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Quarterly Newsletter | Winter 2022

HealthMatters

Season's Greeting

SPECIAL ISSUE
Sleep Hygiene and
CCH Sleep Specialists

In this issue...



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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.

As we near the end of yet another year, it's the perfect time to reflect on all we have accomplished – and all that we have to look forward to in 2023.



Most importantly has been our ongoing commitment to expanding the network of providers to which you have access for your healthcare needs. As we have detailed in these pages throughout the year, in 2022 CCH brought in new primary care providers, specialists and behavioral health experts to help ensure you receive the timely care you deserve – when and where you need it. We also worked closely with Community Health Partners (communityhealthpartners.org) to give you access to the area's leading physicians.

We pride ourselves on being the only locally-based commercial health plan and playing an important role – especially during this time of year – in our community. From local event support with organizations such as Catholic Charities, to serving as a sponsor of this year's Central Valley Women's Conference, as well as highlighting the community significance of our members ("California Armenian Homes," p. 10), we understand that we are only as successful as the community and members who we serve.

I hope the information we've shared has been useful and you've found value in the programs we've built throughout the year. I know I speak for everyone at CCH when I say that we are thankful to have been your health plan in 2022 and look forward to continuing that relationship in 2023.

Happy Holidays to you and your family.

Aldo De La Torre
President, CEO
Community Care Health

CCH'S EXPANDING NETWORK

CCH Welcomes New Providers Into Our Expanding Network

CCH continues to grow its provider network helping to give members more choice and access. We know choosing your primary care provider is a personal decision and we want you to learn more about our providers to make the best selection for you.



Peter Bong, M.D.

Dr. Bong completed his medical degree at Texas A&M Health Science Center College of Medicine with a strong focus on psychiatry. Dr. Bong is married with a daughter and welcomed twins this past Fall.

Copeland Medical Healthcare Partners
7145 N. Chestnut Ave., Suite 101
Fresno, CA 93720
Office: (559) 299-1178
Fax: (559) 326-2170

Board Certification: Family Medicine
Medical School: Texas A&M Health Sciences Center College of Medicine
Internship: University of South Florida Department of Psychiatry
Residency: Adventist Health - Family Medicine



Alicia Sheen, M.D.

Dr. Sheen went into pediatrics because of her love for the joy, laughter, and resiliency of children. She enjoys making goals together as a team to help keep patients as physically, mentally, and emotionally healthy as possible.

Community Pediatric Care
782 Medical Center Drive East, Suite 309
Clovis, CA 93611
Office: (559) 387-2150
Fax: (559) 387-2155

Board Certification: Pediatrics
Medical School: University of California, Irvine, School of Medicine
Residency: Children's Hospital Los Angeles



Mandeep Sidhu, M.D.

Dr. Sidhu's focus is in internal medicine and she is a member of the California Medical Association. Dr. Sidhu also speaks four languages: Punjabi, Hindi, Urdu, and English.

Community Primary Care - Milburn
7005 N. Milburn Ave., Suite 101
Fresno, CA 93722
Office: (559) 603-7400
Fax: (559) 603-7649

Medical School: University of California, Davis, School of Medicine
Residency: UCSF Fresno, Internal Medicine Residency



Surya Vaadyala, D.O.

Dr. Vaadyala believes in shared decision making with his patients (and their parents) and looks forward to treating the same community that he once grew up in. In his free time, he enjoys coming up with new recipes to cook with his wife Deepti.

Community Pediatric Care
782 Medical Center Drive East, Suite 309
Clovis, CA 93611
Office: (559) 387-2150
Fax: (559) 387-2155

Medical School: Western University of Health Sciences/College of Osteopathic Medicine of the Pacific
Residency: UCSF Fresno Pediatrics, California Department of Pediatrics

Meet Your Sleep Specialists

Sleep is as important for good health as diet and exercise. Good sleep improves your brain performance, mood, and health. Not getting enough quality sleep regularly raises the risk of many diseases and disorders. These range from heart disease and stroke to obesity and dementia.

CCH wants to help you improve your sleep hygiene.



