

COMMUNITY CARE HEALTH

HEALTHmatters

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MENTAL HEALTH

AWARENESS MONTH



COMMUNITY
CARE HEALTH

Spring 2025

Spring Forward

Spring is a time for renewal—and a good reminder to prioritize our health, both physical and mental. At Community Care Health, we are committed to supporting your well-being in every season, and this issue of HealthMatters focuses on some of the most important tools and resources available to you as a member.



May marks Mental Health Awareness Month, and we want to emphasize that caring for your mental health is just as important as managing your physical health. Whether it's stress, anxiety or simply needing someone to talk to, we encourage you to explore the mental health resources available through your plan. Taking the first step—asking for help—can make all the difference.

We're also helping you navigate the healthcare system more confidently. Knowing when to visit the ER, an urgent care center or your primary care provider can save you time, money and stress. Understanding your options helps you make the best decision for your health and your wallet.

Inside this issue, you'll also find tips on how to make the most of your pharmacy benefits, ensuring you have access to the medications you need at the best possible cost. And we're spotlighting new customer service tools that can simplify your experience and put more control in your hands—because we believe healthcare should be accessible, understandable and centered around you.

Thank you for choosing Community Care Health. We're proud to be your partner in health and are here to support you every step of the way.

Wishing you a healthy and hopeful spring,

Aldo De La Torre
President and 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.



→ FEATURED ARTICLE



PRIORITIZING MENTAL HEALTH:
A KEY TO OVERALL WELL-BEING

May is Mental Health Awareness Month—a perfect opportunity to underscore the importance of emotional well-being and to encourage open conversations about mental health for everyone. As we celebrate this month, we recognize that mental health is a universal issue, affecting individuals of all ages—from maternal mental health, which lays the foundation for resilient families, to the mental health of our young people, which is critical for our future.

By ensuring that families are informed about the benefits of regular behavioral health and wellness screenings, and by supporting the mental health of mothers, we take proactive steps toward nurturing a healthier community. Regular behavioral health screenings offer significant advantages: they enable early detection of mental health issues, allow for timely intervention, improve treatment outcomes, reduce stigma and enhance overall quality of life by identifying potential problems before they escalate. In essence, these screenings serve as a vital preventative measure that benefits everyone, ensuring that mental health support is accessible across every stage of life.

Acknowledging mental health struggles and taking proactive steps toward care can lead to improved well-being and a healthier life

UNDERSTANDING THE IMPORTANCE OF
MENTAL HEALTH

Mental well-being affects every aspect of daily life, from relationships to productivity and even physical health. Studies show that individuals who actively manage their mental health experience lower levels of stress, improved immune function and greater life satisfaction. Yet, stigma and misconceptions around mental health persist, preventing many from seeking the help they need.

MATERNAL MENTAL HEALTH:
SUPPORTING NEW AND EXPECTING MOTHERS

For mothers, the transition into parenthood is a profound life change—one that can bring immense joy but also significant challenges. Postpartum depression (PPD) and anxiety are more common than many realize, affecting up to 1 in 7 mothers. Symptoms can include persistent sadness, difficulty bonding with the baby, overwhelming fatigue and feelings of hopelessness.

Recognizing these signs early and seeking professional help can make a world of difference. If you are experiencing any of the above symptoms during or after your pregnancy, please contact your primary care provider, OBGYN or our partners at SimpleBehavioral (see page 4) immediately.

In addition to medical support, lifestyle changes can also promote maternal mental health. Mindfulness techniques, social support, regular exercise and adequate rest all contribute to emotional resilience. Importantly, prioritizing self-care isn't selfish—it's essential for both mother and child.

PRIORITIZING YOUR MENTAL HEALTH: RECOGNIZING THE SIGNS AND TAKING ACTION

Recognizing a mental health issue can be challenging, but some common signs include persistent sadness, excessive worry, irritability, difficulty concentrating and changes in sleep or appetite. If you or someone you know is experiencing these symptoms, there are both small and large steps that can help. Small steps include practicing mindfulness, maintaining a balanced diet, staying physically active and reaching out to



supportive friends or family. Larger steps might involve seeking professional therapy, joining support groups or considering medical treatment when necessary. Acknowledging mental health struggles and taking proactive steps toward care can lead to improved well-being and a healthier life.

ACCESSIBLE CARE AND SUPPORT

Recognizing the importance of mental health, Community Care Health is dedicated to ensuring that individuals—especially mothers—have access to the support and resources they need. Through its expansive network of providers, Community Care Health connects members with expert mental health professionals who offer guidance and treatment tailored to each individual's needs.

