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Quarterly Newsletter | Spring 2021

HealthMatters



Welcome Back

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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.

Spring is here. A traditional marker of rebirth, this year it holds even more significance as we appropriately recognize a significant turning point in our fight against COVID. Thanks to the hard work and cooperation of state and local healthcare agencies, vaccine distribution is increasing throughout the Valley. Importantly, for CCH members, COVID vaccines are free of charge.



While helping our members navigate this new COVID healthscape has been our top priority over the last year, we have nonetheless continued to push ahead with developing and strengthening programs and resources to keep our members healthy. From enhancements to our mobile health app to continued investments in eVisits and special members-only pricing for WW (formerly Weight Watchers) and local gym memberships, we are committed to helping each and every one of you live your best lives.

If you've been a CCH member, today is the perfect time to re-familiarize yourself with the benefits of being part of the CCH community. For those of you who are new to the CCH family, it's never been easier to get started. Visit the members section of communitycarehealth.org and check out the New Members Checklist. It will help you get started – from finding the right provider to introducing you to the resources available at your fingertips.

With vaccines becoming increasingly available and our never-ending commitment to keeping our members – and our community – safe, CCH is well-positioned and looking forward to moving beyond what has been a difficult and challenging chapter. Thanks to everyone's dedication and heart-felt efforts, I am extremely excited about the year to come.

Aldo De La Torre
President, CEO
Community Care Health

CCH SPOTLIGHT

Bringing You the Latest Information on COVID-19 Treatments



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

The COVID virus - and impact to our environment - continues to evolve. With that, the response to the virus also continues to change. CCH remains committed to staying at the forefront of this change and communicating to you – our members, new valuable information.

Public health officials are now recommending anti-SARS-CoV-2 monoclonal antibodies (MABs) as COVID-19 treatment options in certain circumstances.

Medical studies suggest that high-risk COVID-19 positive patients may benefit from receiving MABs early in the course of infection with a 2/3 to 3/4 reduction in emergency room visits and hospitalizations.

MABs are laboratory-produced antibodies that can restore, enhance or mimic the immune system's response to infection. Anti-SARS-CoV-2 MABs are designed to block the virus attachment and entry into human cells and thereby neutralize the virus effect on our bodies.

Who is Eligible to Receive Monoclonal Antibodies?
Anti-SARS-CoV-2 monoclonal antibodies have Federal Drug Administration (FDA) emergency use approval for the treatment of mild to moderate COVID-19 positive patients within the first 10 days

of diagnosis who are at high risk for progressing to severe COVID-19 and/or hospitalization.

High risk is defined as patients who meet at least one of the following criteria:

- body mass index (BMI) ≥ 35
- chronic kidney disease
- diabetes
- immunosuppressive disease
- currently receiving immunosuppressive treatment
- ≥ 65 years of age
- ≥ 55 years of age AND have cardiovascular disease, hypertension, or chronic pulmonary disease
- 12 – 17 years of age AND have BMI ≥ 85 th percentile for their age, Sickle Cell disease, heart disease, neurodevelopmental disorders (e.g. cerebral palsy), a medical-related technological dependence (e.g. tracheostomy, gastrostomy, positive pressure ventilation), asthma, OR other chronic respiratory disease that requires daily medication for control.

Monoclonal antibodies are not authorized for use in patients who:

- are hospitalized due to COVID-19
- require oxygen therapy due to COVID-19
- require an increase in baseline oxygen flow rate due to COVID-19 in those on chronic oxygen therapy due to underlying (non-COVID-19) related comorbidity.

How Can I Receive Monoclonal Antibodies?
There are multiple medical facilities providing MABs treatment. This treatment is administered as soon as possible after a positive viral test and requires your physician to order for you. The medication is given via an intravenous infusion that takes about 20 minutes to complete and one-hour to observe for any potential side effects.

We highly recommend that our high-risk members ask their providers regarding the availability of MABs treatment whenever they receive a positive diagnosis for COVID-19.

Patients treated with MABs should continue to self-isolate and use infection control measures (i.e., wear a mask, social distance, frequent handwashing, avoid sharing personal items, clean and disinfect "high touch" surfaces) according to CDC guidelines.

Based upon the low risk of COVID-19 reinfection and the estimated protection the MABs provide, authorities are recommending that your COVID-19 vaccination be deferred for 3 months after treatment with MABs.

