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Quarterly Newsletter | Spring 2023

HealthMatters



Healthy Steps in 2023

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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.

It's that time of year again. As the weather warms and the skies clear, re-dedicating ourselves to our health and wellness has never been more important. And as your partner in health, know that CCH is with you every step of the way. We do this through a continued commitment to an ever-expanding portfolio of providers, product offerings, services, and resources. Such an approach ensures you have access to the support you need, when you need it.



For example, we are excited to introduce our new Exclusive Provider Organization (EPO), which while similar to our traditional HMO product, offers additional benefits. Our EPO offers in-network coverage through CCH's network while continuing to provide coverage for out-of-network emergency and urgent care services. Importantly, with the CCH EPO Plan, members are not required to select a Primary Care Provider and referrals are not required to see specialists, providing an even greater level of flexibility.

Speaking of primary care providers and specialists, we are also excited to announce that our network continues to grow as more and more practice sites and clinicians are added to deliver the timely care you are looking for. Be sure to read some of the new provider profiles on page 4 and when you're ready to select a physician, visit the Provider Search Directory on communitycarehealth.org.

*Lastly, let me reiterate the need not only to take care of our physical health, but our mental health as well. Community Care Health has partnered with Halcyon Behavioral to provide mental health and substance use disorder services. Importantly, you don't need a referral from your primary care doctor to access these services.**

I am excited about the year to come and look forward to continuing to provide the healthcare support each of our members deserved.

Aldo De La Torre
President, CEO
Community Care Health

* You don't need a referral from your primary care doctor to access mental health and substance use disorder services. However, only services offered through participating providers will be covered, except in limited circumstances. The best way to ensure coverage is to find a provider in your network before taking the next step.

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.

 Dominic Dizon, M.D. Internal Medicine	 Rogelio Fernandez, M.D. Family Medicine	 Harkiran Gill, D.O. Family Medicine	 Lura Reddington, M.D. OB/GYN
<p><small>Dizon Medicine, A Member of Community Health Partners 7035 North Maple Avenue, Suite 102B Fresno, California 93720 Office: (559) 299-2997 Fax: (559) 472-3472</small></p> <p><small>Board Certification: Internal Medicine Residency: Kaiser Permanente Medical Center - Oakland Medical School: University of California, Davis School of Medicine</small></p>	<p><small>Community Primary Care - Sussex Way 4005 North Fresno Street, Suite 104 Fresno, California 93726 Office: (559) 603-7450 Fax: (559) 603-7451</small></p> <p><small>Board Certification: Family Medicine (1991-2015) Residency: UCSF-Fresno Family Practice Medical School: University of California, Irvine College of Medicine</small></p>	<p><small>Community Primary Care - Shaw 2086 Shaw Avenue Clovis, California 93611 Office: (559) 603-7400 Fax: (559) 603-7266</small></p> <p><small>Board Certification: Family Medicine Residency: Mid-Hudson Family Medicine Residency Program, Integrative Medicine Medical School: Western University of Health Sciences, College of Osteopathic Medicine of the Pacific</small></p>	<p><small>Community Obstetrics and Gynecology Care - Lura Reddington, M.D. 540 East Herndon Avenue, Suite 102 Fresno, California 93720 Office: (559) 261-9320 Fax: (559) 261-9324</small></p> <p><small>Board Certification: OB/GYN Residency: Medical College of Pennsylvania Medical School: Medical College of Pennsylvania</small></p>
 Andrew G. See, M.D. Family Medicine	 Teresa Sigala, M.D. Internal Medicine	 Anshu Varma, M.D. Internal Medicine	 Rebecca Waters, M.D. Family Medicine
<p><small>Community Primary Care - Fir South 2479 East Fir Avenue Fresno, California 93720 Office: (559) 603-7400 Fax: (559) 603-7502</small></p> <p><small>Board Certification: Family Medicine Residency: Palmetto Health/USC Medical Group Medical School: University of South Carolina School of Medicine</small></p>	<p><small>Community Primary Care - Herndon 1570 East Herndon Avenue Fresno, California 93720 Office: (559) 603-7241 Fax: (559) 603-7242</small></p> <p><small>Board Certification: Internal Medicine Residency: UNM Hospital Albuquerque Medical School: University of California, Davis</small></p>	<p><small>Community Primary Care - Herndon 1570 East Herndon Avenue Fresno, California 93720 Office: (559) 603-7241 Fax: (559) 603-7242</small></p> <p><small>Board Certification: Internal Medicine Residency: Marshfield Clinic</small></p>	<p><small>Community Primary Care - Shaw 2086 Shaw Avenue Clovis, California 93611 Office: (559) 603-7400 Fax: (559) 603-7266</small></p> <p><small>Board Certification: Family Medicine Residency: UCSF-Fresno Residency Program (Family & Community Medicine) Medical School: Ross University School of Medicine</small></p>



New for Employers!

