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Quarterly Newsletter | Fall 2020

# HealthMatters



**SPECIAL MENTAL HEALTH ISSUE**

## Self Care is Important to Your Health

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FALL 2020

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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.

For far too long and by far too many, mental healthcare has been stigmatized, resulting in delayed – if any – treatment from healthcare professionals. Thankfully, perspectives and understandings are changing.



As a Community Care Health member, you have access to the area’s leading mental health professionals – and importantly, you do not need a referral from your primary care provider to access any of these services. Of course, taking care of your well-being extends beyond consultation with a provider.

More than ever, as we continue to deal with the ramifications of the COVID-19 pandemic, it is critical that each and every one of us is cognizant of the impact of this new normal on our health. As you read through this issue of Health Matters, you will find a number of strategies - from exercise and healthy eating - to help manage your mental health. It has never been more important for each of us to take the time, and utilize the tools available, to care for our mind, body and spirit.

Aldo De La Torre  
President, CEO  
Community Care Health

SPECIAL FEATURE



## CCH & Mental Health Coverage: Understanding Your Member Benefits

Too many of us take immediate action to address and care for a broken bone or pulled muscle. But when we are not feeling mentally well, we disregard and assume we will simply “get over it.” Perhaps now more than ever, access to mental health care should not be overlooked or dismissed as unnecessary.

Community Care Health wants to make sure you get the care you need - whenever you need it.

As a Community Care Health Member you have access to:

- Mental health care services for all ages
- Inpatient hospital services
- Outpatient services

**No Doctor Referral Needed**

We have made it easy to find a mental health provider who is right for you. Simply visit [communitycarehealth.org/mental-health-coverage](http://communitycarehealth.org/mental-health-coverage) and click on the pre-filtered Find a Mental Health Provider link.

If you need additional information about your benefits, please don't hesitate to call the Community Care Health customer service department toll-free at 1 (855) 343-2247.

**You don't need a referral from your primary care physician to access mental health services from participating providers. Finding a network provider is the first step.**

# Anxiety and Depression In Children: Get The Facts

Many children have fears and worries, and may feel sad and hopeless from time to time. These feelings may appear at different times during development. For example, toddlers are often distressed about being away from their parents, even if they are safe and cared for. Although some fears and worries are typical in children, persistent or extreme forms of fear and sadness could be due to anxiety or depression. Learn about anxiety and depression in children.

## Anxiety

When children do not outgrow the fears and worries that are typical in young children, or when there are so many fears and worries that they interfere with school, home, or play activities, the child may be diagnosed with an anxiety disorder.

Anxiety may present as fear or worry, but can also make children irritable and angry. Anxiety symptoms can also include trouble sleeping, as well as physical symptoms like fatigue, headaches, or stomachaches. Some anxious children keep their worries to themselves and, thus, the symptoms can be missed.

## Depression

Occasionally being sad or feeling hopeless is a part of every child's life. However, some children feel sad or uninterested in things that they used to enjoy, or feel helpless or hopeless in situations they are able to change. When children feel persistent sadness and hopelessness, they may be diagnosed with depression.

Some children may not talk about their helpless and hopeless thoughts, and may not appear sad.

Depression might also cause a child to make trouble or act unmotivated, causing others not to notice that the child is depressed, or to incorrectly label the child as a trouble-maker or lazy.

## Managing Symptoms: Staying Healthy

A healthy lifestyle that includes a well-balanced diet and consistent exercise can help increase a person's serotonin levels - a key hormone that plays an important role in managing the symptoms of depression and anxiety.

- Having a healthy eating plan centered on fruits, vegetables, whole grains, legumes (beans, peas, and lentils), lean protein sources, and nuts and seeds
- Participating in physical activity each day based on age
- Getting the recommended amount of sleep each night based on age
- Practicing mindfulness or relaxation techniques

Source: <https://www.cdc.gov/childrensmentalhealth/features/anxiety-depression-children.html>

## Bio-Behavioral Medical Clinic

As a CCH member, you can self-refer to the Bio-Behavioral Medical Clinic, which offers a full range of psychiatric and clinical services to children, adolescents, adults and seniors.

Remember, the first step to treatment is to talk with a healthcare provider, such as your child's primary care provider or a mental health specialist, about getting an evaluation.

