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Quarterly Newsletter | Spring 2024

HealthMatters



*Spring Into
Better 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.

Welcome to Community Care Health: A Quick Guide to Member Benefit Tools and Resources



As you start your journey with us, we've compiled essential steps and resources to ensure you're fully equipped to make the most of your health plan.

1. Create your online profile by registering for the Member Portal. This is your hub for benefit details, health records, and claims management. It's user-friendly and secure, ensuring your information is at your fingertips whenever you need it. Simply visit <https://hconlinex.healthcomp.com/cch> to register and login.
2. Get to know your plan. Understand your benefits, coverage limits, and how to obtain the care you need. Familiarize yourself with the Summary of Benefits for a clear picture of what's included in your plan.
3. Choose your CCH Primary Care Provider (PCP) unless you are in the EPO. Your CCH PCP is your main healthcare provider for non-emergency illnesses and wellness checks, guiding your health journey. And remember, when seeing your PCP for the first time, be sure to bring a copy of your ID, medical records, a list of medications you are currently taking as well as detailed questions you'd like to ask.
4. Don't forget to explore our preventive care services. These are available to you at no additional cost and are key to maintaining your health.

CCH also offers a wealth of resources to support you:

- **Customer Service:** Available Monday through Friday, 8 am-5 pm, we are available by phone (855-343-2247) or email (customerservice@communitycarehealth.org). Reach out with any questions you may have.
- **Wellness Programs:** Engage in services designed to maintain and improve your health, including partnerships with WeightWatchers and discount gym memberships. Visit communitycarehealth.org > Members > Wellness & Weight Loss to learn more.
- **Mobile App & MyChart:** Health is in the palm of your hand when you download the CCH Mobile App (available in the App Store and on Google Play) and login to MyChart (<https://mychart.communitymedical.org/mychart>) to access your medical records.



With spring here, extending daylight and offering more time to get outside and enjoy our days, I wanted to take a moment to connect with each of you and emphasize the importance of prioritizing your health and well-being. At Community Care Health (CCH), we are more than just your health plan; we are partners in your journey towards a healthier lifestyle.



This season brings with it a sense of renewal, making it the perfect time to recommit to your health goals. Whether you're looking to shed those winter pounds, increase your physical activity, get the screening tests you need, or simply adopt healthier habits, CCH is here to support you every step of the way.

It is an ideal time to prioritize preventive care, including heart screenings (p.5) that can detect potentially serious health issues early on. By staying proactive about your health, you can take control of your well-being and enjoy a healthier, more fulfilling life.

If you are a new member, or even an existing member, and not yet familiar with all our tools, be sure to check out our Quick Guide (p.3) to better understand a wide range of programs and services available to you as part of the CCH family.

We are also pleased to highlight our everexpanding network of healthcare providers (p.4) to help you choose the one that is the best fit with your needs. Of course, health is more than just seeing a doctor. From our partnerships with Weight Watchers and Valley Fitness Gyms (p.10) to our mobile app that puts health in the palm of your hand, we provide the support and guidance you need to make lasting lifestyle changes.

As we embrace the new season, I encourage each of you to take advantage of the resources and support available through Community Care Health. Together, we can work towards a healthier future for ourselves and our communities.

Wishing you all a happy and healthy spring season.

Aldo De La Torre
President, CEO
Community Care Health

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.



Ahmad Emami, M.D.
Primary Care

Community Primary Care – Ahmad Emami, M.D.
7565 North Cedar Avenue, Suite 101
Fresno, California 93720
Office: (559) 438-8888

Medical School: Mashad University Medical School, Mashad, Iran
Residency: Pediatric, University of California San Francisco – Fresno Family Practice, University of California San Francisco – Fresno



Lisa Li Ge, M.D.
Medical Oncologist

Community Breast Specialists
782 Medical Center Drive East, Suite 212
Clovis, California 93611
Office: (559) 387-2180

Medical School: The Second Military Medical University, Shanghai, China
Residency: Internal Medicine – Lenox Hill Hospital, New York University



Sampath (Sam) Wijesinghe, DHSc, PA-C, AAHIVS | Primary Care

Copeland Medical Healthcare Partners
7145 North Chestnut Avenue, Suite 101
Fresno, California 93720
Office: (559) 299-1178

Medical School: Union College
Fellowship: HIV/AIDS – UCSF Fresno Family and Community Medicine

CCH's Exclusive Provider Organization (EPO) – No Referral Needed to Access Specialists!