Dr. Hovig Artinian | Assistant Clinical Professor, UCSF Fresno

Hovig K. Artinian, MD, MAT, FAAP, is board certified in general pediatrics, pediatric pulmonology and sleep medicine, helping kids breathe and sleep better. Dr. Artinian was born in New York, but grew up in California where he earned his bachelor's degree from Whittier College. He found his interest for pediatrics after joining Teach for America as a middle school science teacher in Baltimore City Public Schools while simultaneously earning his master's degree in education at Johns Hopkins University. He became a pediatrician because he believes in and strives to work toward the goal that every child deserves the opportunity to live their best and healthiest life.



Dr. Lynn Keenan | Clinical Professor, UCSF Fresno | Medical Director, University Sleep & Pulmonary Associates

Lynn Keenan, MD, FAASM, is board certified in sleep medicine and internal medicine. Dr. Keenan completed her internship and residency training at UCSF Fresno where she is currently a member of the faculty. She is also the director of the UCSF Fresno Sleep Medicine Fellowship Training Program. She trains fellows and residents in the wide spectrum of sleep disorders in a state-of-the-art, AASM Accredited Sleep Center. Sleep disorders and women's health are her particular areas of special interest.



5 Surprising Ways Sleep May Be Affecting Your Health

A growing body of evidence sheds light on how sleep can boost just about every aspect of your health.

If you've ever woken up from 8 hours of sleep feeling slightly guilty, you aren't alone. It seems as if everyone is running on a few hours of shut-eye, dutifully sacrificing slumber for their busy jobs, hectic family life, and favorite activities.

In fact, the Centers for Disease Control and Prevention (CDC) estimates that up to 70 million adults in the United States have trouble sleeping, and have also found that about 1 in 3 people sleep fewer than 7 hours per night.

But cutting back on your sleep has serious consequences for your physical and mental health — so much so, that some experts from the CDC and the Institute of Medicine are calling our lack of sleep a “public health crisis.”

“I would love if society could view sleep loss in the same way it views smoking,” says Daniel Barone, MD, a sleep neurologist at Weill Cornell Medicine and the author of the book, *Let's Talk About Sleep: A Guide to Understanding and Improving Your Slumber*.

Here are just a few reasons why you shouldn't skip on shut-eye.

1. It strengthens your immune system.
2. It helps you lose fat.
3. It helps you think.
4. It protects your heart.
5. It boosts your mood.

WeightWatchers's science-backed sleep tools, available to WeightWatchers members, help you get a good night's sleep every night. Visit <https://www.weightwatchers.com/us/blog/health/health-benefits-of-sleep> to read more of this WeightWatchers Blog article.

Did you know that Community Care Health offers members aged 18 or older an exclusive discount of over 50% off on WeightWatchers memberships? To learn more or sign up, visit CommunityCareHealth.WW.com.

Sleep tracking in the WW app

Did you know?

Sleep Fact
We spend about one-third of our lives sleeping or attempting to fall asleep.

Article of the week

Bedroom makeover
Set up your bedroom for better sleep with these tips.

Have feedback? Email us at sleep@ww.com

Track your sleep

Now, you can track your sleep right in the WW app. Just like you track food and activity, being aware of sleep patterns can show you what's working—and what's not—giving you the power to make healthy changes.

Next

Ready to get started?

Let's start tracking your sleep! Tap below to track last night's sleep. (Coming soon: Sync your sleep tracking wearable.)

Let's do it!

Just like recording your weight and food, tracking your sleep can be a powerful wellness tool. Knowing how much sleep you get and when you're getting it can show you what's working—and what's not—giving you the power to make healthy changes that improve your shut-eye.

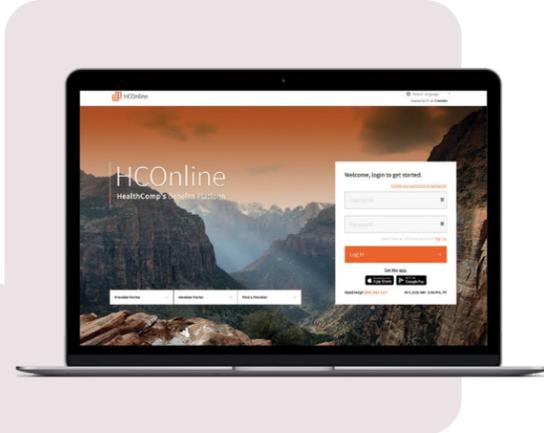
WeightWatchers® (4 Nov 2017), accessed 20 Dec 2022. 5 Surprising Ways Sleep May Be Affecting Your Health, <https://www.weightwatchers.com/us/blog/health/health-benefits-of-sleep>. Image used: Woman sleeping on bed — <https://www.weightwatchers.com/us/blog/sleep/how-to-sleep-better>

CCH Member Portal: All-New Look... Same Great Tool!