The Bio-Behavioral Clinic treats and provides the following services:

- Anxiety
- Depression
- Bipolar Disorders
- Psychotic Disorders
- Medication Management
- Tele-psychiatry
- Diagnostic Evaluations
- Individual Therapy
- Group Therapy
- Family and Couples Therapy
- Child and Adolescent therapy
- Art Therapy
- Play Therapy
- Animal Therapy
- Christian Counseling
- Religious / Spiritual Counseling

Note: Due to COVID-19, in addition to in-person appointments, providers are also available via phone and telehealth platforms.

### For more information:

Bio-Behavioral Medical Clinic, Inc.  
1060 W. Sierra Suite 104  
Fresno, CA 93711  
Main line: (559) 437-1111  
New Patient line: (559) 437-1117  
[www.bbmc-inc.com](http://www.bbmc-inc.com)



### An Important Note

- Coverage is obtained through plan providers. Any out-of-network service is not covered and you'll be responsible for the charges.
- Mental health services will not be approved, denied or modified based solely on the type of admission (voluntary or involuntary) or method of transportation to a health facility.

*The first step to treatment is to talk with a healthcare provider*



# Healthy Tips for Coping During Crisis

California Surgeon General's Playbook

Insights from  
**Dr. Michael Synn,**  
 Community Care Health Chief Medical Officer



**The COVID-19 pandemic can be stressful for people. Public health interventions to mitigate the spread of COVID-19 are affecting all aspects of our daily lives. For example, social distancing can make people feel isolated and lonely. Anxiety regarding a COVID-19 illness, compounded by economic challenges and fear of the unknown, can naturally result in an increase in stress.**

Such stress has an immediate and long-term impact on the physical and psychological well-being of all individuals. Physiology changes and increases unhealthy stress-related hormones. This can lead to increased stress-related health conditions including diabetes, hypertension, and heart disease. One may feel more bored, worried, irritable, angry, moody, anxious, or depressed. These are signs of our biological response to excessive stress.

The good news is there are simple, proven, safe things you can do to cope with stress in a healthy way.

**Step 1: Self-Awareness** – If you have a chronic illness or preexisting condition, stress can impact your health quite significantly so you need to pay close attention to your condition.

**Step 2: Make A Plan That Works For You** – It is vital to be realistic about what you can and are willing to do. Adjust your plan as needed.

**Step 3: Follow Your Program** – Make sure you're practicing and following your plan every day. Check in with yourself regularly to see how you're feeling – emotionally and physically.

## STRATEGIES TO HELP MANAGE STRESS

Incorporate as many of the following strategies as you can to decrease stress hormones and help improve your quality of life.

**Supportive Relationships** – Safe, stable, nurturing, supportive personal relationships can protect our brains and bodies from stress. Staying emotionally connected to one another is vital our health. Making time to call or video chat with family and friends can help you and your loved ones feel socially connected, less lonely, or isolated.

**Physical Activity** – The evidence is clear—exercise can make you feel better, function better, and sleep better. Consider starting off easy by walking at least 30 minutes every day.

**Healthy Sleep** – Practice good sleep habits including being consistent and going to bed and waking up at the same time each day, and ensuring that your place of sleep is comfortable, calm, quiet and free of distractions. Limit use of electronic devices, and avoid caffeine in the afternoon or evening and large meals or alcohol before bedtime.

**Good Nutrition** - Minimize refined carbohydrates, high fat, high sugar foods, salt, and reduce your alcohol intake. Set a goal for 5 servings of fruits and vegetables per day and foods rich in omega-3-fatty acids, and fiber. Stay hydrated. Drink 8-10 glasses of water a day.

**Play** – Play and laughter is imperative for your mental and physical health. Make time to unwind.

**Mindfulness** – Studies suggests that practicing mindfulness such as meditation, yoga, or prayer may improve wellbeing, including reducing blood pressure, irritable bowel syndrome, anxiety and



techniques during this time. Think about things you are feeling grateful for each day.

**Mental and Behavioral Health Support** - People with pre-existing mental health conditions or substance use disorders may be particularly vulnerable in periods of crisis. Those suffering from chronic mental health conditions such as neurosis, anxiety, psychosis, depression, bipolar disorder, or schizophrenia should engage in mental health care.

