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Quarterly Newsletter | Winter 2023

HealthMatters



Healthy Habits for the Holidays

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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 celebrate the holiday season, I would like to extend my sincere wishes for joy and good health to each and every one of you. Amidst the festivities, however, let us not forget the importance of maintaining a balance in our lives for both our physical and mental well-being.



Be sure to check out our Healthy Eating Tips and Recipes (pps. 5 and 10), and remember that even the smallest of changes we make today can go a long way in preventing serious health issues down the road, including diabetes. More than one in three American adults has pre-diabetes. The good news is that you can make lifestyle changes to prevent or delay type 2 diabetes (p. 4).

The holidays can evoke a spectrum of emotions, and for some, it may be a challenging time. We should try to be attentive of those around us, extending compassion and support where needed. If you find yourself facing difficulties, I encourage you to reach out to your support network or consider seeking professional guidance through Halcyon Behavioral. As a CCH member, you can talk to a participating Halcyon Behavioral mental health provider without the need for a referral from your primary care doctor.

As we bid farewell to the year behind us, let's look ahead to the possibilities and opportunities that the new year brings. Together, we will continue to focus on empowering each of you to lead healthy, fulfilling lives. Thank you for being an integral part of our community. Your trust and commitment inspire us to strive for excellence every day. Wishing you a healthy, prosperous New Year!

Warm regards,

Aldo De La Torre
President, CEO
Community Care Health

PARTNERS



Covered Care Outside of the Area

The Care You Need - When You Need It

CCH provides continuing coverage while you or your family are traveling outside of the area (including children away at school). By partnering with BlueShield, CCH ensures that you will always have access to the care you need, wherever you are.

Outside of the Area, Within California

There will be situations where you will need access to medical care outside of the CCH Service Area. When you need to locate a provider in the State of California, but outside of Fresno, Madera or Tulare counties, simply visit <https://blueshieldca.com/networkppo> and search for the provider type you need.

Outside California

Getting care outside of California is also available for CCH members as we recognize that situations arise no matter where you may be. In these situations, visit <https://blueshieldca.com/networkppo>, enter your address and when you are asked for a three-digit code, enter X-E-L. Doing so will enable you to further refine your search by provider name, specialty, facility name or facility type.



Prior Authorization Required

Prior Authorization is generally required for care outside of the area except for Emergency Services and Urgent Care. For more information, please visit www.communitycarehealth.org/obtaining-prior-authorization.

Available When You Need Us

CCH Customer Service: Monday - Friday, 8am-5pm, 1 (855) 343-2247

Pharmacy Questions: Call MedImpact 1 (844) 348-8510 or visit medimpactdirect.com

Halcyon Behavioral: 1 (888) 425-4800 or visit halcyonbehavioral.com

PhysMetrics: 1 (877) 519-8839 or email info@physmetrics.com

CCH's website: For more information, visit www.communitycarehealth.org

Prediabetes – Your Chance to Prevent Type 2 Diabetes

What Is Prediabetes?

Prediabetes is a serious health condition where blood sugar levels are higher than normal, but not high enough yet to be diagnosed as type 2 diabetes. Approximately 96 million American adults—more than 1 in 3—have prediabetes. Of those with prediabetes, more than 80% don't know they have it. Prediabetes puts you at increased risk of developing type 2 diabetes, heart disease, and stroke.



The good news is that if you have prediabetes, you can make lifestyle changes to prevent or delay type 2 diabetes and other serious health problems, including losing extra weight, increasing physical activity, and making healthier food choices.

What Causes Prediabetes?

Insulin is a hormone made by your pancreas that acts like a key to let blood sugar into cells for use as energy. If you have prediabetes, the cells in your body don't respond normally to insulin. Your pancreas makes more insulin to try to get cells to respond. Eventually your pancreas can't keep up, and your blood sugar rises, setting the stage for prediabetes—and type 2 diabetes down the road.

Signs & Symptoms

You can have prediabetes for years but have no clear symptoms, so it often goes undetected until serious health problems such as type 2 diabetes show up. It's important to talk to your doctor about getting your blood sugar tested if you have any of the risk factors for prediabetes, which include:

- Being overweight
- Being 45 years or older
- Having a parent, brother, or sister with type 2 diabetes
- Being physically active less than 3 times a week
- Ever having gestational diabetes (diabetes during pregnancy) or giving birth to a baby who weighed more than 9 pounds
- Having polycystic ovary syndrome Race and ethnicity are also a factor: African Americans, Hispanic/Latino Americans, American Indians, Pacific Islanders, and some Asian Americans are at higher risk.

