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Quarterly Newsletter | Winter 2020

# HealthMatters



Peace of Mind Happens Here.



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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.

As we gratefully close the books on 2020 and prepare for 2021, I wanted to take a moment to reflect in awe at the strength and resilience I have witnessed in both our community and our members alike. Facing one of the biggest healthcare challenges of our lives, coping with unique circumstances and an ever-changing environment with so much new to manage, it has never been more important to us to be able to provide peace of mind as it related to your healthcare.



We started by designing a variety of tools and services that help you be in control of your health. From our mobile app and telehealth services (e-Visits and Teladoc) to our continuing partnership with WW (formerly Weight Watchers), we recognize the importance of giving you the resources that help you play an active role in managing your health and well-being.

At the same time, we recognize that the complexities of healthcare do often require expertise. That is why, as you will read in this edition of Health Matters, we have assembled a dedicated, compassionate and local team of Customer Service Representatives to help with any issue that comes your way.

Whether it's helping overcome the challenges of 2020 or the opportunities that lie ahead in the year to come, we are honored you have chosen Community Care Health as your trusted health plan. And speaking for all of us, I hope each and every one of you enjoy a wonderful holiday season – even if it may look different than years past.

**Aldo De La Torre**  
President, CEO  
Community Care Health

## Healthier Holidays in 1-2-3!

Few Americans get enough physical activity, and many don't eat a healthful diet. The winter holidays can be a great time to think about your goals for the year ahead. Follow these tips to jump start your resolutions and be your healthiest self.

### 1. Stay active.

Being active is your secret weapon this holiday season. It can help make up for eating more than usual and has many other health benefits. Walking is a great way to be active. Try these tips to incorporate more walking into your activities:

Skip the search for a close-up parking spot. Park farther away and walk to your destination.

Start your day by taking the stairs. Remember to stretch your legs and take short physical activity breaks throughout the day.

### 2. Eat healthy.

Healthy eating is all about balance. You can enjoy your favorite foods even if they are high in calories, saturated



fat, or added sugars. The key is eating them only once in a while or in small portions and balancing them out with healthier foods.

If you are traveling this season, take healthy snacks along, like fruit and low-fat protein. That way, you can avoid the temptation of convenience foods high in fat, sugar, and salt.

If your favorite home recipes call for fried fish or chicken with breading, try healthier baked or grilled variations. Maybe try a recipe that uses dried beans in place of higher-fat meats.

### 3. Plan activities that don't involve eating.

In addition to enjoying a meal with friends and family around the table, take the party outside!

Try a seasonal activity with your family. Go ice skating or jump start your bucket list for the year.

Make a "walk and talk" date with a friend or family member. Skip the Frappuccino and explore a part of your town or city that may be new to you.

Consider what new healthy traditions you can start this year. The possibilities are endless!



Content source: Centers for Disease Control; [www.cdc.gov/nccdphp/dnpao/features/stay-active](http://www.cdc.gov/nccdphp/dnpao/features/stay-active)

# A Happier, Healthier New Year - and Life - Starts Here

Community Care Health is committed to helping you and your family reach your wellness goals - whether that means losing weight, eating better, moving more, or simply developing a more positive mindset.

## Make this your year!

Get ready to soak up that amazing, reached-my-resolutions feeling with the NEW myWW+, WW's (Weight Watchers® reimagined) most holistic weight-loss program ever.

## What you'll get with CCH and myWW+:

- A customized weight-loss plan that fits your lifestyle
- New app tools like a sleep tracker and 5-Minute Coaching
- A complete look at your wellness, thanks to weekly progress reports