If enrolled in the EPO, CCH does not require the selection of a PCP and referrals are not required to see specialists.

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

Community Care Health is excited to offer employers the option to choose our Exclusive Provider Organization (EPO) plan to help address their health coverage needs for their employees.

The EPO offers in-network coverage through our CCH network. Out-of-network services are covered for emergency and urgent care.

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

Comparison of EPO to HMO	EPO	HMO
PCP Selection Required		X
Referral Required for Specialty Care		X
Access to Full CCH Network	X	X
Coverage Outside of the Area	X	X
All Emergency and Urgent Care Covered at In-Network Benefit Level	X	X
Access to Community Health System and Other Area Hospitals	X	X

Reduce Out-of-Pocket Expenses



Ensure Your Provider Is In-Network

CCH wants to ensure that members minimize any out-of-pocket costs and utilize their CCH benefits to the best of their abilities.

CCH members should be utilizing participating providers when seeking care. You can find them on our CCH provider finder, www.communitycarehealth.org/find-a-provider, or you can call customer service at 1 (855) 343-2247. When a provider refers a member to another provider, they should be referring to one that is in our network. However, this

is not always the case. As a member, you should always confirm that the provider is in network. If the provider is not in the CCH network this could impact your benefits and you could incur out-of-pocket costs. One example is Laboratory Services. If a provider sends a member to a non-participating laboratory, i.e., Labcorp, a member may have to pay out-of-pocket. All members should be utilizing Quest Diagnostics, the participating laboratory services provider.

If you receive a bill from a provider and **do not see the insurance has been billed** contact CCH Customer Service at 1 (855) 343-2247 for assistance.

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.

New Member ID Cards - HMO and EPO

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.

HMO

COMMUNITY CARE HEALTH		HMO	
Member Name:	Primary Care Physician		
Member ID#:			
Group Number:	Plan 040: Medical		
Deductible IND/FAM: \$7,000/\$14,000	RxPCN: ASPROD1		
Out-of-Pocket IND/FAM: \$7,000/\$14,000	RxGRP: CCP		
Primary Care Visit: \$0 (deductible applies)	RxBIN: 003585		
Specialist Visit: \$0 (deductible applies)	Rx Retail: \$0 (deductible applies)		
ER: \$0 (deductible applies)	Rx Mail Order: \$0 (deductible applies)		

EPO

COMMUNITY CARE HEALTH		EPO	
Member Name:	No Referrals Required		
Member ID#:			
Group Number:	Plan 040: Medical		
Deductible IND/FAM: N/A	RxPCN: ASPROD1		
Out-of-Pocket IND/FAM: \$1,750/\$3,500	RxGRP: CCP		
Primary Care Visit: \$15	RxBIN: 003585		
Specialist Visit: \$30	(Tier 1): \$5		
ER: \$250/visit	(Tier 2): \$15		
	(Tier 3): \$25		



Customer Service Is Here to Help

Navigating healthcare doesn't need to be complicated. CCH tries to make it as straight forward as possible. And CCH is committed to providing the tools and resources to ensure you get the information you need, when you need it.

If you have any questions, there are multiple ways to find an answer. CCH's website has a lot of the information you may need, but you can also utilize our customer service support, which is available to address any issues you may encounter.



Contact your HR department



Visit us at communitycarehealth.org



CCH's Member Portal is available 24/7



Call toll free at (855) 343-2247

Common Issues:

- **Did you move? Do you need to change your address?**
CCH regularly sends important information to the address on file, including member ID cards, Explanation of Benefits, cost-savings partnerships and more. If your address has changed, please let your HR Department know so it will get updated in our system. For an immediate need (i.e., a new ID card) you may call CCH customer service to change your address and send a new card to the correct address. But the change still needs to be made with your employer's HR department for ongoing mailings. The address your HR has on file will override our system.
- **Do you have children living outside the CCH coverage area?**
Coverage is still available for your dependents to see a provider in their area. To ensure your benefits are extended, make sure HR understands this arrangement.
- Customer service can answer questions about your coverage, benefits or claims. Monday - Friday, 8am-5pm. 1 (855) 343-2247.

In our continuing effort to work with member employers to improve access to health and wellness services, we also think it's valuable to highlight how local companies are implementing important strategies to ensure a safe and healthy workplace.

In this issue, we highlight: La Tapatia Tortilleria

Founded in 1969 by Helen Hansen, La Tapatia Tortilleria, Inc. produces corn and flour tortillas, tortilla chips, and wraps under the brands La Tapatia, Sol de Oro, and Golden Sun. Located in Fresno, California, La Tapatia currently has 100 employees and expects to hire an additional 40 by the end of 2023.