**Contact your healthcare provider:**

- If you think you have new or worse symptoms
- If stressor anxiety interferes with your daily activities for several days in a row

**Confidential resources can also help you or a loved one connect with a skilled, trained counselor:**

- California Warm Peer Line: at (855) 845-7415 for 24/7 for non-emergency support
- Disaster Distress Helpline: at (800) 985-5990
- National Suicide Prevention Hotline: at (800) 273-8255
- Fresno County Behavioral Health Access Line: at (800) 654-3937
- Call 911 if you or the person you are helping is in immediate danger.

Remember, stress and anxiety can be overwhelming and cause strong emotions in adults and children.

It can affect how we think, feel, and act. It may also affect how we handle crisis, relate to others, make choices, and function each day. You Are Not Alone ... Be kind to yourself, and to your body, and to your mind ...“as we all move through this challenge together.”<sup>1</sup>

<sup>1</sup>California Surgeon General's Playbook: Stress Relief during COVID-19

*Play and laughter is imperative for your mental and physical health. Make time to unwind.*

depression, and insomnia. It helps improve the brain's ability to handle stress. The Surgeon General recommends practicing mindfulness for 20 minutes, twice a day. Take moments throughout the day to perform self-checks on how you are feeling, both physically and emotionally. Practice slow, deep cleansing, mindful breathing or other calming



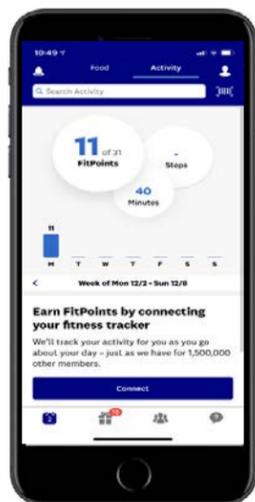
# CCH Partners with WW (formerly Weight Watchers) to Help You Lead a Healthier Life



## Moving more is an important part of the WW experience

### WW (Weight Watchers® Reimagined) encourages members to move more by

- Meeting them where they are—no matter their age, experience, or schedule.
- Emphasizing movement for pleasure, not because they “should.”
- Encouraging dynamic goal-setting.
- Celebrating all movements—from planned activity to lifestyle activity.



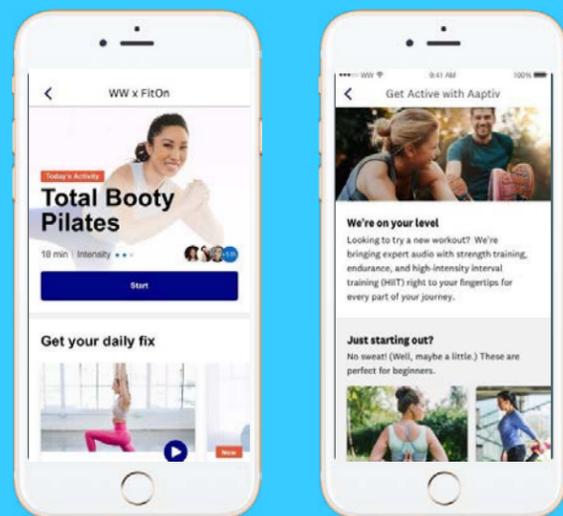
**FitPoints® 2.0** is personalized to each individual within the WW app based on height, weight, age, and gender—so members know exactly what each activity is worth to them.

Members can connect their activity tracker to the app and earn FitPoints all day long.

To sign up or learn more, visit: [CommunityCareHealth.WW.com](http://CommunityCareHealth.WW.com)

Join a virtual weekly meeting workshop to hear what others are doing and gain support from others.

WW has partnered with **FitOn** and **Aptiv**, to give you free fitness content right in your WW app



WW partners with **FitOn** and **Aptiv** to provide WW members with a full range of in-app video and audio workouts so they can choose the activity that best fits their lifestyle.

Pick a workout of all levels, tap play and follow along with a personal trainer, right in the palm of your hands.

## DID YOU KNOW...

### Timely Access to Care

#### Timely Access to See Your Physician

Health plans in California must ensure that members have timely access to their doctors and other providers when seeking care. This means that there are time frames for how long you should generally wait to get an appointment and telephone advice. The wait times are shown in the chart below. Some exceptions to the wait times apply.



**Questions or Need to Be Seen Sooner?** Contact your provider’s office or CCH’s Customer Service Department at 1 (855) 343-2247.