And remember, mental health is just as crucial as physical health, yet it doesn't often receive the attention it deserves. From managing stress and anxiety to addressing serious mental health conditions, taking proactive steps to support emotional well-being can have a profound impact on one's quality of life. And for new and expecting mothers, mental health takes on an even greater significance, influencing both their personal well-being and the health of their baby. By raising awareness and providing essential resources, Community Care Health remains steadfast in its mission to support mental wellness for all.



SUPPORTING MENTAL HEALTH WITH SIMPLEBEHAVIORAL

Community Care Health has partnered with **SimpleBehavioral** to provide mental health services. Members have direct access to participating providers for most mental health services without obtaining a referral or prior authorization from your primary care doctor.

While they might not need a referral, certain services, such as applied behavior analysis (ABA) and facility-based services, require prior authorization.

Call SimpleBehavioral at (855) 424-4457 for assistance in locating a mental health provider. You can also consult the Community Care Health provider directory on our website at www.communitycarehealth.org or call Customer Service at (559) 724-4995 or toll free at 1 (844) 516-0181.

→ THE RIGHT CARE



CHOOSING THE RIGHT CARE: PRIMARY CARE vs. URGENT CARE vs. THE ER

Thomas Utecht, M.D., Chief Medical Officer, Community Care Health

When you're feeling unwell or facing a health concern, knowing where to go for care can be confusing. Choosing the right healthcare option not only ensures you get the care you need but can also save you time and money. Here's a guide to help you decide between visiting your primary care provider (PCP), urgent care or the emergency room (ER).

PRIMARY CARE:
Your First Stop for Ongoing and Routine Care

Your primary care provider is your go-to for managing overall health and long-term conditions. They know your medical history, which helps them provide personalized care.

When to visit:

- Routine check-ups and preventive care (e.g., physical exams, vaccinations, screenings).
- Chronic condition management (e.g., diabetes, high blood pressure).
- Non-urgent symptoms such as mild colds, minor rashes or digestive issues.
- Referrals to specialists for further care.
- Health advice and guidance for lifestyle changes.

Why choose primary care? Primary care focuses on building a long-term relationship, promoting continuity of care and helping you achieve better overall health.

URGENT CARE:
Convenient for Minor, Immediate Needs

Urgent care bridges the gap between your PCP and the ER, offering care for non-life-threatening situations that need prompt attention. These clinics often have extended hours, including evenings and weekends, making them a convenient option.

When to visit:

- Minor injuries such as sprains, strains or small cuts that may need stitches.
- Mild to moderate illnesses like the flu, fever, sore throat or ear infections.
- Mild allergic reactions or skin conditions like hives.
- Diagnostic tests such as X-rays or lab work for less urgent concerns.

Why choose urgent care? Urgent care is quicker and more cost-effective than the ER for non-emergency situations. As a Community Care Health member, you have access to a growing network of urgent care providers. No appointment is necessary, so it's great for unexpected issues that can't wait for your PCP.

EMERGENCY ROOM: For Life-Threatening Emergencies

The ER is designed to handle the most serious and critical health situations. If you're unsure whether a condition is an emergency, it's better to err on the side of caution and go to the ER.

When to visit:

- Chest pain, shortness of breath or stroke symptoms such as facial drooping, arm weakness or slurred speech.
- Severe injuries like broken bones, head trauma or deep wounds.
- Uncontrollable bleeding or severe pain.
- Serious allergic reactions with swelling, difficulty breathing or fainting.
- Severe burns or exposure to toxic substances.
- Sudden changes in mental status such as confusion, seizures or unconsciousness.

Why choose the ER? The ER is equipped with advanced diagnostic tools and specialists for critical, life-threatening conditions that require immediate, specialized treatment.

MAKING THE RIGHT CHOICE

Understanding the role of each care option helps you make informed decisions when health concerns arise. Here's a quick recap:

Do I need to go to the emergency room?

EMERGENCY ROOM	URGENT CARE (Walk-in)
Have difficulty breathing, or chest, arm or jaw pain	Common illness (like cold & flu)
Experience a severe burn or electric shock	Ear aches
Experience seizures or a head injury where you are confused or fainting	Migraines
Have deep wounds with heavy bleeding	Minor cuts
Are dealing with a severe allergic reaction	Sprains
Are concerned about possible poisoning	Rashes
Have severe abdominal pain that is associated with trauma or pain/pressure in chest	



Community Urgent Care: Care...Even Quicker

When an unexpected illness or injury strikes and you need care quickly, Community Urgent Care has you covered. Our expert team treats all ages and a wide range of conditions, including:

- Allergies & allergic reactions
- Asthma
- Bites and stings
- Back, muscle and joint pain
- Coughs, colds and headaches
- Dehydration
- Ear and eye infections
- Fever or flu-like symptoms
- Foreign body removal
- Gastrointestinal issues, constipation, stomach flu, etc.
- Heat stroke
- Lacerations
- Skin conditions
- Sports physicals
- Upper respiratory infection
- Urinary problems/UTIs
- And more!



