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Quarterly Newsletter | Fall 2021

HealthMatters



Safe Together

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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.

We have some exciting news to share this quarter about the continued growth of CCH. Last month we welcomed Valley Children's Healthcare to our provider network. Valley Children's is one of the largest pediatric healthcare networks in the nation. On January 1, 2022, Halcyon Behavioral (mental health and substance abuse treatment) and PhysMetrics (physical medicine, including chiropractic and acupuncture) will become participating providers. These additions bring us to over 2,400 providers in our network.



As the son of first generation Mexican immigrants, I also want to highlight National Hispanic Heritage Month, which ran from September 15 to October 15. This four-week period is dedicated to celebrating the contributions and influence of Hispanic Americans to the history, culture, and achievements of the United States. And while I honor my heritage, I am acutely aware of challenges this population faces along with other underrepresented groups. As the President of CCH, my goal is to lead a culturally sensitive organization that ensures the healthcare needs of all of our members, including Hispanics, are addressed in the most appropriate way. This includes offering interpreter services for provider visits, appropriate translation of written materials, and more.

As we recognize National Diabetes Awareness Month in November, we're also mindful that Hispanics are far more likely than the general population to develop diabetes. Overall, U.S. adults have a 40 percent chance of developing type 2 diabetes, while Hispanic American adults are more than 50 percent likely to develop type 2 diabetes. As a result, Hispanics have higher rates of kidney failure, as well as diabetes-related vision loss and blindness.

While traditions passed from generation to generation are a large part of family life, CCH encourages families to establish new, more healthy traditions through healthier food choices and a more active lifestyle. To learn more about programs and recipes to help manage type 2 diabetes, see pages 8-9 of this edition of HealthMatters.

Lastly, it is time to resume your regular health screenings if you put them off during the pandemic. As we've been focused on COVID-19 for the past 18 months, we also have seen higher rates of later stage cancer diagnoses across the country due to postponed in-person screenings. So, it is critically important to reach out to your healthcare providers and schedule those potentially life-saving screenings, such as mammograms. Please don't delay.

And remember, if you are eligible, but have yet to be vaccinated, Community Care Health covers all COVID-19 vaccinations, free of charge.

The holiday season is almost upon us and we want all our members - and the broader Central Valley community - to be able to enjoy those special days with friends and family in good health.

Aldo De La Torre
President, CEO
Community Care Health

CCH Welcomes New Providers Into Our Network Physicians are the Backbone of Our Community.



Ian Johnson, M.D.

CCH is honored to include Dr. Johnson among our talented and highly skilled team of providers in our CCH network. Dr. Johnson specializes in brain and spine surgery related to trauma, tumors and spinal cord injuries. He graduated from Harvard University's Neurological Surgery Program and completed two fellowships in complex and minimally invasive spine surgery. Dr. Johnson is equipped to provide you with the best treatment options available.



Christopher Kuebrich, M.D.

CCH welcomes Dr. Kuebrich, a family medicine doctor since 2004. "I firmly believe in prevention, both screening for disease when appropriate and helping to manage chronic illness to prevent unnecessary complications from these diseases." Dr. Kuebrich's patient care philosophy is centered around the importance of listening to his patients. "I think the most valuable diagnostic tool at my disposal is communication."

CCH Is Excited to Expand Our Provider Network and Welcome Valley Children's, PhysMetrics and Halcyon

CCH's provider network has now grown to over 2,400 providers, effective January 1, 2022, including the following:



Valley Children's Healthcare

On September 1, 2021, CCH announced the addition of Valley Children's Healthcare to our already broad network, providing members with access to Valley Children's 358-beds, more than 640 physicians and 3,500 staff to help ensure more children and families can stay closer to home for care.



Halcyon

Beginning January 1, 2022, Halcyon will provide Mental Health and Substance Abuse benefits, including outpatient treatment with counselors and facility-based treatment for escalated needs.



PhysMetrics

Beginning January 1, 2022, PhysMetrics will manage the physical medicine benefit for members of CCH. Physmetrics, based in Fresno, California specializes in managing physical therapy, occupational therapy, speech-language therapy, chiropractic, and acupuncture benefits. At Physmetrics, their goal is to be a partner, not an obstacle, in your physical health.