CCH Partners With Weight Watchers for Diabetics

Live Well with Diabetes

If you have diabetes you can manage it without starting from scratch. Our Wellness partner, WeightWatchers, has the support and tools you need to make living with diabetes a bit less complicated – and still full of joy. Join WeightWatchers through Community Care Health for discounted pricing on select plans.

Visit www.weightwatchers.com/us/cch to sign up.



5 Healthy Eating Tips for the Holidays

Here's your recipe for staying on track no matter what's cooking.

'Tis the season for family, festivity, and food—lots of food. Temptations are everywhere, and parties and travel disrupt daily routines. What's more, it all goes on for weeks.

How do you stick to your diabetes meal plan when everyone around you seems to be splurging? Here are 5 tips that can help:

1. Holiday-Proof Your Plan

You may not be able to control what food you're served, and you're going to see other people eating tempting treats. Meet the challenges armed with a plan:

- Eat close to your usual times to keep your blood sugar steady. If your meal is served later than normal, eat a small snack at your usual mealtime and eat a little less when dinner is served.
- Invited to a party? Offer to bring a healthy dish along.
- If you have a sweet treat, cut back on other carbs (like potatoes and bread) during the meal.
- Don't skip meals to save up for a feast. It will be harder to manage your blood sugar, and you'll be really hungry and more likely to overeat.
- If you slip up, get right back to healthy eating with your next meal.

2. Outsmart the Buffet

When you face a spread of delicious holiday food, make healthy choices easier:

- Have a small plate of the foods you like best and then move away from the buffet table.
- Start with vegetables to take the edge off your appetite.
- Eat slowly. It takes at least 20 minutes for your brain to realize you're full.
- Avoid or limit alcohol. If you do have an alcoholic drink, have it with food. Alcohol can lower blood sugar and interact with diabetes medicines.
- Also plan to stay on top of your blood sugar. Check it more often during the holidays, and if you take medicine, ask your doctor if the amount needs to be adjusted.

3. Fit in Favorites

No food is on the naughty list. Choose the dishes you really love and can't get any other time of year, like Aunt Edna's pumpkin pie. Slow down and savor a small

serving, and make sure to count it in your meal plan.

4. Keep Moving

You've got a lot on your plate this time of year, and physical activity can get crowded out. But being active is your secret holiday weapon; it can help make up for eating more than usual and reduce stress during this most stressful time of year. Get moving with friends and family, such as taking a walk after a holiday meal.

5. Get Your Zzz's

Going out more and staying out later often means cutting back on sleep. Sleep loss can make it harder to manage your blood sugar, and when you're sleep deprived you'll tend to eat more and prefer high-fat, high-sugar food. Aim for 7 to 8 hours per night to guard against mindless eating.

Most of all, remember what the season is about—celebrating and connecting with the people you care about. When you focus more on the fun, it's easier to focus less on the food.

Source: <https://www.cdc.gov/diabetes/library/features/holidays-healthy-eating.html>



Welcome to Convenient, Personal Drug Care

HOME DELIVERY. EASY WAYS TO HELP MANAGE YOUR HEALTH.

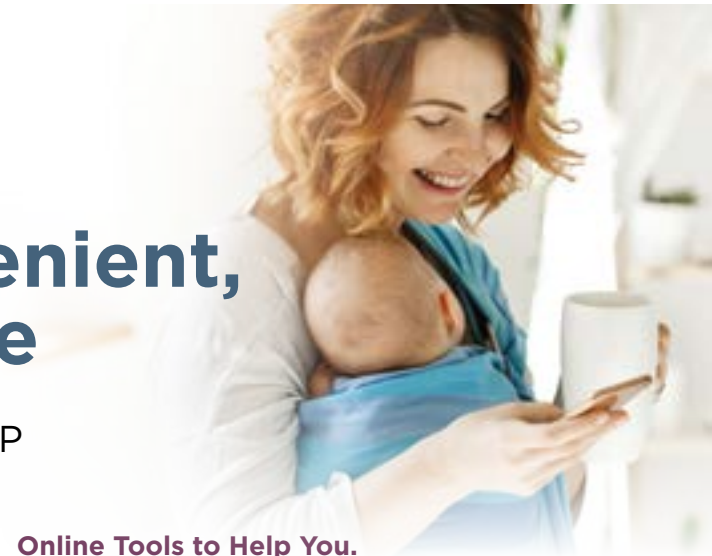
Welcome to the MedImpact Direct Mail® Program. The Program includes Birdi™ as your mail order pharmacy for home delivery of maintenance medicine. These are drugs you take for conditions like high blood pressure and diabetes. You can get up to a 90-day supply of medicine. Get started today at www.medimpact.com. A one-time registration allows access to the portal or mobile app. The MedImpact app is available in the Apple App Store and Google Play Store.