If you have any questions or challenges with accessing monoclonal antibodies, please contact CCH Customer Service at (855) 343-2247.

Monoclonal Antibody Useful Links:
FDA Frequently Asked Questions - <https://www.fda.gov/media/143605/download>



No-Cost COVID-19 Vaccine Coverage for CCH Members

CCH is committed to ensuring our members have access to the vaccine without having to worry about cost. As such, CCH will cover FDA-approved vaccines at no charge and no cost-sharing.

Will the vaccine be covered under my benefits?

Yes. CCH will cover FDA approved COVID-19 vaccines at no charge and no cost-sharing (i.e., co-pays, co-insurance, deductibles or out of pocket costs). There is NO cost to CCH members.

Will CCH cover a FDA approved vaccine whether it requires only one injection or those that need a first and second injection?

Yes. CCH will cover FDA approved vaccines in accordance with the requirements established by the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This includes any vaccines administered over more than one injection.

Will CCH cover the cost of the COVID-19 vaccine if it is provided to me within the CCH network or outside the network?

Yes. During the federally declared COVID-19 public health emergency, CCH will cover the cost of administering COVID-19 vaccines to health plan members regardless of whether the vaccines are administered by in-network or out-of-network providers.

When can I get my vaccine?

Californians, age 12+, are now eligible to receive the COVID-19 vaccine (ages 12 - 15 are only eligible for the Pfizer vaccine). Make your appointment and find Central Valley, including CMC facility locations, at myturn.ca.gov.

For additional information about the availability and the distribution of the vaccine, please contact your PCP or visit <https://covid19.ca.gov/vaccines/>

Where can I learn more about the vaccine?

Please visit the State of California's website, or the CDC website where you can get additional up-to-date information about COVID-19 and the vaccine. You can also access the Fresno County's website for specific roll-out information. www.fcdph.org/covid19vax



Californians, age 12+, are now eligible to receive the COVID-19 vaccine (ages 12 - 15 are only eligible for the Pfizer vaccine).

Make your appointment and find Central Valley, including CMC facility locations, at myturn.ca.gov.

Did You Know?

We understand that you may have questions and concerns about the novel coronavirus (COVID-19), how to reduce your risk of getting sick, and how to manage cold or flu-like symptoms as well as the vaccine. Please refer to the CDC (www.cdc.gov) and California Health Department (www.cdph.ca.gov) for the most up-to-date information.





California Autism Center

The COVID pandemic and stay at home orders may have presented challenges for those with special needs. CCH is proud to support our members on the autism spectrum and their families by sharing information about the California Autism Center and Learning Group (CAC), *which is in CCH's network and available to you now.*

The California Autism Center and Learning Group (CAC) was founded in 2014 with the intent to expand client-focused center-based ABA services to the Central Valley. Born and raised in the Fresno area, William Forath, Co-Founder and Chief Executive Officer, sought to build a new kind of center and a new kind of hope for families in his community with some of the best, brightest, and most talented clinicians in the Fresno area.

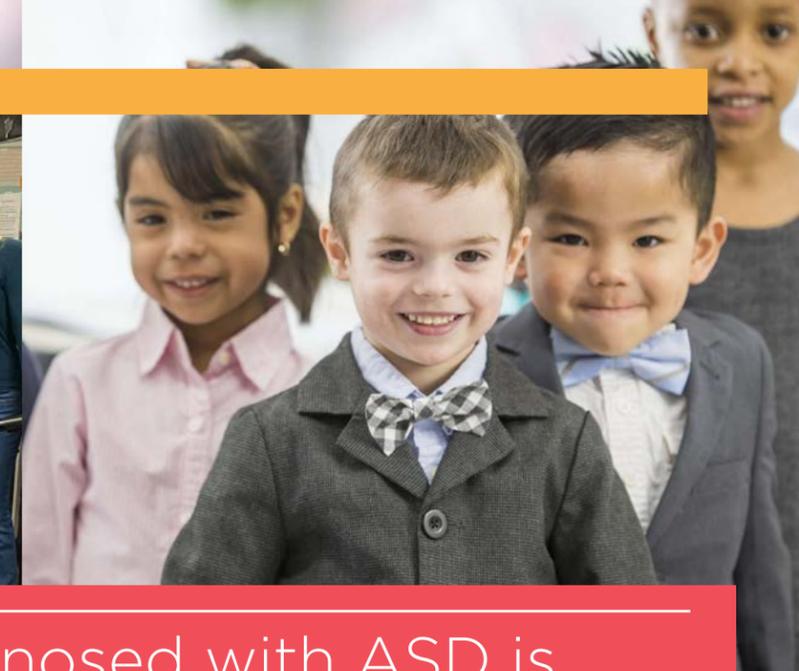
William felt that a center-based model was the most effective method for treating children diagnosed with autism spectrum disorder. Similar to in-home services, the center-based model still allows for individual treatment plans in addition to