Fowler Packing – The Fruit of the Central Valley

CCH is pleased to profile local CCH employer group clients, such as Fowler Packing, that are going above and beyond for their employees and community.

Fowler Packing Company, located in Fresno, California, is the parent company to Peelz Citrus and Samsons Grapes. The company was founded by Sam Parnagian in 1950 and continues to be family owned and operated, with the third generation leading the company today. Peelz and Samsons can be found in Save Mart and Costco around the Valley. Fowler Packing believes in helping to create better lives across generations through their employees, community, retail partners, healthy eating, and access to comprehensive, quality health care.

Fowler Packing works to address many issues our community faces in innovative ways. Proudly employing nearly 1,000 employees, they provide free lunch daily at one of their two on-site cafeterias. They also provide a free, on-site, full-service medical clinic to all employees, their spouses, and children, as well as distribute annual educational scholarships for employees' children.

"We are proud to not only serve the Central Valley with fresh, high-quality produce, but also aim to support initiatives that help our employees live a healthier life," said Justin Parnagian, CEO.

This year Fowler Packing held a COVID-19 vaccination event, which led them to become a public vaccination site for community members. To date, they have vaccinated more than 2,100 people against COVID-19.

Fowler Packing has developed leading on-site medical and vaccine clinics, in addition to ensuring they serve adequate nutritional meals on a daily basis. Health is an overall multi-faceted approach, and they take it seriously.



FOWLER PACKING COMMUNITY PARTNERSHIPS

- Central California Food Bank - Donates More Than 950 Tons of Fresh Produce Annually
- Ronald McDonald House
- Leukemia and Lymphoma Society
- American Red Cross
- Community Medical Centers
- California State University, Fresno
- Fresno Chaffee Zoo



It's Time to Get the Health Care You May Have Missed During COVID-19

While many people stayed away from their doctors' offices during the start of the pandemic, evidence is now telling us that the health threats from postponing some tests and exams are too great.

There is mounting evidence that you may still suffer health-related consequences of COVID even if you managed to avoid contracting the virus. If you delayed, or missed routine medical care during the pandemic, you may be at risk for more serious illness or disease.

Screenings for three types of cancer - breast, colon and prostate - have fallen sharply. For example, there was a 90% decline in breast cancer screenings in April 2020, according to the study published online April 29 in JAMA Oncology.

The investigators analyzed data on these three types of cancer for which early screenings are most beneficial and found that 9.4 million screenings for these cancers did not occur in the United States due to COVID-19.

According to a survey conducted by the Urban Institute, more than one-third of adults aged 18 to 64 postponed or went without medical care over the past year. More than 30% of those adults say missing that care or getting it late negatively affected their health, ability to work or ability to perform other daily activities.

It's important people still get the care they need so illnesses or disease do not progress. It's understandable that you may have missed routine screenings or annual appointments out of fear of COVID-19 exposure, but missing these visits can also be harmful to your health.

Regular check-ups and screenings help you prevent serious conditions, such as high blood pressure (hypertension), cancer and pneumonia.

Finding issues early also increases your chance of successful treatment.

Here are some simple steps to get back on track:

1) Determine any missed health appointments. Start with your primary care provider (PCP). Your PCP is equipped to address a wide range of issues. Most PCPs recommend a check-up every year. Have you had a well visit within the past 12 months? If

you haven't been to your PCP in over a year, make an appointment. Your doctor will check your blood pressure and help you get the tests and screenings you missed. Most PCPs have COVID-19 protocols in place.

If you are still unsure about going to the doctor's office, and the appointment you're scheduling won't require any physical tests or screenings, consider a virtual doctor's visit. Telehealth options allow specialists and mental health providers to assess your condition and address any concerns while you remain at home. If a virtual visit reveals a larger concern, the provider can quickly schedule you for an in-person appointment.

2) Get up to date on all your cancer screenings.