Community Care Health is excited to offer our Exclusive Provider Organization (EPO) plan to provide yet another plan option for members. The EPO offers in-network coverage through our CCH network with out-of-network services covered for emergency and urgent care.

Importantly, CCH does not require the selection of a PCP and referrals are not required to see specialists.

Comparison of EPO to HMO	EPO	HMO
PCP Selection/Assignment Required		X
PCP Referral Required for Specialty Care		X
Access to CCH Participating Providers	X	X
Access to Community Health System and Other Participating Hospitals in the Area	X	X
Services Must be Medically Necessary/Authorized	X	X
Authorized Care Outside of the Area	X	X
All Emergency and Urgent Care Covered at In-Network Benefit Level	X	X

Cardiovascular Diseases (CVDs) are Among the Leading Cause of Death Worldwide.

CCH wants to help you manage this risk.

Thomas Utecht, M.D.
CCH Chief Medical Officer

Community Care Health (CCH) wants to help people identify their risk factors, evaluate their symptoms and reduce their risk of cardiovascular disease (CVD). Early detection of cardiovascular disease means earlier treatment, reduced risk of complications and lowered risk of negative outcomes.

The best first steps one should take, however, are to lead a healthy lifestyle that includes regular physical activity, eating fewer highly processed foods, avoiding cigarettes and other tobacco products, and focusing on good quality sleep.

In addition to leading a healthier life, you can also screen for CVD risk to make sure your heart is healthy. Screening should be considered even in those without symptoms.

Screening for cardiovascular disease is offered by healthcare providers in our CCH network during an office visit by taking your history to assess risk factors, discussing any concerning symptoms, by performing a thorough physical exam, performing an EKG and ordering appropriate blood testing.

Risk factors for heart disease include:

Hypertension, or elevated blood pressure. Hypertension significantly increases the lifetime risk of CVD. It is important to note most people with hypertension are asymptomatic, so seeing your CCH healthcare provider for your annual exam to check for it is important. Optimal blood pressure is 120/80 or lower.

Hyperlipidemia. Also known as high cholesterol. This is determined via blood testing. Elevated cholesterol levels,

particularly Low Density Lipoprotein (LDL) levels of greater than 130 are linked to increased risk of CVD.

Type 2 diabetes mellitus. Also commonly referred to as diabetes. Diabetes is diagnosed by a random blood glucose measurement greater than 200

or a fasting blood glucose greater than 126. Healthcare providers also can use a blood test called a hemoglobin A1C which looks at a 3-month average measure of blood glucose. This test doesn't require you to fast before the blood sample is collected. A hemoglobin A1C of higher than 6.5 is consistent with diabetes.

The frequency by which blood testing is recommended is based on your individual health profile. The American Heart Association suggests healthy individuals who are 20+ years old get a blood test every 4-6 years. If you have increased risk factors, such as being overweight or a family history of diabetes, your healthcare provider might recommend more frequent testing.

Additional diagnostic testing to screen for heart disease includes:

1. An electrocardiogram (ECG or EKG). An EKG is another simple office procedure used to assess a person's risk. Electrode stickers are placed on the chest, arms and legs to measure the electrical conduction traveling through the heart. A tracing is produced that gives information about many heart conditions. An EKG can detect arrhythmias (abnormal heart rhythms), can be suggestive of risk for heart disease, or can detect pre-existing damage to the heart



muscle resulting from a myocardial infarction (heart attack).

2. Cardiac stress testing. Stress testing evaluates the heart and its coronary arteries while undergoing strenuous exercise (i.e., walking/running on a treadmill – or for those who cannot easily walk, can be simulated by injecting a medication that causes the heart to beat faster). The test measures the heart's response to the exercise with an EKG, with an ultrasound image of the heart muscle called an echocardiogram, or with other imaging techniques. If during intense exercise the EKG or echocardiogram shows areas of the heart muscle are not receiving good blood flow, there is a concern for coronary artery disease and increased risk for myocardial infarction.

There are many different approaches to testing for every person. A discussion with your CCH healthcare provider about your own risk will determine what testing is best for you. We are drawing attention to cardiovascular disease to help you, our member, be heart smart and schedule your checkup with your healthcare provider today.

CCH wants you to stay heart healthy!

The Gift of Life



For so many, from accident and burn victims to premature babies, blood donation has never been more vital to our community. And the Central California Blood Center needs your help like never before. Blood supplies are at a critical low and there may not be adequate inventory should a dramatic need arise. However, if everyone who has donated generously in the past were to make just ONE MORE donation, we'd have everything we need for the foreseeable future. Of course, first-time donors are always welcome - and needed.