Appointment Type	Standard
Emergency Care (life threatening)	Seek immediate care at the nearest hospital
Urgent Care (non-life threatening) – no prior authorization required	Appointment offered within 48 hours of request
Urgent Care (non-life threatening) – prior authorization required	Appointment offered within 96 hours of request
Non-urgent care appointments with a primary care physician (PCP) for regular and routine primary care services	Appointment offered within 10 business days of request
Non-urgent care appointments with a specialist	Appointment offered within 15 business days of request
Non-urgent care appointment with a mental health provider (who is not a physician)	Appointment offered within 10 business days of request
Non-urgent care appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment offered within 15 business days of request
Telephone triage and advice*	No greater than 30 minutes

\*Community Care Health also provides access 24-hours-a-day, 7 days per week to talk to a qualified health care professional through Teladoc. Please call (800)-835-2362.

### BEHAVIORAL HEALTH EMERGENT & NON-EMERGENT APPOINTMENT ACCESS STANDARDS

Appointment Type	Standard
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request
Non-Urgent Care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
Urgent Care appointments	Must offer the appointment within 48 hours of request
Access to Care for Non-Life Threatening Emergency	Within 6 hours
Access to Life-Threatening Emergency Care	Immediately
Access to Follow Up Care After Hospitalization for mental illness	Must Provide Both: <ul style="list-style-type: none"> <li>• One follow-up encounter with a mental health provider within 7 calendar days after discharge</li> </ul> Plus <ul style="list-style-type: none"> <li>• One follow-up encounter with a mental health provider within 30 calendar days after discharge</li> </ul>

# YOUR CHANCE TO JOIN THE FIGHT AGAINST COVID-19!

During this unprecedented time, the Central California Blood Center is proud to serve as a resource to our medical professionals in the fight against the COVID-19 virus. CCH supports this mission and would like your help in getting the word out to - and the plasma from - patients who have recovered from COVID-19. For more information, please visit: [www.donateblood.org/convalescent-plasma/](http://www.donateblood.org/convalescent-plasma/)

The Central California Blood Center is proud to be able to produce pathogen-reduced plasma from patients who have successfully recovered from the Coronavirus in order to provide local and national hospitals with pathogen-reduced, convalescent plasma for patients currently battling the life-threatening COVID-19 virus.

## WHY SHOULD I DONATE?

People who recover from the Coronavirus infection have developed antibodies to the virus that remain in the plasma portion of their blood. Transfusing the plasma that contains the antibodies into a person still fighting the virus can provide a boost to the patient's immune system and potentially help them recover.

## WHERE ARE PLASMA DONATIONS GOING?

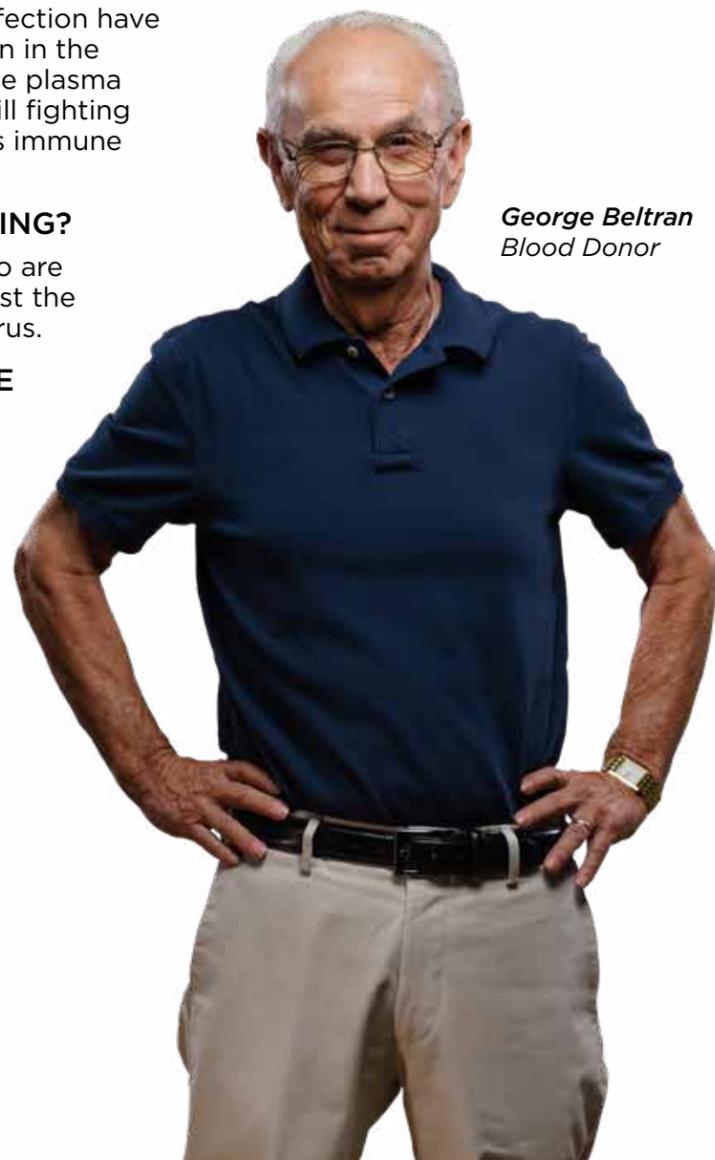
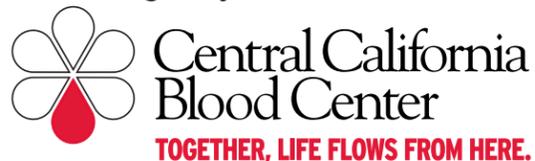
These donations are going to individuals who are being treated for COVID-19, in efforts to boost the patient's immune system as they fight the virus.