The Centers for Disease Control and Prevention and the U.S. Preventive Services Task Force have specific preventive care recommendations for all adults (i.e., how often and under which circumstances to get a mammogram). Talk to your doctor about what preventive care you need. As noted above, there are three types of cancer for which early screenings are most beneficial — breast, colon and prostate. *Routine screening helps detect cancer at an early stage when it is most curable.*

3) Chronic conditions still need to be properly managed. Check in with your doctor or specialist about any chronic conditions. When it comes to doctor visits, the average recommendation for most stable chronic conditions is every six months. Give your doctor a call if you aren't sure whether an appointment is necessary.

4) Don't forget about your teeth – they also need attention. When is the last time you visited your dentist? Dental visits are not just about cleaning your teeth. Your dentist also performs an important screening to look for signs of oral cancer and gum disease.

5) Your prescription medications should also be up to date. Are your prescriptions refilled and up to date? If not, they should be. Give your doctor a call. Good health means taking your medications as prescribed. Missed medications for chronic conditions and mental health issues may lead to unpleasant side effects and increased risk of the condition you're trying to manage.

MyHealthMate/ MyChart

Your Interactive Health Record

MyHealthMate/MyChart offers secure, online access to your medical record from anywhere, at any time, and allows you the convenience of communicating with your health care provider via secure email.

Simply Login or Register at mychart.communitymedical.org



Use MyHealthMate/MyChart to:

- ✓ View your health summary, current medications, and test results
- ✓ Request prescription refills
- ✓ Communicate with your health care provider
- ✓ Review past and upcoming appointments
- ✓ Get medical advice
- ✓ Complete a health history questionnaire

CCH Members are Covered 100% for COVID-19 Testing & the Vaccine

CCH members are covered at 100% for the COVID-19 vaccine with no member cost share. To schedule your vaccine, please visit myturn.ca.gov. Members can also call the Hotline 1 (833) 422-4255 (Monday-Friday 8am - 8pm, Saturday-Sunday 8am - 5pm) for assistance.

CCH covers all medically necessary COVID-19 testing at 100% with no member cost share regardless of where the services are performed. You can contact your Primary Care Physician for direction on testing facilities. CCH also has multiple in-network facilities administering the COVID-19 test. CCH does not require prior authorization for this request. If you are asked to pay up front for COVID-19 testing, you can submit for reimbursement by sending a copy of your bill with receipt to the CCH Customer Service email: customerservice@communitycarehealth.org.



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



Access to Care Made Easier - Especially During Challenging Times

No Cost Interpreter/Translation Services

- ✓ Get the **Interpreter Services you need.** If you need help talking to your doctor, understanding medical information or obtaining care, please call our **Customer Service Department.**
- ✓ We have **representatives who can access Interpreter Services in over 100 languages.**
- ✓ You may also be able to **get written materials in your preferred language.**



Call Us at 1 (855) 343-2247
Let us know your preferred language when you call. We're glad to help.

Continuity of Care

Keep your doctor while you finish treatments.



Enrolling in CCH gives you access to a large network of qualified nurses and doctors. But if you're already being treated by a doctor outside of the CCH network at the time of enrollment, then you may qualify for continuity of care. This means you can finish out treatment or have a few more visits before fully transitioning to a doctor within the CCH network of providers.

There Are Six (6) Conditions which May Qualify for Continuity of Care Benefits:

1. **An Acute Condition** - A medical condition, including medical and mental health that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and that has a limited duration. Completion of Covered Services will be provided for the duration of the Acute Condition.
2. **A Serious Chronic Condition** - A medical condition due to disease, illness, or other medical or mental health problem or medical or mental health disorder that is serious in nature, and that persists without full cure or worsens over an extended period of time, or requires ongoing treatment to maintain remission or prevent deterioration. Completion of Covered Services will be provided for the period of time necessary to complete the active course of treatment and to arrange for a clinically safe transfer to a Participating
3. **A Pregnancy** diagnosed and documented by (i) the Terminated Provider prior to Termination of the agreement, or (ii) by the Non-Participating Provider prior to the newly enrolled Member's effective date of coverage with CCH. Completion of Covered Services will be provided for the duration of the pregnancy and the immediate postpartum period. In addition, for maternal mental health conditions diagnosed and documented by a Terminating/Non-Participating Provider, completion of covered services for the maternal health condition shall not exceed 12 months from the diagnosis or from the end of pregnancy, whichever occurs later.
4. **A Terminal Illness** - An incurable or irreversible condition that has a high probability of causing death within one (1) year or less. Completion of Covered