supplemental home and community-based services as needed.

What is Autism Spectrum Disorder?

Autism Spectrum Disorder or ASD is a broad range of conditions characterized by challenges with social skills, repetitive behaviors, and speech & nonverbal communication. Every individual diagnosed with ASD is unique and there is not one type of autism, rather a spectrum of skills and challenges (Autism Speaks).

Current estimates show that autism affects 1 in 54 children. Boys are diagnosed at much higher rates 1 in 34 and girls 1 in 144 (CDC). These rates have risen dramatically in the last 20 years.



Every individual diagnosed with ASD is unique and there is not one type of autism, rather a spectrum of skills and challenges

CAC Services

Direct one-on-one Applied Behavior Analysis (ABA) Therapy. CAC utilize innovative technology to aid its team in creating and implementing customized treatment plans for children affected by ASD. Skills® Developing is the most comprehensive assessment, data collection and treatment management system in the industry. This program allows us to run effective evidence-based lessons in order to achieve measurable and meaningful results. The Skills® Developing curriculum encompasses over 8,000 skills across eight development domains including social, language, adaptive, academic, cognitive, executive functioning, play, and motor skills.

Age Groups

CAC primary focus or specialty is Early Intensive Behavior Therapy (EIBT). Typically, children around ages 2-8 years of age fall into this category. Each of CAC's patients is evaluated individually, and from time-to-time CAC do treat patients that do not fall within this age range.

Specializing in Early Intervention

Research has demonstrated that the most effective treatment to improve outcomes (i.e. adaptive behaviors, communication skills, and cognitive abilities) for children with ASD is through comprehensive and focused early intervention programs (Maglione, Gans, Das, Timbie, & Kasari, 2012). Early intervention services aim to bridge the gap between a child's current functioning and that of their same age peers.

Comprehensive Care

30-40 hours per week of one-on-one, early intensive intervention



with trained Registered Behavior Technicians in CAC's center-based specialized pre-school environment for children up to 6 years of age.

Focused Care

10-15 hours per week of one-on-one individualized treatment with trained Registered Behavior Technicians provided in the afternoon for children who attend grade school. Our team works collaboratively with schools and other services.

To learn more, please visit calautismcenter.org. Contact information for the CA Autism Center - along with other Behavioral Care Specialists - can be found using the CCH Provider directory, available at communitycarehealth.org/find-a-provider





New Member Checklist

Register Today!

Once you've received your ID card, be sure to register with the CCH Member Portal to access all your member benefit information.



Member ID card



Member Benefits Portal

If you received your ID card and your coverage has started, it's time to take the next step with CCH and see how to make the most of your benefits.

Visit CommunityCareHealth.org

Our hub for member information, be sure to visit our website to access member portals, use our Provider Directory, read our latest newsletters and more.

Become Familiar with Member-Focused Tools & Resources

CCH is committed to providing you with the tools necessary to stay in control of your health. Visit our Tools & Resources page to download the CCH Mobile Health App, enroll in MyChart and learn about remote-care services available to all CCH members.

Choose Your Primary Care Provider (PCP)

Have you selected your PCP or been notified which PCP was assigned to you? Check your member ID card. If you don't have a PCP already assigned to you, use our Provider Directory to search for the perfect fit.

Register & Login to Your Benefits Portal

CCH makes it easy to access detailed coverage, claims and benefit information for your medical insurance as well as Dental, Vision and Pharmaceutical coverage you may have with us. Not registered yet? Visit www.communitycarehealth.org/for-members

Download the CCH Mobile App

The CCH Mobile Health App 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 - and so much more. Available for download by searching "CCH Health" on App Store or Google Play.



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

Medical and Behavioral Wait Times and Timely Access to Care

Timely Access to See Your Provider

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.

