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Quarterly Newsletter | Spring 2022

HealthMatters



Stepping Out into Spring

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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 welcome a new year full of positive news for our Community Care Health (CCH) members. I am excited to announce new enhancements that will help us continue to provide access to the resources, tools and services you've come to expect.



Let me begin by introducing Dr. Anand Rajani as our new Chief Medical Officer (Page 3). As a Fresno native, Dr. Rajani understands the unique healthcare needs of our Valley residents. In this role, he is working to ensure that CCH members continue to have access to a leading healthcare delivery system.

In addition to welcoming Dr. Rajani, I am also pleased to announce that CCH's network of providers continues to expand. Our network now includes Halcyon Behavioral for mental health and substance use disorder treatment, as well as PhysMetrics for physical medicine, including chiropractic and acupuncture services. Importantly, CCH members can access Halcyon providers, along with emergency and urgent care, in-network dermatologists, allergists, chiropractors, Ob/Gyn providers, behavioral health and substance use disorder treatment specialists without a primary care referral thanks to broader self-referral capabilities. We invite you to visit the CCH web site to explore our directory of providers.

Be sure to also login to our new member portal (Page 4) to experience an updated and enhanced digital experience to help you manage your healthcare benefits, access a digital ID card or request a replacement card. CCH's member portal is available 24/7 and is completely mobile-responsive, so you can access your benefits from your computer, smartphone or tablet.

In addition to the member portal, please download our mobile app to view and manage your benefits. The CCH Mobile Health app is available for both Android and iOS devices. Visit Google Play or iTunes and search: CCH Mobile Health. The same login and password information apply to both our online portal and app.

This is all part of our continuing mission to get you the best care available – whenever and wherever you need it.

There is much to look forward to in 2022. We are making progress every day in the fight against COVID-19 and appear to be turning an important corner. Please continue to be diligent. Mask when appropriate and remember that CCH covers the cost for COVID-19 vaccinations. And please, if you have put off any annual check-ups, now is the time to schedule those appointments to ensure you remain safe and healthy.

Aldo De La Torre
President, CEO
Community Care Health

NEW PROVIDERS JOINING CCH'S STAFF & EXPANDING NETWORK

CCH Welcomes a New Chief Medical Officer (CMO)



Anand Rajani, M.D.

CCH is excited to welcome Dr. Anand Rajani as its new Chief Medical Officer. Starting January 1, 2022, Dr. Rajani is responsible for overseeing CCH's clinical operations and quality of care delivered to CCH members.

Dr. Anand Rajani is a Fresno native. He was born at Community Regional Medical Center (CRMC) and graduated from Edison High School before matriculating to Creighton University for his undergraduate and medical school studies.

After graduation, he attended the University of California at San Diego where he completed his residency in Pediatrics. It was there that he recognized his passion for neonatal intensive care; he subsequently attended Stanford University where he completed post-graduate training in Neonatal-Perinatal Medicine.

After his training, he joined his father, Dr. Krishna Rajani, in developing CRMC's Level III Neonatal ICU. Together, they expanded this NICU from 19 beds to 84 beds. Dr. Anand Rajani subsequently went on to assist Clovis Community Medical Center in the certification of their Level II NICU before becoming the medical director of the CRMC NICU in 2016.

In his free time, Dr. Rajani enjoys coffee and the restoration of vintage cars.

CCH Welcomes New Providers Into Our Expanding Network



Esmeralda Arreola, M.D.

Dr. Arreola has been providing care to patients in the Fresno area for over 17 years. She is native to the central valley. She attended Fresno State University and then went to the David Geffen School of Medicine at UCLA for her medical education. She returned to the valley to further her training as a Resident at the UCSF Fresno Family and Community Medicine Residency program.

Dr. Arreola believes in balance in all she does. She has a strong commitment to her patients and has dedicated herself to a full-time medical practice. Her second commitment is to her family. When she is not serving her patients, she prides herself in being a full-time mother and wife. She is as passionate about her involvement in her family's activities as she is about her work with her patients.

"Patient/Doctor collaboration and teamwork" is her motto for a long-lasting and successful relationship with her patients.

Ali M. Fayed, M.D.



Board certified in Internal Medicine, Dr. Fayed completed his residency at UCSF Fresno after graduating from Ain Shams University School of Medicine in Cairo, Egypt. As a primary care physician, Dr. Fayed sees himself as a trusted resource who can provide a clear picture of your overall health. He works closely with each of his patients to address their day-to-day healthcare needs while overseeing important cancer screenings, recommended diagnostic and preventive care, diabetes care, counseling and medical treatment.