Did You Know?

 Hour: time for entire donation process	 Percentage of U.S. population with O-Negative: the universal donor blood type
 Pint: amount of blood usually withdrawn	 Percentage of U.S. population with AB-Positive: the universal recipient blood type
 Weeks: how often you can donate	 Million: Americans who receive a blood transfusion annually
 Years: minimum age to donate without parental consent	

New Donation Centers

Valley Children's Pop Up
9300 Valley Children's Place, Madera, CA
• Monday 2 pm-6 pm • Saturday 9 am-1 pm

Adventist Health Hanford Pop Up
115 Mall Drive, Hanford, CA
• Thursday 2 pm-6 pm • Sunday 10 am-2 pm

Upcoming Blood Center Drive Locations

April 12
Sequoia Family Medical Center
590 W Putnam Ave
Porterville, CA
9:00 am-12:00 pm

April 16
City of Los Banos
645 7th St
Los Banos, CA 93635
1:00 pm-6:00 pm

April 17
Lions Club of Three Rivers
Three Rivers Mercantile
Three Rivers, CA 93271
2:30 pm-5:30 pm

April 14
Spring into April
324 N Kaweah Ave
Exeter, CA 93221
12:00 pm-4:00 pm

April 17
Woodlake Community
145 N Magnolia St
Woodlake, CA 93286
3:00 pm-6:00 pm

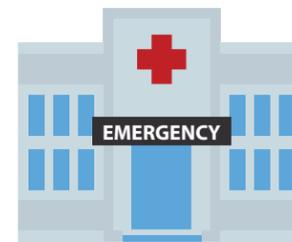
April 18
Clovis High School
1055 N Fowler Ave
Clovis, CA 93611
9:00 am-4:00 pm

To learn more, including finding a convenient Blood Donation Center near you, please visit www.donateblood.org.



Making the Right Choice: ER vs. Urgent Care

Choosing appropriately between urgent care and the ER can lead to cost savings, reduced wait times, and the optimal use of medical resources. It ensures that ER services are available for those in critical need, while still providing accessible care for urgent but non-emergency situations.