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

With CCH's 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 technical assistance, please contact us at:

1 (800) 442-7247

View Online:

From communitycarehealth.org > Members Tab > Member Portals > Member Login



No referral is required from your primary care provider.

CCH Cares About Your Mental Health

Understanding the critical role that mental health plays in our daily lives, CCH has made it even easier to get the care you need. As a CCH member, you have access to all medically necessary mental health and substance use disorder services including, but not limited to:

- Office visits with mental health professionals
- Inpatient hospital services
- Intensive outpatient services
- Partial hospitalization services

And best of all, **no referral is required** from your primary care provider.

For more information about your benefits, please see your Evidence of Coverage or call Customer Service toll-free at 1 (855) 343-2247.

Importantly, CCH has partnered with Halcyon Behavioral to assist with mental health and substance-use disorder services. **And best of all, no referral is required from your primary care provider.** While a general referral is not needed, please note that certain services, such as applied behavior analysis (ABA) and facility-based services, do require prior authorization. Services requiring prior authorization can be found on the CCH website.

Ready Access to Services

When a mental health or substance use disorder service is not available from a participating provider within geographic and timely access standards, Community Care Health will arrange for you to get the service from a non-participating provider. This includes any necessary follow-up care. You will pay no more than the amount you would pay for the same covered services received from a participating provider.

For more information about Halcyon Behavioral visit halcyonbehavioral.com or call 1 (888) 425-4800

Access to Care Made Easier No Cost Interpreter/Translation Services



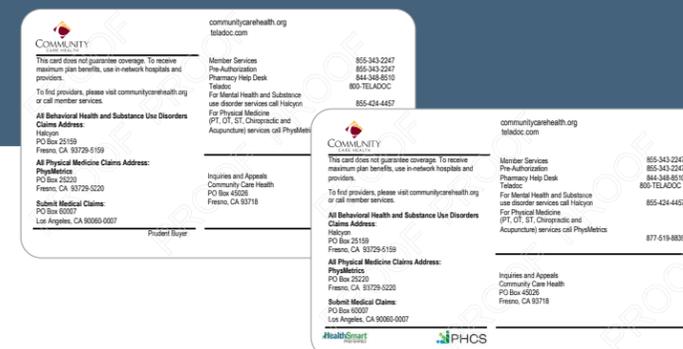
- ✓ Get the **Interpreter Services** you need. If you need help talking to your doctor, understanding medical information or obtaining care, please call our **Customer Service Department**.
- ✓ We have **representatives who can access Interpreter Services in over 100 languages**.
- ✓ You may also be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