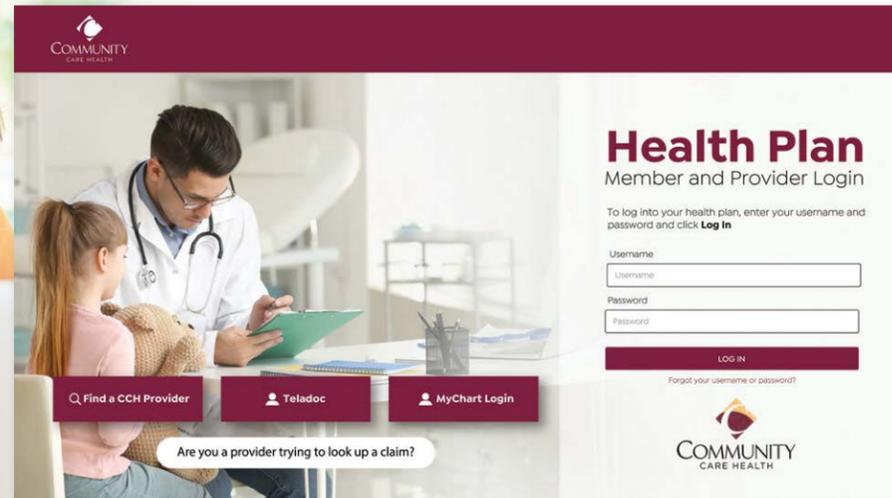
Dr. Fayed wants patients to have a pleasant visit when they come to see him. "My goal is to provide comprehensive medical care in a very friendly environment. It is important to involve the patient in decision making regarding their health issues." Dr. Fayed enjoys traveling and desert camping and actively participates in improving healthcare in our community.

Expanded Self-Referral Capabilities

As of January 1, 2022, CCH members can visit the following in-network specialists without a referral from their PCP:

- Emergency and Urgent Care
- Dermatologists
- Allergists
- Chiropractors
- Ob/Gyn Providers
- Behavioral Health and Substance Use Disorder Specialists

NEW FOR 2022



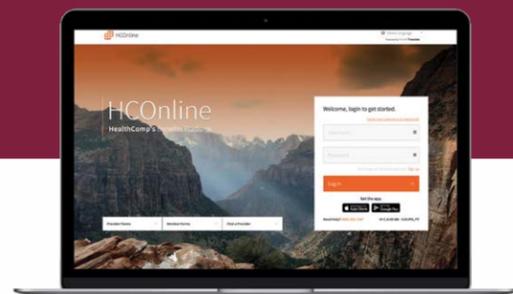
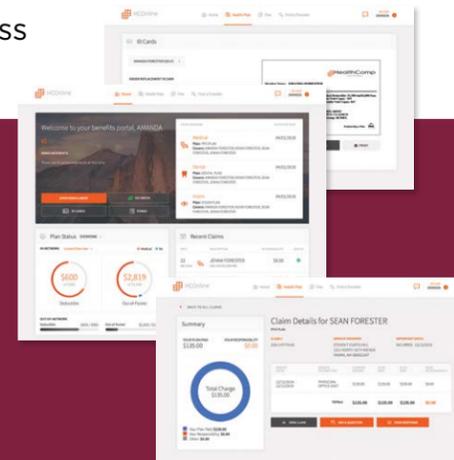
CCH Member Portal Has a New Look & Feel!

CCH is excited to provide you with access to this new platform, a digital experience that streamlines how you manage your health benefits.

CCH's Member Portal is available 24/7 and allows you to access your benefits from your computer, smartphone, or tablet.

With CCH's new member portal you can:

- View simple visuals illustrating your deductible and out-of-pocket statuses
- Access a full history of claims
- View Explanation of Benefits (EOB) with easy-to-understand summary charts and tables
- Access a digital ID card and request replacement cards
- View coverage information
- Submit forms online and track the status of submitted forms
- Receive email notifications when a new EOB has been posted to your account
- Manage your flexible spending account (if applicable)



If you require further assistance, please contact our Customer Service team at 1 (855) 343-2247.

CLINICAL CORNER

Mental Health Coverage: No PCP Referral Needed When Using In-Network Providers*



Keeping you healthy both physically and mentally is important to us. CCH has partnered with Halcyon Behavioral for both mental health and substance use disorders.

HALCYON BEHAVIORAL

Members have direct access to participating providers for behavioral health services without obtaining a referral from their primary care physician. Some services, such as applied behavioral analysis and inpatient services, may require prior authorization before treatment can begin. Providers, or members, can call Halcyon Behavioral at 1 (888) 425-4800 for prior authorization. The line is available 24/7/365. For all other questions, please call 1 (855) 424-4457.

NO DOCTOR REFERRAL NEEDED

You don't need a referral from your primary care doctor to get access to in-network mental health services. Out of network services may not be covered and you may be responsible for the cost.