Visit www.communityhealthpartners.org/community-urgent-care for more information and scan the QR Code for directions.



1570 East Herndon Avenue, Pod D,
Fresno, California 93720



→ MEMBER TOOLS & SERVICES

CUSTOMER SERVICE & MEMBER TOOLS

Enhance Your Health Journey with Community Care Health

At Community Care Health, we're dedicated to supporting you at every step of your healthcare journey. Our comprehensive suite of tools and resources is designed to help you manage your health plan, access quality care and stay informed about your benefits—all in one convenient place.



Your Digital Hub: The Member Portal

Our secure, user-friendly platform gives you instant access to your benefit details, health records and claims management. Simply visit www.communitycarehealth.org/memberportal to learn more and get started.



Understanding Your Health Plan

Take the time to review your Summary of Benefits, which outlines your coverage limits and details how to obtain the care you need. This clear understanding ensures you can make informed decisions about your healthcare.



Choosing Your Primary Care Provider

Unless you're enrolled in an EPO, select a Community Care Health primary care provider (PCP) to serve as your main point of contact for non-emergency illnesses and routine wellness checks. When visiting your PCP for the first time, remember to bring a copy of your ID, your medical records, a list of current medications and any questions you might have.



Dedicated Customer Service and Support

Our local customer service team is here to assist you Monday through Friday, from 8 a.m. to 5 p.m. Whether you have questions about your benefits or need help navigating our services, you can reach us by phone at (559) 724-4995 or toll free at (844) 516-0181 or via email at customerservice@communitycarehealth.org.



Mobile Access: Mobile App and MyChart

For added convenience, download the Community Care Health mobile app from the App Store or Google Play to manage your health on the go. Additionally, log in to MyChart at <https://mychart.communitymedical.org/mychart> to access your medical records anytime, anywhere.

By leveraging these tools and resources, you can confidently manage your health plan benefits and make informed decisions about your care. At Community Care Health, your well-being is our priority—let us help you take control of your healthcare journey.

UNDERSTANDING PHARMACY BENEFITS

As a Community Care Health member, managing your prescriptions effectively starts with understanding your pharmacy benefits—and working with your physician to ensure you get the access and cost savings you're entitled to. Whether you take medication regularly or need an occasional prescription, knowing what's covered and how to maximize your plan can help you save time and money.

HOW YOUR PHARMACY BENEFITS WORK

In close partnership with MedImpact, Community Care Health provides comprehensive pharmacy benefits designed to make getting your medications simple and affordable.

Here are the key things to know:

- **Formulary List:** This is a list of covered medications categorized by cost tiers. Generic drugs are usually the most affordable, while brand-name and specialty medications may have higher costs. Note: The formulary also lists medications that are excluded from coverage.
- **Preferred Pharmacies:** Using in-network or preferred pharmacies can lower your out-of-pocket expenses and ensure easy access to your medications.
- **Mail-Order Options:** For long-term prescriptions, mail-order services through Birdi can provide a convenient way to receive a 90-day supply at a lower cost. Please discuss this option with your provider.
- **Prior Authorization & Step Therapy:** Some medications may require approval before being covered, or you may need to try a lower-cost alternative first. Your provider should refer to the formulary list for those prescriptions that require prior approval.

Please visit www.communitycarehealth.org/pharmacy-coverage to learn more and review the referenced tools lists.

MAXIMIZING YOUR PHARMACY BENEFITS

To get the most out of your coverage, consider these tips:

- » **Use generics whenever possible—they're equally effective and more affordable.**
- » **Check your formulary before filling a prescription to understand your costs.**
- » **Opt for a 90-day supply on maintenance medications to save on co-pays.**
- » **Talk to your doctor about alternatives if a prescribed drug is expensive.**
- » **Use in-network pharmacies for the best pricing and coverage.**

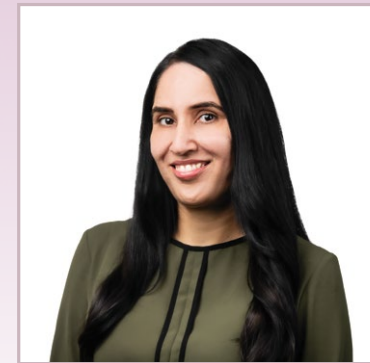
By taking advantage of your pharmacy benefits, you can ensure you're getting the medications you need while keeping costs manageable

For more details about your specific coverage, visit www.communitycarehealth.org/pharmacy-coverage or call MedImpact directly at its dedicated Community Care Health customer service line at (844) 348-8510.