Provider, as determined by CCH's Chief Medical Officer or his or her designee in consultation with the Member, and either (i) the Terminated Provider or (ii) the Non-Participating Provider and as applicable, the receiving Participating Provider, consistent with good professional practice. Completion of Covered Services for this condition will not exceed twelve (12) months from the agreement's Termination date or twelve (12) months from the effective date of coverage for a newly enrolled Member.

Services will be provided for the duration of the Terminal Illness, which may exceed twelve (12) months from the contract termination date or 12 months from the effective date of coverage for a new enrollee.

5. **Surgery or Other Procedure** - Performance of a Surgery or Other Procedure that has been authorized by CCH or the Member's assigned Participating Provider as part of a documented course of treatment and has been recommended and documented by the: (i) Terminating Provider to occur within 180 calendar days of the agreement's Termination date, or (ii) Non-Participating Provider to occur within 180 calendar days of the newly enrolled Member's effective date of coverage with CCH.
6. **Care for Child who is a Newborn to 36 Months of Age** - Care for a Member child who is a newborn to 36 months of age, not to exceed twelve months from the Member's effective date of coverage with CCH for newly enrolled Members, or twelve months from the agreement Termination date for Members receiving services from Terminated Providers.

Request Continuity of Care Benefits
If you have any of the above conditions, and would like to request Continuity of Care, please call 1(833) 549-2945 for assistance.

7 Expert Tips to Manage Type 2 Diabetes with Diet

What to eat isn't complicated once you get the hang of it.

How food can help you manage diabetes

When you're living with diabetes or are at risk of developing it, eating healthily is one of the best investments you can make. In fact, when you're smart about your food choices, you may even be able to avoid developing diabetes, or at least prevent or delay the need for medication. Basically, what you need to do is follow the healthy eating advice that's recommended for everyone, with a few additional considerations. Take control of your health with these helpful tips below.

Step 1: Eat regular meals and snacks, spread evenly over the day

This provides your body with a regular supply of energy and can help control blood glucose, or blood 'sugar', levels (BGLs). It's also important to choose meals that are moderately sized and well balanced, so that half your plate is filled with non-starchy veggies, a quarter with whole grains or starchy vegetables, and the final quarter with lean meat or an alternative source of protein, such as fish, eggs or tofu.

Step 2: Include carbohydrates with every meal

Foods that contain carbohydrates are broken down to form glucose, which is an energy source for your body and your brain. For people living with diabetes, it's vital to keep BGLs steady by choosing healthy types and amounts of carbohydrates. If you have diabetes, your healthcare professional will be able to advise a tailored approach for you. Healthy foods that contain carbohydrates include wholegrain bread, cereal, pasta and rice, starchy vegetables (potato, sweet potato and corn), fruit, legumes and some dairy products (milk and yogurt).

Step 3: Consider the Glycemic Index

The Glycemic Index (GI) ranks carbohydrate-containing foods according to how they affect BGLs. Foods with a low GI raise BGLs more slowly and steadily than foods with a high GI.

Low-GI foods include heavy grain bread, rolled oats and muesli, pasta, corn, orange sweet potato, most legumes, low-fat milk and yogurt, as well as some fruits.

Tips: You don't need to cut out higher-GI foods completely. The trick is to combine them in a meal with low-GI options to help balance them out.

Step 4: Choose foods lower in total fat

The amount of fat you consume, saturated and trans fats in particular, can lead to weight gain, which may increase your cholesterol and BGLs.

To reduce your fat intake, try to choose reduced-fat dairy foods, lean meats, skinless chicken, and limit consumption of fried takeaway foods, processed meats, pies, pre-packaged biscuits, cakes and other high-fat packaged foods.