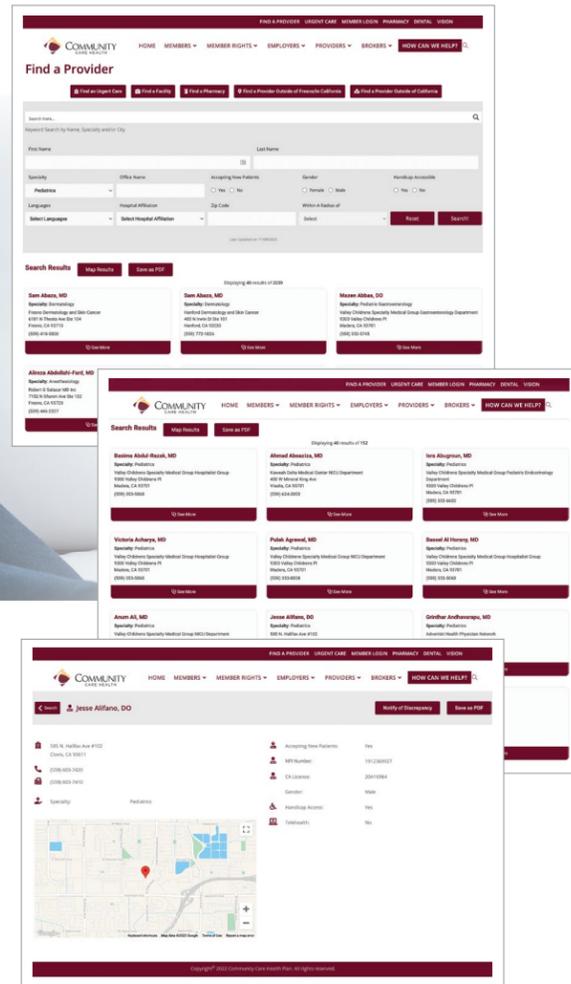
Remember Your CCH Member ID Cards

To make sure you receive all the benefits you're entitled to – and to eliminate any billing issues – please don't forget to bring and present your CCH Member ID Cards to every appointment. If you have misplaced or need to update your current ID cards, please visit the CCH Member Portal or call CCH Customer Service at 1 (855) 343-2247.





All New Find a Provider Search Directory



In our continuing effort to provide the tools and resources to help our members, CCH has re-imagined our online Provider Directory.

Now available on both the CCH website and Mobile App, we invite you to use the Provider Directory Search Tool and experience the latest features and improvements, including:

- Easily search for Providers, Urgent Cares, Pharmacies and Facilities
- Simplified search presentation for a streamlined look and feel to quickly search by Provider, Specialty, Location or Name
- Zip Code search including Radius Search with mileage increments
- Target searches by Languages Spoken, Provider Gender, Office Name and Hospital Privileges
- Map Results including additional practice locations, and easily get directions via Google Maps integration
- Detailed Data for each Provider, Facility and Practice, including contact information, NPI Number, CA License Number and more.

<https://www.communitycarehealth.org/find-a-provider/>



Central California Women's Conference

CCH was a proud sponsor, along with Community Health System, of CCWC's one-day conference serving women of all generations, ethnicities, and backgrounds. The forum educates and facilitates idea-sharing about how to succeed personally and professionally in life while juggling the increasingly complex and diverse demands of family and community.

CCWC also serves women who are struggling, as it has donated more than \$1,350,000 since its inception to women's and children's community benefit organizations.

The mission of the Central California Women's Conference is to empower and transform women in all stages of their lives.

Images: Various conference images — <https://www.ccwc-fresno.org/photo-gallery/2022-photo-gallery/>

More Holiday Spirit & Savings—Less Stress

In-laws. Mall parking. So. Many. Parties. The most wonderful time of the year can be stressful. Make your health a priority with a truly livable program from our CCH partner, WeightWatchers®. Join WeightWatchers through CCH for as low as \$9.75 per month on select plans—50% off the retail price!***

Learn more at CommunityCareHealth.WW.com.

***Savings reflect WeightWatchers Digital plan. Monthly payment required in advance. You'll be automatically charged each month in accordance with company pricing until you cancel, your employment with your organization terminates or the agreement between your employer and WeightWatchers terminates.

†FREE Cookbook offer: Get free WeightWatchers Cookbook when you buy an eligible WeightWatchers plan between 11/1/22 and 12/31/22. Available only where WeightWatchers plans are offered through your employer/health plan, in participating areas only. One cookbook per member. Redeem cookbook by 1/14/23. While supplies last. U.S. addresses only. Allow approximately 4 to 6 weeks for delivery. Offer not available to current members. Can't be redeemed for cash. Nontransferable. Offer subject to change without notice.

California Armenian Homes

CCH likes to showcase our clients and how they also support health and wellness along the continuum. In this edition of Health Matters, we are bringing you the following article courtesy of the California Armenian Home.

The Growing Senior Living Industry

In the next two decades, California's over-65 population will nearly double and is expected to be 87 percent higher in 2030 than in 2012, an increase of more than four million people. Furthermore, the senior population in 2030 will include more single and/or childless adults than it does today, suggesting an increased number of people living alone. This particular shift is likely to have a significant impact on senior support services and residential living spaces needed.

The Legacy and The Mission

"The Vineyards is a one-of-a-kind, people centered community that serves all levels of senior living with extraordinary lifestyle experiences, compassionate care, and gracious hospitality" Paul Rocha Executive Director of The Vineyards.

The Vineyards California Armenian Home is a full continuum of care community for seniors located on lush 40-acre grounds originally donated and built by the local Armenian community in 1952, now offering luxury independent Villas and apartments, assisted living apartments, dedicated memory care and skilled nursing buildings. The California Armenian Home and The Vineyards welcomes senior residents of any national origin and includes dedicated and caring professional staff and volunteers.