## WHAT IS THE CCBC DOING TO ENSURE THE SAFETY OF PLASMA DONORS?

We are only accepting donors that meet a very strict criteria intended to consider the safety of all parties involved. These criteria include a complete resolution of symptoms throughout at least 28 days prior to donation. Plasma donations will only occur through private donor hours for this initiative, outside of regular hours open to the community.

Potential donors will need to meet all standard FDA blood donation requirements, plus pass additional FDA criteria.

For details and donation criteria, please call the Central California Blood Center at (559) 240-9359 or visit [www.donateblood.org/convalescent-plasma/](http://www.donateblood.org/convalescent-plasma/) to complete the Donor Eligibility Form.



George Beltran  
Blood Donor

# What's Happening

... around town and at Community Medical Centers

## Honor Your Care Hero

### Every Grateful Patient Has a Story

What is your story? Who was your care hero, and what would you like to say to them?

Honor your care hero by writing them a thank-you note and making a donation to Community Medical Centers in their name. You can recognize an individual or an entire team.

Your care hero will receive a certificate with your personal thank-you message. For donations of \$100 or more, they'll also receive a special care hero pin to wear proudly.

**Honor Them Today!** [www.communitymedical.org/Make-a-Donation/Honor-Your-Care-Hero](http://www.communitymedical.org/Make-a-Donation/Honor-Your-Care-Hero)



### Your Gift Will Make a Difference

As a not-for-profit hospital system, your donations make our life-changing work possible. All gifts, big and small, make a real impact.

Our team members take pride in their jobs. They've made a difference in your life – now you can make a difference in theirs.



## Join us in supporting the American Red Cross

Donate Today! [www.redcross.org/donate/cm/cch-pub.html](http://www.redcross.org/donate/cm/cch-pub.html)

Community Care Health wants to reassure those members affected by natural disasters that you will continue to have access to medically necessary health care services. If you have been affected by a natural disaster, we are here for you. Visit [www.communitycarehealth.org/naturaldisasters](http://www.communitycarehealth.org/naturaldisasters) to learn more. And if you can, join us in our support of the American Red Cross with a donation today.



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Community Care Health  
P.O. Box 45020  
Fresno, CA 93718  
1 (855) 343-2247  
[communitycarehealth.org](http://communitycarehealth.org)

**Committed to Providing  
Quality Healthcare Services  
for the Central Valley**

# DOING YOUR PART

## Use of Cloth Face Coverings to Help Slow the Spread of COVID-19



*Your cloth face covering may protect them.  
Their cloth face covering may protect you.*

**Your Voice  
Matters**



Have a story to share, questions or comments?  
Please contact our staff at  
[CustomerService@communitycarehealth.org](mailto:CustomerService@communitycarehealth.org)