Tips: Try to check the fat content on food labels. As a general rule, try to choose foods with less than 10g of total fat per 100g, and less than 3g of saturated fat per 100g.

Step 5: Include small amounts of healthy fats

Some fat is important for good health but the key is to choose foods with healthier polyunsaturated and monounsaturated fats, such as avocado, nuts and seeds and healthy oils.

Healthy oils to include:

- Olive oil (good for pan-frying, roasting, salad dressings, marinades or drizzling over salad or pasta)
- Safflower oil (good for drizzling over soup, salads and pasta)
- Canola oil (good for pan-frying, stir-frying and roasting)
- Linseed/flaxseed oil (good for drizzling over soups, salads and pasta)
- Sunflower oil (good for pan-frying, stir-frying, roasting, salad dressings and marinades)

Step 6: Choose plenty of healthy high-fiber foods

Fiber has many benefits, including keeping your digestive system healthy, protecting against bowel cancer and helping to lower your BGLs and cholesterol levels.

To boost your fiber intake, choose wholegrain or high-fiber bread and cereals, and eat plenty of vegetables, legumes and fruit.

Tip: People living with diabetes should aim to eat about 25g (women) or 30g (men) of fiber per day.

Step 7: Make smarter sugar choices

Many people believe that eating too much sugar causes diabetes, but in fact, type 1 diabetes is an autoimmune condition and type 2 diabetes is caused by genetics and lifestyle, including being overweight.

However, it is important to limit foods that contain concentrated sources of sugar (such as sugar-cane products and honey) or are high in added sugar (such as soft drinks and syrups). But small amounts of sugar can be included as part of a lower-fat, low-GI, high-fiber meal for people living with diabetes. Discuss your individual approach with your healthcare professional.

CCH Partners with WW to Support Diabetics

WW (Weight Watchers Reimagined) for Diabetes combines the proven WW approach with confidential, unlimited, and one-to-one email and phone support from a Certified Diabetes Educator (CDE). In close consultation with you, and after better understanding your needs and goals, your CDE will provide unlimited coaching while crafting tailored materials to address weight loss – all in an effort to help you maintain healthy blood sugar levels – and more.

As a CCH member, when you sign up for WW for Diabetes, you will receive:

- More than 50% off program costs
- Personalized food plans
- Support from a Certified Diabetes Educator
- Unlimited access to in-person WW workshops and digital tools, including the WW mobile app
- Weekly emails to members with Type-2 Diabetes

Learn More: www.communitycarehealth.org/ww



IN HONOR OF HISPANIC HERITAGE MONTH

Mexican chicken tinga. Spanish gazpacho. Peruvian pisco. If you love these—or can't wait to try them!—you can enjoy them on WW and still lose weight. Beyond delicious recipes, WW has supportive coaches and like-minded Hispanic and Latino American members. They'll cheer you on as you reach your wellness goals.

- **Science-backed weight loss** WW's holistic program focuses on food, activity, mindset, and sleep. It starts with a personal assessment that customizes the plan to you.
- **Community that feels like family** Join a Connect group on WW's private social network to meet members with similar interests and goals. There's a group for everyone: "Latinas," "New moms," "Foodies"—and more!
- **Workshops that inspire** In-person and Virtual Coach-led Workshops offer expert guidance and support to help you reach your weight-loss goals.



Image credit: <https://www.weightwatchers.com/us/recipe>

Join WW for less than \$9 per month[†] with select plan purchase thanks to an exclusive CCH discount! Learn more or sign up for WW at CommunityCareHealth.WW.com

[†]"Less than" price reflects the Digital membership plan for your organization's employees. Monthly payment is required in advance. You will be automatically charged each month in accordance with company pricing until you cancel or your employment with your organization terminates or the agreement between your employer and WW terminates.