Short Term Skilled Nursing and Rehabilitation

"As the "legacy" member of our campus, the California Armenian Home skilled nursing center serves to provide the same "Best in Class" guest experience that our entire organization prides itself upon. While recovering here you will enjoy a beautiful setting, private or two-bed accommodations, lovely courtyard spaces, and exceptional rehabilitative and nursing care, all offered with the same level of compassion and gracious hospitality one would expect from any of our campus venues. We take the time to get to know each of

our residents and families in order to provide a personalized post-acute experience. You won't ever feel like 'just another number' ...our commitment to you is to make the hardest of times, the best it can be.

The \$42 Million Expansion celebrating a 5-year anniversary in February 2023

The expansion spans over 174,000 square feet of maintenance and worry-free independent living, assisted living and memory care accommodations, offering a continuum of senior living lifestyle and care for residents.

The Santa Barbara-style architecture features spacious residences that have been designed to maximize the light and warmth of the maturely grown, park-like setting and offer every amenity imaginable.

The luxury living community is available for seniors over the age of 60. The community features 30 resort-style independent living villas with two car garages, 60 spacious independent living apartments, and 50 assisted living and 36 memory care apartments - all of which provide for a continuum of care with no buy-in requirement.

Residents enjoy the Stone Ledge Golf Club, Lucky 9 Billiards Room, Grape Leaf Book Nook, Moon Struck movie theater, Tea Rose beauty salon, a fully equipped fitness center and a popular Forno Piombo wood burning pizza oven located on the gorgeous interior courtyard.

The Harvest Café, Olive Press Dining Room, Loft Café and Grapevine Bistro are designed to offer fresh, creative cuisine experiences prepared by a skilled culinary team. "We set out to design the most luxurious and

innovative retirement community in the Central Valley while honoring the 70-year legacy of care and compassion of the California Armenian Home," said Lucy Kazanjian Grayson, President of the Board of Directors of the California Armenian Home. "The Vineyards exceeds all of our expectations in creating a healthy, active, social environment for the growing senior population seeking a wider range of living options."

A Wonderful Place to Work

The Vineyards California Armenian Home Employee Values include; always putting people first, providing warm hospitality and heartfelt compassionate care, and serving residents and one another with respect. The environment of teamwork and trust is supported as well as the inclusive culture based on integrity, humility, and compassion.

Each month a Food Truck Friday offers a hosted lunch for all staff. Staff participated with a team outfitted in Hye Walker purple T-shirts and as the Hydration Sponsor in the 2022 Walk To End Alzheimer's and they were decked out in red, white and blue in the November 11th Veterans Day Parade.

More information about the California Armenian Home and The Vineyards can be found by visiting www.lifeatthevineyards.org, and on Facebook and Instagram.



What's Happening

... around town and at Community Medical Centers



Make a difference this holiday season and volunteer!

'Tis the season for giving, but not all presents come in bow-wrapped packages. You can be a gift to people in the community by volunteering your time. From the Poverello House to Valley Animal Shelter, the gift of caring will be greatly appreciated by so many.

For more information visit:

<https://www.fresyes.com/fresno/holiday-volunteer/>



Experience IllumiNature, a Fresno Chaffee Zoo Cultural Spectacular!

This ALL NEW experience features spectacular light displays throughout the Zoo. Guests will enjoy specially themed areas including animal/nature, Christmas, and Lunar New Year. Guests can still enjoy favorites like delicious holiday-inspired food and drinks, live entertainment, and photos with Santa on select nights. This NEW experience is expected to sell out so be sure to pre-purchase your tickets today!

See our event dates below:

December 26-30
January 5-8, 13-15, 21-22

<https://fresnochaffeezoo.org/event/IllumiNature/>



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

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Committed to Providing
Quality Healthcare Services
for the Central Valley



Have a Question? CCH Is Here to Help

As your local health plan provider, CCH is available at your convenience to provide assistance, whether you have a billing question, need help finding a provider - or any other issue you may have.

There are a number of ways to get in touch. Choose the one best for you.

Phone: (855) 343-2247, 8am-5pm, Monday-Friday, excluding Federal Holidays

Email: customerservice@communitycarehealth.org

Mail: P.O. Box 45026, Fresno, California, 93718

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