Birdi makes it easy to manage the medicine you take to help stay healthy. Birdi also:

- Offers after-hours service: Call Birdi at 1 (855) 873-8739 (TTY dial 711).
- Sends refill reminders to help you have the right amount of medicine on hand.
- Accepts manufacturer coupons to save on copay amounts.

Getting Started.

Register online at www.medimpact.com to get started. Information needed to complete your registration includes any allergies or medical conditions, contact information and shipping address. Your doctor will need to submit a 90-day supply prescription to Birdi to start home delivery service. Most orders are processed and shipped within 5 business days from receipt of prescription.



Online Tools to Help You.

You can set your notification preferences by signing in to www.medimpact.com or using the MedImpact mobile app. Use the portal or app anytime 24/7/365 for Birdi to provide you with these services:

- Order new prescriptions or transfer from a retail pharmacy.
- Refill mail-order drugs or renew expired mail-order prescriptions.
- Opt in or out of Auto Refill.
- Review estimated copay amount, last order status, and date for next refill.
- Get reminders and alerts via automated call, email, or text.
- View and sort your list of mail-order drugs.
- Manage account information.
- Make payments (if applicable).
- Get your tax statement.

Questions? Birdi is here to help!

If you have questions, please call Birdi toll-free at 1 (855) 873-8739 (TTY dial 711). Birdi Patient Care Center hours are:

Monday-Friday 8:00 am – 8:00 pm Eastern Time

Saturdays 9:00 am – 5:00 pm Eastern Time

Or email Birdi at patientcare@birdirx.com. For security and privacy, please do not include personal health information. Standard response time to email messages is two business days.

After-hours Care.

If you are experiencing a medical emergency, call 911.

If you have a clinical need, Birdi pharmacists are available 24/7/365 at 1 (855) 873-8739 (TTY dial 711). After normal business hours, call 1 (855) 873-8739 (TTY dial 711), press 4 and you will be routed to the answering service. Please leave a message. A pharmacist will return urgent calls within 1 hour. Nonurgent messages are handled the next business day.

Innovative Integrated Health



Founded in 2011, Innovative Integrated Health (IIH) is a multi-ethnic integrative healthcare provider focused on superior care management for elderly persons residing in the Central Valley and Southern California. IIH provides elderly individuals with health care services in the privacy of their homes through its Program



of All-Inclusive Care for the Elderly (PACE) — a unique healthcare program that offers a multitude of services to seniors who have chronic illness or disabilities. IIH's goal is to help elderly individuals live their best lives by caring for them in the comfort of their own home.

The care IIH provides is not limited to the elderly whom they serve, but to IIH employees as well. By fostering a workplace culture that both promotes its staff's well-being and places safety initiatives at the forefront of its operations, IIH is fully committed to employee safety. Additionally, IIH recognizes that a healthy workplace encompasses physical and mental well-being as well. As such, IIH offers a range of unique benefits designed to promote employee wellness, including smoothie days,

workplace massages, and free lunches. These initiatives support morale, productivity, and also underscore the company's dedication to providing a nurturing and supportive environment for its team.

IIH's goal is to help elderly individuals live their best lives by caring for them in the comfort of their own home.

PROTECTED HEALTH INFORMATION

Authorization for the Disclosure of Protected Health Information

We would like to remind our valued members of the critical importance of obtaining proper authorization for the disclosure of Protected Health Information (PHI), particularly when calling on behalf of dependents aged 18 years or older. PHI includes sensitive medical and personal information, and adherence to legal requirements ensures the utmost privacy and security of your health data.

Community Care Health (CCH) must have explicit authorization on file for any disclosure of PHI related to dependents who are 18 years or older. If you are calling on behalf of such a dependent, please ensure that we have the necessary authorization form on file. These authorizations are securely retained by CCH for a period of two years.