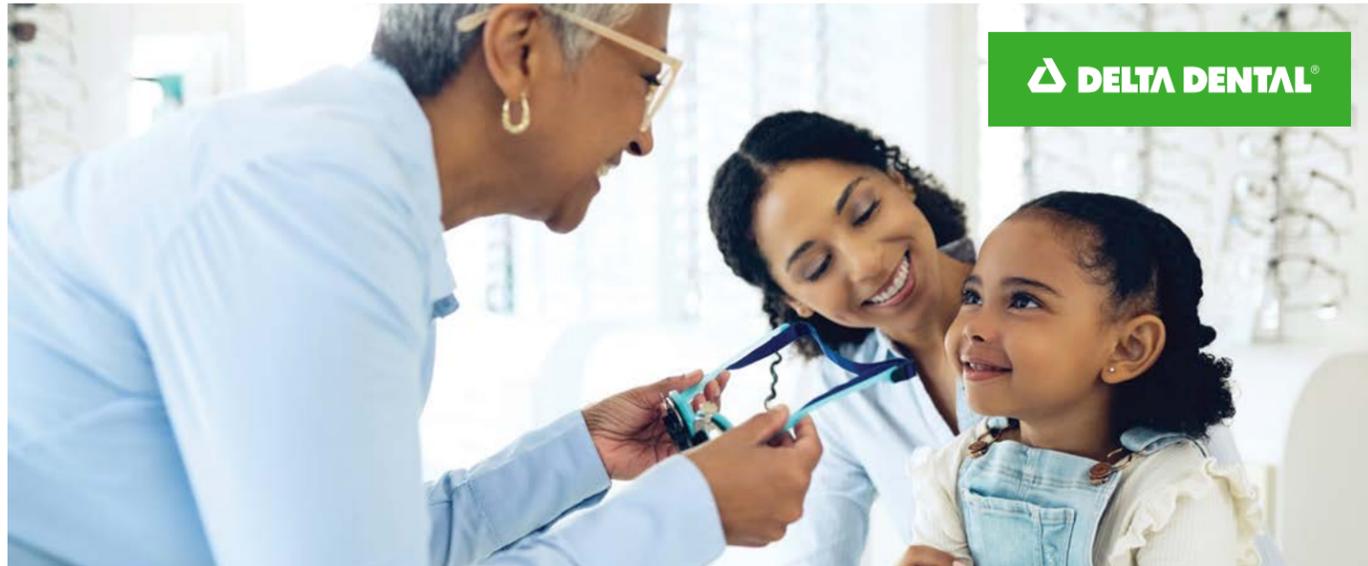


Emergency Room (ER)	Urgent Care
<p>Visits should be reserved for serious, life-threatening conditions requiring immediate attention.</p> <ul style="list-style-type: none"> • Severe chest pain or suspected heart attack • Difficulty breathing or severe asthma attacks • Stroke symptoms (e.g., sudden numbness, weakness, speech difficulty) • Major injuries (e.g., fractures with bone visible, deep or large wounds) <ul style="list-style-type: none"> • Severe head injuries or concussions • Uncontrollable bleeding • Poisoning or suspected overdose • Severe allergic reactions (anaphylaxis) 	<p>Ideal for non-life-threatening conditions that require medical attention within 24 hours, but are not emergencies.</p> <ul style="list-style-type: none"> • Minor cuts that may require stitches <ul style="list-style-type: none"> • Sprains and strains • Mild to moderate asthma attacks • Fever or flu symptoms without risk of serious complications <ul style="list-style-type: none"> • Urinary tract infections <ul style="list-style-type: none"> • Ear infections • Mild to moderate allergic reactions (not life-threatening) <ul style="list-style-type: none"> • Skin rashes and infections



Scan to find a local urgent care center





CCH Announces Transition to DeltaVision VSP Plan for Enhanced Vision Coverage

If your employer currently offers vision coverage through Community Care Health's (CCH) partnership with MESVision, we'd like to inform you that effective January 1, 2024, your vision plan is now provided through Delta Dental's DeltaVision plan, administered by Vision Service Plan (VSP).

If you have a CCH small group benefit plan, it includes pediatric vision coverage for dependent children, formerly administered by MESVision. Effective January 1, 2024, your pediatric vision benefit will also be provided through Delta Dental's DeltaVision plan, administered by Vision Service Plan (VSP).

To find a participating VSP vision provider, you can visit www.vsp.com. If you have questions about this change or need assistance locating a vision provider, please contact CCH's Customer Service by calling 1-855-343-2247. You can also email to customerservice@communitycarehealth.org

Available When You Need Us

CCH Customer Service: Monday – Friday, 8am-5pm, 1 (855) 343-2247

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

Halcyon Behavioral: 1 (888) 425-4800 or visit halcyonbehavioral.com

PhysMetrics: 1 (877) 519-8839 or email info@physmetrics.com

CCH's website: For more information, visit www.communitycarehealth.org

IMPORTANT NOTICE TO MEMBERS

COVID-19 services from out-of-network providers will cost more starting May 1, 2024.

Community Care Health is required by law to provide coverage for COVID-19 services from out-of-network providers.



This includes tests, immunizations and treatments. However, starting May 1, 2024, you will have to share in the cost of those services.

Your cost-share will be 50% of their reasonable and customary value. This is known as "R&C." You will also have to pay the difference, if any, between the R&C amount and the provider's billed charges. This could be a lot of money and these amounts will not apply to your out-of-pocket maximum.

But all of these services are available from in-network providers at no cost to you. So there is no need to get them from out-of-network providers. Important: If there are no in-network providers who are readily available to provide these services, or you need the services on an urgent basis and cannot reach an in-network provider, we will cover the services at no cost to you if received from an out-of-network provider.

Call Customer Service if you need help in finding a provider or have other questions about your coverage. They can be reached at 1-855-343-2247, Monday-Friday, from 8:00 am to 5:00 pm.

Access to Services in a State of Emergency

A series of storms impacting much of the state with high winds, damaging rain and heavy snowfall has caused the Governor to declare a state of emergency in multiple counties since the start of the winter season. Community Care Health (CCH) wants to reassure those members affected by a state of emergency or health emergency (emergency) that you will continue to have access to medically necessary healthcare services.

If you have been affected by an emergency, the following are some of the actions CCH may take, as it deems necessary or appropriate for the circumstances to make this happen:

- Shortened time limits for CCH to approve prior authorization requests.
- Extended timeframes that prior authorizations and referrals remain valid.
- Prescription refill limitations suspended.
- Affected members permitted to refill prescriptions at out-of-network pharmacies.
- Access to out-of-network providers if in-network providers are unavailable or if members are displaced due to the emergency.
- Replaced medical equipment or supplies.
- Extended filing deadlines for claims, if applicable.
- New member ID cards issued.



