, thinly sliced or pounded
- Uncooked fennel bulb
• 1 item(s), small, trimmed and shaved
Red bell pepper
• 1 small, cored and thinly sliced
Yellow bell pepper
• 1 small, cored and thinly sliced
- Lettuce
• 1 cup(s), chopped, or mixed greens
Basil
• 12 leaf/leaves, for garnish (optional)

- Instructions**
1. In a small bowl, whisk the oil, rosemary, garlic, lemon juice, salt, and black pepper. Place the chicken in a storage container or resealable plastic bag and add 3 tbsp of the marinade. Reserve the remaining marinade. Close the container tightly and shake to coat the chicken. Refrigerate the chicken for at least 2 hours or up to 2 days.
2. Coat a grill rack or grill pan with cooking spray and preheat to medium-high. Grill the chicken until cooked through, about 3 minutes per side. Discard the marinade in the container. Transfer the chicken to a cutting board.
3. In a large bowl, toss the fennel, bell peppers, and lettuce. Thinly slice the chicken and add to the salad. Drizzle with the reserved marinade. Garnish with the basil (if using).
4. Serving size: 1 cup
-
-

Find more healthy recipes at [CommunityCareHealth.WW.com](https://www.CommunityCareHealth.WW.com)

What's Happening

... around town and at Community Medical Centers

RIVER PARK FARMERS MARKET



Celebrate the bounty of our Valley and the hard-working farmers who grow what we eat at this weekly, year-round farmers market in River Park.

The Shops at River Park
7753 N. Via Del Rio
Tuesdays: 5:00 pm-9:00 pm | **Saturdays:** 10:00 am-2:00 pm
For more information, visit <https://www.cffma.com/river-park-farmers-market>

Community Medical Career Fair



Don't miss the opportunity to be apart of the Community Family. For more information, visit <https://jobs.communitymedical.org/events>

SAFARI NIGHT

FRESNO CHAFFEE ZOO

Save the Date

for an enchanting evening benefitting
Fresno Chaffee Zoo

FRIDAY, SEPTEMBER 27, 2024
6PM-11PM

Cocktails & Dinner | Auction | Live Entertainment

For partnership opportunities or to purchase a table, please contact Fresno Chaffee Zoo at giving@fresnochaffeezoo.org or at 559.498.5959.

PRESENTED BY:

From online meetings to in-person events, **Community Health System** organizes and hosts a variety of programs each and every month that are free to the public.

For more information, including additional events, times and how to register, please visit <https://www.communitymedical.org/about-us/events>.

Upcoming Events
July 16, Fighting Cancer through Nutrition
July 16, Stroke Support Group
July 17, Stop the Bleed Training Class
July 17, Fresno Bariatric Well-Being Support Group
July 19, Breast Cancer Support Group
July 24, Fresno Bariatric Chair Yoga
August 6, Hope Matters Cancer Support Group



Community Care Health
P.O. Box 45026
Fresno, CA 93718
1 (855) 343-2247
communitycarehealth.org

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Committed to Providing
Quality Healthcare Services
for the Central Valley

Available When You Need Us

CCH Customer Service: Monday – Friday, 8am-5pm, 1 (855) 343-2247
For more information, visit www.communitycarehealth.org

Pharmacy Questions: Call MedImpact 1 (844) 348-8510 or
visit www.medimpactdirect.com

SimpleBehavioral: 1 (888) 425-4800

SimpleMSK: 1 (877) 519-8839

Your Voice
Matters

Have a story to share, questions or comments?

Please contact customer service at 1 (855) 343-2247 or
email: CustomerService@communitycarehealth.org