CCH Supporting the Community with Educational Scholarships

Janessa Ramirez Scholarship Program

CCH is proud to support The Foundation For Central Schools by committing to the 2021 Janessa Ramirez Scholarship with a donation of \$7,500. This year they were able to navigate through a global pandemic and award ten \$2,500 scholarships to deserving Seniors from Central Unified and unveil the first Janessa Ramirez Community Mural. To date, the Foundation for Central Schools has awarded \$77,500 in scholarships. CCH supports overall health, mind and body and knows a good education is essential to our community.

In 2015, Janessa Ramirez was standing in front of a laundromat with her mother when she was killed in the crossfire of a gang dispute. She was struck by a stray round fired from several hundred yards away and died on January 18, 2015. She was a 4th grader from Steinbeck Elementary in Central Unified School District. Later that year, during the 2015 State of the City address, Mayor Ashley Swearengin presented Stacey Gonzalez with a Key to the City and announced Central's new scholarship program in her daughter's name.

To honor and remember Janessa, the Foundation for Central Schools adopted the Janessa Ramirez Scholarship Program. In 2020, the Foundation announced the award of seven \$2,500 scholarships and in the spring of 2021 the first Janessa Ramirez Community mural. Today, the program is thriving and adapting to keep Janessa's memory alive through the power of education and community outreach.

The Foundation for Central Schools awarded ten \$2,500 scholarships to deserving Central Unified seniors in the Spring of 2021. Thanks to the generous support of our sponsors, the Foundation is able to grow the scholarship program. For more information about Janessa's Story visit centralfoundation.org.



(Left to Right) Central Unified School District Superintendent Andrew G. Alvarado, Fresno Mayor Jerry Dyer and Executive Director, Community Outreach, Tony Mehrtash, Community Care Health

What's Happening

... around town and at Community Medical Centers

<https://oldtownclovis.org/farmers-market>

Saturday Morning Farmers Market

Join us at our Year-Round Saturday Morning Farmers Market from 9:00 AM - 11:30 AM, located on Pollasky between 5th St. and Bullard Ave.

Diabetes Self-Management Program

Led by Certified Diabetes Educators, RNs and RDs, our education and support program has been recognized by the American Diabetes Association since 1995 in accordance with the National Standards for Diabetes Patient Education Program.

For more information, call us at (559) 459-1763, or talk to your doctor about a referral to Community Diabetes Education today.

Visit <https://www.communitymedical.org/services/diabetes-program/diabetes-self-management-program>

Exercise & Nutrition Group

1st Wednesday of each month starting Dec. 1

A fitness consultant and registered dietitian will review exercise techniques and answer questions about nutrition. This online-only group meets the 1st Wednesday of each month.

Date: 12/1/2021 | Time: 6:00 PM - 7:00 PM

For more information, please call (559) 433-6010 or visit <https://www.communitymedical.org/services/bariatric/fresno-bariatric/patient-resources/contact-us>

Chair Yoga Class

This online-only class is open to patients and their families to help strengthen and restore their physical and mental well-being. Chair Yoga meets the 4th Wednesday of every month.

Time: 6:00 PM - 7:00 PM

For more information, please visit [https://www.communitymedical.org/event/chair-yoga-class-\(2\)](https://www.communitymedical.org/event/chair-yoga-class-(2)) or call (559) 433-6010.



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Community Care Health
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Fresno, CA 93718
1 (855) 343-2247
communitycarehealth.org

Committed to Providing Quality Healthcare Services for the Central Valley



Donate to Feed Frontline Heroes

Your frontline healthcare workers at Community Health System have been fighting COVID-19 for more than 18 months and they have never wavered. But they are tired. As numbers continue to surge, we need your help to sustain these heroes. When you make a donation, we will use your gift to purchase and distribute meals to the departments and teams hit hardest by the pandemic. This is your way to support your local healthcare workers and local restaurants at the same time.



Two easy ways to donate:

- 1 Go to www.communitymedical.org/sustain
- 2 Call (559) 724-4343

Or...Work with us to schedule a direct delivery.

You can also donate healthy snacks, nourishing meals or sweet treats directly to a healthcare team. We can work with you to schedule a delivery to one of our Community hospitals. Please contact Valerie Preas at VPreas@communitymedical.org or (559) 724-4415.

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