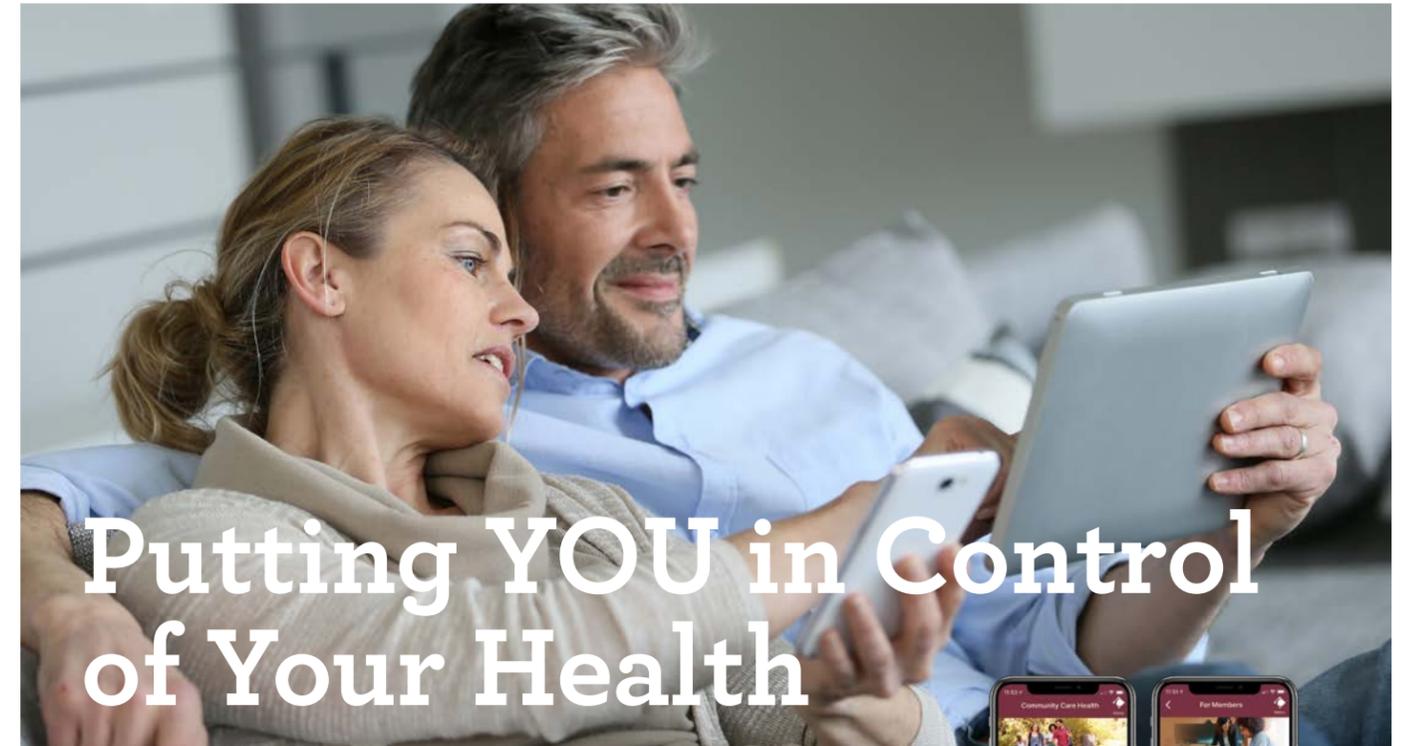
**Get a FREE WW Unstoppable Kit\* (over \$100 value) with your purchase of a WW membership!**



**Sign up today!**

1. Sign up for WW at [CommunityCareHealth.WW.com](http://CommunityCareHealth.WW.com) between January 1 and February 28.
2. Redeem your WW Unstoppable Kit by March 14 at [WW.com/unstoppable](http://WW.com/unstoppable)

\*FREE Unstoppable KIT OFFER: To get a free kit, you must purchase a WW membership plan between January 1 and February 28. Available only where WW membership plans are offered through your employer or health plan, and in participating areas only. One kit per member. Kit must be redeemed by March 14. While supplies last. Over \$100 in value includes \$50 worth of coupons. U.S. addresses only. Please allow at least 3 to 4 weeks for delivery. Offer not available to current members. Offer may be revoked at any time and may not be redeemed for cash. Nontransferable. Void where prohibited.



More than your traditional health plan, CCH is committed to designing unique, tailored solutions to allow our members to be in control of their health. For this reason, we continue to invest in the tools and services that have never been more important to keep our members healthy and well throughout the year.



## CCH MEMBER PORTAL

Your one-stop-shop for all of your plan management needs, the CCH Member Portal provides secure 24/7 access to coverage and benefit details, lets you review claims, change your primary care physician, print ID cards and more.



## TELEHEALTH SERVICES

As we continue to deal with the impacts of the novel coronavirus and the continuing demand of members for immediate, convenient care, e-Visits and Teladoc are integral tools in our ability to help keep our members healthy.

In partnership with Community Medical Providers (CMP), all CCH plans now include NO COST e-Visits with participating CMP primary care physicians. With access to members' personal health records, the advice they receive is specific to their particular health situation.

And if a member does not have access to a participating CMP provider or it is after hours, CCH also offers visits through Teladoc 24 hours a day, 7 days a week.



## MOBILE HEALTH APP

The Community Care Health Mobile Health App is another important tool that makes managing your health faster and easier than ever before. Use it to review claims, find an urgent care location or provider, check on prescription drug prices, access telehealth services - and so much more.

For more information on these and other tools, programs and services, please visit [communitycarehealth.org](http://communitycarehealth.org).

# Local Support for Our Community

Living in the very community they serve, the CCH Customer Service Team is comprised of three full time Customer Service Representatives, each uniquely qualified to support our health plan members. Friendly, caring, and detail-oriented, they pride themselves as advocates for each and every one our members. And the results from our annual survey speak for themselves.



**93%**  
Calls Answered in Fewer than 60 Seconds



**4.98/5.0**  
Professional, Friendliness and Helpfulness  
(scale 1-5, 5 rated Excellent)



**4.92/5.0**  
Issues Addressed in a Timely Manner  
(scale 1-5, 5 rated Excellent)

## COMMUNITY CARE HEALTH PLAN



If you ever have an issue with your coverage, please do not hesitate to contact our team; they are at the ready to provide you with an unprecedented level of service.

### Patty

Patty enjoys her role as a customer service representative as it provides an opportunity on a daily basis for her to advocate on behalf of our members. Working closely with each customer, as long as is necessary to successfully resolve any and all concerns motivates Patty to provide the absolute best level of support possible.