We are here to help. Please contact Customer Service at 1-855-343-2247 if you need assistance or have questions or concerns.

Valley Fitness and CCH have Teamed Up!

CCH members and their family (any family members enrolled in the medical health plan) can join Valley Fitness with this special offer.

Your special membership features:

• 14 California locations:

- | | | |
|------------------|-----------|----------|
| Atascadero | Gilroy | Modesto |
| Atwater | Hanford | Selma |
| Fresno - Ashlan | Los Banos | Stockton |
| Fresno - Maroa | Madera | Visalia |
| Fresno - Herndon | Manteca | |



- Unlimited access to HydroMassage to relax and recover
- Total Body Circuit for full body workout in 30 minutes
- Swimming pools and racquetball at select locations
- Top-of-the-line cardio, free weights and functional training equipment

Standard Rates	\$49 Enrollment Fee	\$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

* Basic membership - \$14.99 (per person) offers access to all gyms and equipment.

* Boot Camp Group Training membership - \$39.99 (per person) includes the basic membership, plus group training: 60 minutes fully body workout, Zumba class, yoga classes and interval training.

* Only in California

For more information contact Merissa Luna | phone: (559) 286-0591 | email: merissa@valleyfitness.com

Chickpea-avocado Toast

Total Time: 15 min | Prep: 15 min | Serves: 2 | Difficulty: Easy

While we love the It Girl of the breakfast set—avocado toast—it doesn't have much tide-you-over-till-lunch protein for your morning meal. Enter chickpeas. Mashed into the avo mixture, they also bring a little texture to the otherwise smooth spread.

Ingredients

- 1 small, ripe, pitted and peeled avocado
- 3 tbsp salsa verde
- 1/8 tsp table salt
- 2 slices, toasted Light whole grain bread
- 1/8 tsp crushed red pepper flakes
- 1/2 cup canned chickpeas (garbanzo beans) or cooked, rinsed and drained if canned.

Instructions

1. Using a fork, in a medium bowl, mash the avocado, salsa, and salt until mostly smooth.
2. Add the chickpeas and mash to combine. Divide the chickpea-avocado mixture between the toasts and spread evenly. Sprinkle with the red pepper.
3. Serving size: 1 toast



Find more healthy recipes at 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>

WINE WALK

OLD TOWN CLOVIS

Spring Wine Walk May 4, 2024

Stroll the streets of Old Town Clovis and enjoy wine from a variety of local and regional wineries. Each winery will be hosted inside participating merchant locations.

<https://oldtownclovis.org/wine-walk/>

Great Careers Grow Here



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>



Big Hat Days

Over 140,000 visitors fill the streets of Old Town to enjoy hundreds of craft and food booths. For over eighty-five years, Big Hat Days has served as a community showcase and a tribute to the Clovis western heritage and small-town character.

This event runs on Saturday, April 6th from 9:00 am-6:00 pm and Sunday, April 7th from 9:00 am-5:00 pm.

For more information visit

https://clovischamber.com/events/big_hat_days/



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communitycarehealth.org

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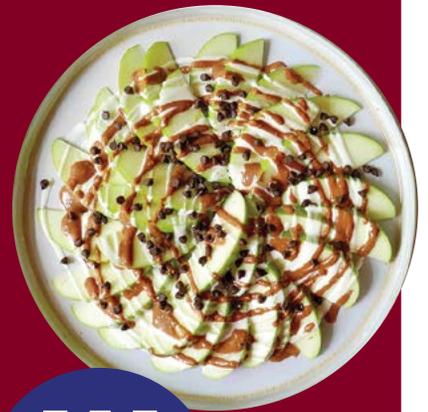
Committed to Providing
Quality Healthcare Services
for the Central Valley

Fresh Flavors: A Nourishing Recipe for Your Wellness Journey

To inspire all of us, WeightWatchers is sharing healthy eating tips, including this one that can help you cut back on sugar: Use thinly sliced fresh fruit such as pears, strawberries, or apples to add sweetness to your peanut butter sandwich in place of sugary jelly or jam.

Community Care Health brings members discounted prices on WeightWatchers membership plans. Did you know - **35%** of WW Members lost over 3% of their total weight in 2023, and **96%** of WW members either improved or maintained their BMI!

Sign up or learn more at CommunityCareHealth.WW.com



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