Note: Mental health services will not be approved, denied or modified based solely on the type of admission (voluntary or involuntary) or method of transportation to a health facility.

For more information about your benefits, call the CCH customer service department toll-free at 1 (855) 343-2247.

* In-patient care requires prior authorization.

Need to find a Mental Health provider, visit www.communitycarehealth.org/mental-health-coverage.

CDC Recommends Additional COVID-19 Vaccine Boosters for Certain Individuals

Data continue to show the importance of vaccination and booster doses to protect individuals both from infection and severe outcomes of COVID-19. For adults and adolescents eligible for a first booster dose, these shots are safe and provide substantial benefit. During the recent Omicron surge, those who were boosted were 21-times less likely to die from COVID-19 compared to those who were unvaccinated, and 7-times less likely to be hospitalized. CDC continues to recommend that all eligible adults, adolescents, and children 5 and older be up to date on their COVID-19 vaccines, which includes getting an initial booster when eligible.

Following FDA's regulatory action on March 29, 2022, CDC is updating its recommendations to allow certain immunocompromised individuals and people over the age of 50 who received an initial booster dose at least 4 months ago to be eligible for another mRNA booster to increase their protection against severe disease from COVID-19.

Separately and in addition, based on newly published data, adults who received a primary vaccine and booster dose of Johnson & Johnson's Janssen COVID-19 vaccine at least 4 months ago may now receive a second booster dose using an mRNA COVID-19 vaccine.

These updated recommendations acknowledge the increased risk of severe disease in certain populations including those who are elderly or over the age of 50 with multiple underlying conditions, along with the currently available data on vaccine and booster effectiveness.



Centers for Disease Control and Prevention (29 March 2022), accessed 5 April 2022, CDC Recommends Additional Boosters for Certain Individuals, <https://www.cdc.gov/media/releases/2022/s0328-covid-19-boosters.html>

“Protect My Heart’s Health” Might Not Top Your Daily To-Do List, But It Should.

Heart disease is the number one killer in the U.S. – and heart attacks happen about every 40 seconds in this country. Making changes to your everyday – from diet to exercise – can help prevent or delay the onset of cardiovascular disease (CVD). Show your ticker some love with these tweaks:



- Schedule workouts
- Use an activity tracker
- Pair up with a fitness buddy
- Fill half your plate with fruits and vegetables
- Cut out soda
- Avoid smoking – and smokers
- Turn off digital devices at least one hour before bed
- Rely on homemade foods
- Start small – and see results

Take charge of your heart health today! WW’s (formerly Weight Watchers) new PersonalPoints™ Program can help you drop the pounds you want while eating what you love and living your life fully.

Reach your goals with a wellness solution made for your life!

Join now or learn more about our partnership at CommunityCareHealth.WW.com.

MEMBER TOOLS

Telehealth Services

As a CCH member, you have access to Telehealth Services – remote care through your desktop or mobile device. Available through select CCH network physicians or Teladoc®, telehealth enables connection and consultation with board-certified physicians to address any number of health concerns, questions and issues you may have. Next time you call for an appointment with your doctor, ask if telehealth is available. For more information, visit www.communitycarehealth.org/telehealth.

The Right Care When You Need It Most

Teladoc gives you 24/7/365 access to U.S. board-certified doctors through the convenience of phone or video consultations. It’s an affordable alternative to urgent care when you need care right away. As a CCH member, you can sign up and take advantage of Teladoc for a low co-pay. Learn more at www.teladoc.com.

Services that you receive from Teladoc are available at in-network cost-sharing. Your out-of-pocket costs for services from Teladoc will be applied to your deductible or out-of-pocket maximum, if applicable. Before the start of your visit, Teladoc will ask you to agree to telehealth as an acceptable way to receive health care services. You have a right to access Teladoc’s records of your visit as required by California law.

Teladoc will share their records of your visit with your primary care physician (PCP) unless you object. If you object, please tell your Teladoc provider during your visit.

But Teladoc is not your only option for telehealth. You may also receive these services on an in-person basis or via telehealth, if available, from your PCP, treating specialist, or from another participating provider. Those services will be provided according to the timeliness and geographic access standards required by California law. If you are currently receiving telehealth services for a mental or behavioral health condition from a participating provider, you may continue to receive those services from that provider.



 **Talk to a doctor anytime!**
1-800-Teladoc

TIMELY ACCESS TO CARE



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 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



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Committed to Providing
Quality Healthcare Services
for the Central Valley



Exercise & Nutrition Group

A fitness consultant and registered dietitian will review exercise techniques and answer questions about nutrition. This is an online-only group.

1st Wednesday of each month | Time: 6:00PM - 7:00PM

For more information, please call (559) 433-6010

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