MEET OUR NEW PROVIDERS: EXPANDING OPTIONS FOR COMMUNITY CARE HEALTH MEMBERS

Enhance Your Health Journey with Community Care Health

Community Care Health is excited to welcome new providers now available in our growing care network, giving members more choices and greater access than ever before. We understand that selecting a provider is a personal decision, and we're here to help you find the best fit. Get to know our new providers and discover how they can support your health and wellness needs.



Sandeep K. Chouhan, FNP
Urgent Care

Community Urgent Care
1570 East Herndon Avenue, Pod D
Fresno, CA 93720
(559) 603-7240



Pravachan Hegde, M.D., DAABIP
Oncology

Community Lung Nodule Program
726 North Medical Drive East,
Suite 201
Clovis, CA 93611
(559) 224-5864



Morgan B. Kelly, PA-C, CAQ-OS
Orthopedic Surgery

Community Orthopedic Specialists
2473 East Fir Avenue
Fresno, CA 93720
(559) 603-752



Cambia Rome, M.D.
General Surgery

Community Specialty Surgery Associates
2335 East Kashian Lane,
Suite 220
Fresno, CA 93701
(559) 256-5140



Scott Turner, M.D.
Neuro-Oncology

Community Neurosciences Institute • Fresno
7257 North Fresno Street
Fresno, CA 93720
(559) 222-7246



Moving to Community Primary Care – Bullard!



Natasha Shah, PA-C
Primary Care

255 West Bullard Avenue,
Suite 124
Clovis, CA 93612
(559) 297-1300



Starting April 21

MEMBER RIGHTS

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 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 (559) 724-4995 or toll free at 1 (844) 516-0181.



Medical and Behavioral Wait Times and Timely Access to Care

ACCESS 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

Other Regulatory Requirements:

AFTER HOURS CARE	EMERGENCY 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.	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.

Blue Moon
YOGA & WELLNESS



Exclusive Wellness Package for Community Care Health Members

Community Care Health is thrilled to partner with local Central Valley favorite, Blue Moon Yoga and Wellness to bring our members an exclusive wellness package designed to support your journey to better health. Blue Moon Yoga offers the perfect space to stretch, strengthen and recharge—whether you're new to the mat or a seasoned yogi.

4-Class Card:

- Purchase a 4-Class Card for \$70
- Good for any All-Levels hot yoga and pilates classes at any of Blue Moon Yoga's three locations
- No limit for Community Care Health members on 4-Class Card purchases

Membership Discounts:

- Receive 20% off any Blue Moon Yoga membership package
- Requires a three-month commitment
- Discount remains as long as you are a Community Care Health member

Benefits of Hot Yoga:

- **Improved Flexibility & Strength:** The heat helps loosen muscles, allowing for deeper stretching and enhanced muscle tone.
- **Detoxification:** Sweating in a hot room aids in flushing toxins from the body, supporting overall immune health.
- **Stress Reduction:** The calming nature of yoga, combined with a heated environment, promotes relaxation and reduces anxiety.
- **Cardiovascular Health:** Hot yoga increases heart rate and endurance, making it an excellent low-impact cardiovascular workout.



Join us at our next free public lecture series event.



MAY	JUNE
MAY 1 @ 6PM Stroke Awareness/Prevention Hana Choe, M.D.	JUNE 5 @ 6PM Men's Health

For more information, visit communityhealthquest.org.

To learn more and to sign up, visit www.communitycarehealth.org/bluemoon



Community Care Health
P.O. Box 45016
Fresno, CA 93718

PRSRT STD
U.S. POSTAGE
PAID
FRESNO, CA
PERMIT NO. 49

Available When You Need Us

Customer Service:

Monday – Friday, 8 a.m. – 5 p.m.

(559) 724-4995; Toll free: 1 (844) 516-0181

For more information, visit www.communitycarehealth.org



MedImpact

Pharmacy Questions:

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

 **SimpleMSK**

SimpleMSK: 1 (877) 519-8839

 **SimpleBehavioral**

SimpleBehavioral: 1 (855) 424-4457