Medical Urgent & Non-Urgent Wait Times

Appointment Type	Standard
Emergency Care (life threatening)	Seek immediate care at the nearest hospital
Urgent Care (non-life threatening) – no prior authorization required	Appointment is offered within 48 hours from time of the request
Urgent Care (non-life threatening) – prior authorization required	Appointment is offered within 96 hours from time of the request
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
Non-urgent care appointments with a specialist	Appointment is offered within 15 business days from time of the request
Non-urgent appointment with a mental health provider (who is not a physician)	Appointment is offered within 10 business days from time of the request
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 the request
Telephone triage and advice	No greater than 30 minutes

Behavioral Urgent & Non-Urgent Wait Times

Appointment Type	Time-Elapsed 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"> • One follow-up encounter with a mental health provider within 7 calendar days after discharge Plus <ul style="list-style-type: none"> • One follow-up encounter with a mental health provider within 30 calendar days after discharge



Fit Republic and CCH have teamed up to give you this offer.

You and your family can become members of Fit Republic with this special offer. Your premium membership features:

- Over 20 California locations

Atascadero	Fresno - Herndon	Madera - Cleveland	Salinas
Atwater	Gilroy	Manteca	Selma
Dinuba	Great Falls	Modesto	Tracy
Fresno - Ashlan	Hanford	Oakdale	Visalia
Fresno - Center Point	Los Banos	Riverbank	Watsonville
- Unlimited access to HydroMassage to relax and recover
- Total Body Circuit for full body workout in 30 minutes
- Swimming pools, tennis and racquetball at select locations
- Top-of-the-line cardio, free weights, functional training equipment and more engineered to help find their State of Wellness

Standard Rates	\$49 Enrollment	\$19.99 per Month	\$39 Annual Fee	
Discount Rates	\$0 Enrollment Fee	\$14.99* or \$39.99* per Month	Annual Fee Waived	Offer Expires N/A

* Premium Membership - \$14.99 offers access to all gyms, equipment, swimming pools, tennis and racquetball.
 * Fit Nation Group Training membership - \$39.99 includes the premium membership, pulse group training: 45 min fully body workout, Zumba class, yoga classes and interval training.
 * Only in California and Washington

FOR MORE INFORMATION CONTACT:
Nate Garcia, Director of Corporate Wellness
 Phone: (559) 790-4678 / Email: Nate@fitrepublic.com

Have You Been Fully Vaccinated?



In general, people are considered fully vaccinated:

- Two weeks after your second dose in a two-dose series, such as the Pfizer or Moderna vaccines, or
- Two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine



If you don't meet these requirements, you are NOT fully vaccinated. Keep taking all precautions until you are fully vaccinated. If you have a condition or are taking medications that weaken your immune system, you may NOT be fully protected even if you are fully vaccinated. Talk to your healthcare provider. Even after vaccination, you may need to continue taking all precautions.

All Vaxxed Up?

The CDC has recently updated its recommendations for those who have received their full vaccination protocol.

- As of May 13, 2021, you can resume activities that you did prior to the pandemic.

- You can resume activities without wearing a mask or staying 6 feet apart, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations.
- If you travel in the United States, you do not need to get tested before or after travel or self-quarantine after travel.
- You do NOT need to get tested before leaving the United States unless your destination requires it.
- You should still get tested 3-5 days after international travel.
- If you've been around someone who has COVID-19, you do not need to stay away from others or get tested unless you have symptoms.
- However, if you live or work in a correctional or detention facility or a homeless shelter and are around someone who has COVID-19, you should still get tested, even if you don't have symptoms.
- People who have a condition or are taking medications that weaken the immune system, should talk to their healthcare provider to discuss their activities. They may need to keep taking all precautions to prevent COVID-19.

Remember, you will still need to follow guidance at your workplace and local businesses. For more information, please visit: www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html.



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Committed to Providing Quality Healthcare Services for the Central Valley

What Symptoms to Watch For

The most common symptoms of COVID-19 are

- Fever
- Cough
- Headaches
- Fatigue
- Muscle or body aches
- Loss of taste or smell
- Sore throat
- Nausea
- Diarrhea

Other symptoms are signs of serious illness. If someone has trouble breathing, chest pain or pressure, or difficulty staying awake, get medical care immediately.



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