### Cheyenne

Healthcare can often be so complicated and confusing that having someone in your corner to help navigate its myriad issues is critical. Cheyenne relishes this role as she works closely with each member to find the best solution to their issues. She considers it a blessing to be able to assist in improving our member's health in each unique situation.

### Vlaniesha

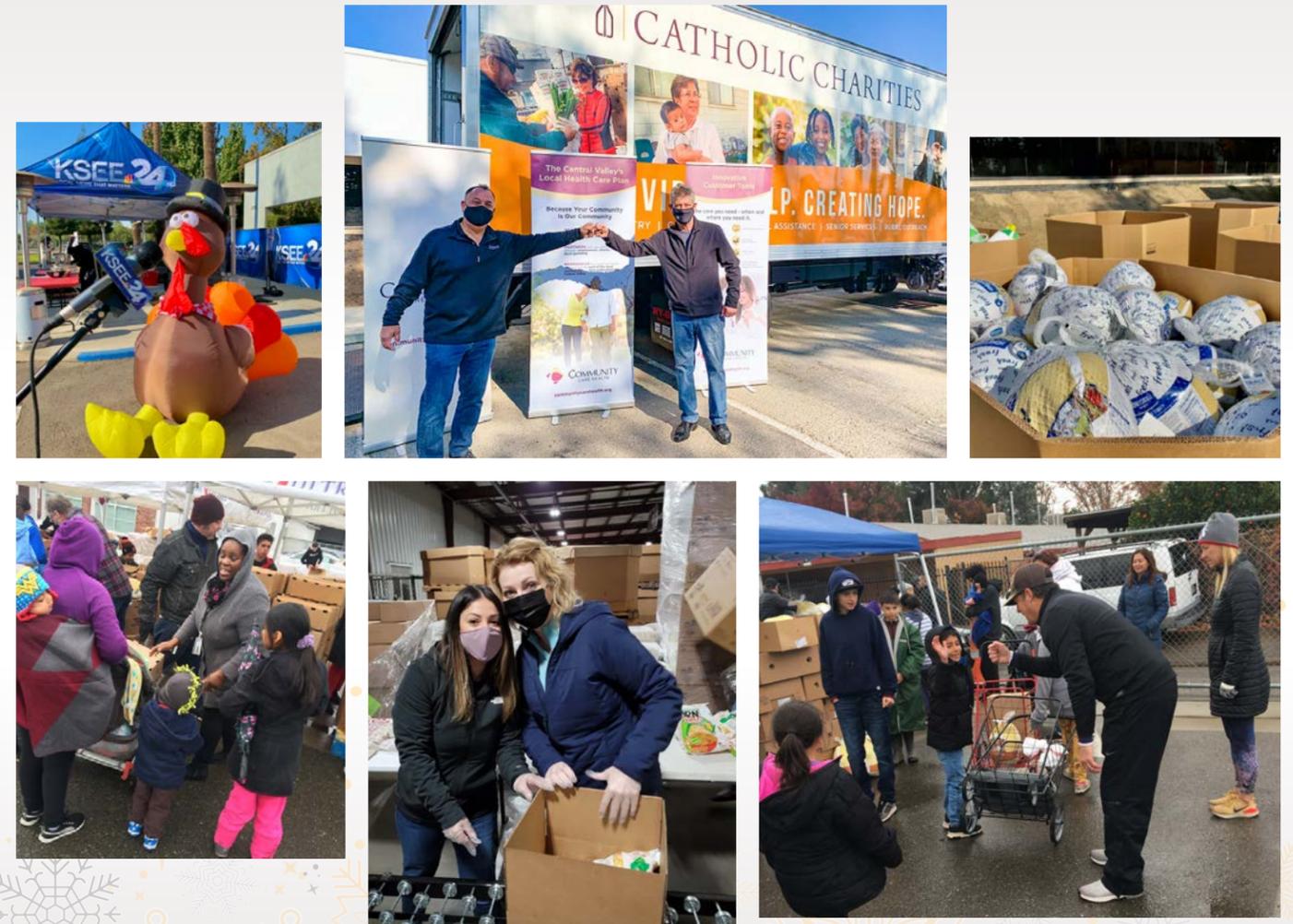
At the heart of customer service is a desire to work closely with and help members of our community. This is exactly why Vlaniesha loves being part of the CCH Customer Service Team, as each day is an opportunity to make someone's day better.

# CCH in the Fresno Community

## Turkey Drive & Charitable Efforts

As members of the very community which we serve, Community Care Health is committed to helping our neighbors most in need throughout the year - and especially during the holiday season. For Thanksgiving, we were honored to partner with Catholic Charities Annual Turkey Drive, where we were able to provide more than 2,000 holiday meals.

These efforts continue as CCH employees volunteered their time at local area food banks to help ensure that meals were gathered, packaged and delivered throughout Fresno, Clovis and the Central Valley.





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

**Here's Wishing You and Yours A**  
*Healthy & Happy  
New Year*

**Your Voice  
Matters**



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