When it comes to health and wellness, Hansen doesn't hesitate when explaining that, "our most valuable asset is our employees." As such, the company has implemented a number of strategies over the years, including CPR training and certification, on-site flu shots, and educational health sessions, just to name a few.

Along with offering medical, dental, and vision coverage, La Tapatia's Wellness Program provides additional resources to maximize employee benefits. From bilingual health advocates to telemedicine, multimedia informational resources, and more, La Tapatia clearly is invested in the long-term health and well-being of its employees.*

Importantly, La Tapatia is committed to the health of its community as well. Through the funding of annual scholarships, partnering with local non-profit



organizations, and donating products to families in need, Hansen and her daughters recognize the unique position they are in to impact the lives of so many. From their employees to their customers, La Tapatia remains dedicated to improving lives one tortilla at a time.

*Not all noted Wellness benefits are provided by CCH.

Images: La Tapatia Tortillas employees—<https://www.facebook.com/LaTapatiaTortillas/>



Ready for Summer

Summer is around the corner and you'll be out and about before you know it. CCH and Weight Watchers can help you get summer-ready. Make your health a priority with a truly livable program from our CCH partner, Weight Watchers. 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 Weight Watchers 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 Weight Watchers terminates.

Medical and Behavioral Wait Times and Timely Access to Care

Timely Access To Care

Health Plans in California must ensure that you 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 Member Services Department at 1 (855) 343-2247.



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 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 request
Telephone triage and advice	No greater than 30 minutes

Behavioral Health Emergent & Non-Emergent Appointment Access Standards

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
Non-urgent follow-up appointments with a non-physician mental health care or substance use disorder provider for members undergoing a course of treatment for an ongoing mental health or substance use disorder condition	Must offer the appointment within 10 business days of the prior appointment*
Urgent care appointments	Must offer the appointment within 48 hours of request
Access to care for non-life threatening emergency	Within 6 hours
Access to life-threatening emergency care	Immediately
*Commencing July 1, 2022	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

Other Regulatory Requirements:

After Hours 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.

Emergency Care: 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.



CCH and Valley Fitness Want To Help You Keep New Year's Resolutions of Getting Healthier

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

Your special membership features:

- 14 California locations:

Atascadero	Fresno/Herndon	Madera	Stockton
Atwater	Gilroy	Manteca	Visalia
Fresno/Ashlan	Hanford	Modesto	
Fresno/Maroa	Los Banos	Selma	
- Unlimited access to HydroMassage to relax and recover
- Total Body Circuit for full body workout in 30 minutes
- Swimming pools and racquetball at select locations
- Top-of-the-line cardio, free weights and functional training equipment

Standard Rates	\$49 Enrollment Fee	\$19.99 per Month	\$39 Annual Fee	
Discount Rates	\$0 Enrollment Fee	\$14.99* or \$39.99* per Month	Annual Fee Waived	Offer Expires N/A

* Basic membership - \$14.99 (per person) offers access to all gyms and equipment.
 * Boot Camp Group Training membership - \$39.99 (per person) includes the basic membership, plus group training: 60 minutes fully body workout, Zumba class, yoga classes and interval training.
 * Only in California

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

What's Happening

... around town and at Community Medical Centers



Join us at our year-round Saturday Morning Farmers Market from 9am – 11:30am, located on Pollasky between 5th St. and Bullard Ave.

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



Freedom Fest 2023

Don't miss the biggest and best patriotic party in the Central Valley. Freedom Fest boasts one of the largest and most amazing displays of pyrotechnics on the west coast. Plus, you'll find plenty of food, entertainment and activities for all ages.

Lamonica Stadium, Clovis High
Tuesday, July 4th | Gates open at 5pm
General admission: \$5
Children 5 & under free

<https://www.clovisfreedomfest.com/>



Clovis Memorial Run

May 27 @ 7:00am – 9:30am

This event honors our Military Veterans and Active Duty Service members and their families. We hope you will join us on Memorial Day Weekend to Honor our Legacy of the senior citizens and veterans in our community. The event is for all athletic abilities and ages and will be held rain or shine.

For more information, visit us at
<https://www.visitclovis.com/event/clovis-memorial-run-3/>



RIVERPARK FARMERS MARKET

EVERY TUESDAY & SATURDAY

The River Park Farmers Market has been Fresno's Favorite Certified Farmer's Market for more than 20 Years! We celebrate the amazing bounty of our Valley and the hard work of the farmers that make it all possible.

For more information, visit <https://www.cffma.com/>



Community Care Health
P.O. Box 45026
Fresno, CA 93718
1 (855) 343-2247
communitycarehealth.org

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Committed to Providing
Quality Health Care Services
for the Central Valley



Have a Question? CCH Is Here to Help

As your local health plan, CCH is available 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: 1 (855) 343-2247, Monday - Friday, 8am-5pm, 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