Why is this authorization crucial?

It's a safeguard measure to protect the privacy of your health information and maintain compliance with healthcare regulations. We take the security of your data seriously and appreciate your cooperation in this matter.

To streamline the authorization process, you can download the necessary form by visiting communitycarehealth.org > Members Rights > Authorization to Disclose PHI



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.

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

Appointment Wait Times and Timely Access to Care

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 1 (855) 343-2247.



Appointment 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

Timely Access to Care: When a covered service is not available from a network provider within geographic and timely access standards, Community Care Health will arrange for you to get services from an out-of-network provider, including any necessary follow-up services. You will pay no more than the same cost-sharing that you would pay for the same covered services received from a network provider.

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.

Cranberry-Almond Energy Balls

By Wendy Lopez

These energy balls are the perfect make-ahead snack. Filled with cranberries, almonds, oats and dates, these energy balls come together in minutes. Maple syrup and tahini help bind everything together while adding a touch of sweetness and bitterness.

Active Time: 10 mins | **Total Time:** 10 mins

Directions

Add almonds, cranberries and dates to a large food processor; process on High until the ingredients are broken into smaller pieces, 10 to 15 seconds. Add oats, tahini, lemon juice and maple syrup. Continue processing until a thick paste forms, 40 to 60 seconds. With your hands, roll the mixture into 25 balls, about 1 tablespoon per ball.

To make ahead

Refrigerate in an airtight container for up to 2 weeks.



Tip

People with celiac disease or gluten sensitivity should use oats that are labeled "gluten-free," as oats are often cross contaminated with wheat and barley.

Ingredients

- ¾ cup raw whole almonds
- ½ cup sweetened dried cranberries
- ¼ cup pitted dates
- ¾ cup old-fashioned rolled oats (see Tip)
- 2 tablespoons tahini
- 2 tablespoons fresh lemon juice
- 1 tablespoon pure maple syrup

Source and Image: <https://www.eatingwell.com/recipe/8013418/cranberry-almond-energy-balls>. Originally appeared: EatingWell.com, November 2022



www.instagram.com/p/Cz1CtorMhNZ/

Holiday food often gets a bad rap in the wellness world. But what if instead we focused on the nourishing benefits of our favorite classic recipes?

Source and Image: <https://www.instagram.com/nutritionsschool/>

The Vitamin Matching Game.

Draw a line to match the nutrient to the health benefits.

VITAMIN B12

- Meat
- Shellfish

VITAMIN C

- Oranges
- Tomatoes

VITAMIN A

- Egg Yolks
- Cheese

Supports metabolism

Healthy skin and bones

Turns carbs into energy

Supports blood health

Helps heal wounds

Healthy cell function

FOLATE

- Broccoli
- Lima Beans

VITAMIN K

- Blueberries
- Purple Cabbage

VITAMIN B1

- Whole Grains
- Nuts

Answer Key: Vitamin B12 - Supports metabolism; Vitamin C - Turns carbs into energy; Vitamin A - Helps heal wounds; Folate - Healthy skin and bones; Vitamin K - Supports blood health; Vitamin B1 - Supports metabolism; Vitamin B1 - Turns carbs into energy.

Source: National Library of Medicine. "Vitamins," retrieved from: <https://medlineplus.gov/ency/article/002399.htm>

What's Happening

... around town and at Community Medical Centers

CCH Sponsors Turkey Drive for Families in Need

As part of our strong and ongoing commitment to serving the people and community in which we live and work, it was Community Care Health's pleasure to partner with Catholic Charities at the Annual Thanksgiving Turkey Drive.

Providing more than 200 turkeys and side dishes to fill our neighbor's tables, it was an opportunity for each of us to give back to a community that has given us so much.



'tis the Season



Get Involved Today

The Central California SPCA is looking for volunteers who are passionate about animal welfare and furthering the mission of the CCSPCA.

For more information about volunteering, please call (559) 233-7722 ext. 124 or by email volunteer@ccspca.com.

Visit <https://www.ccspca.com/support-the-ccspca/volunteer/>

Images: <https://www.ccspca.com/support-the-ccspca/volunteer/>



ILLUMINATURE! Experience the festivity of the holidays as you experience this colorful event featuring variously themed handmade Chinese lanterns. Guests can get into the holiday spirit as they surround themselves in wonder at our Christmas Wonderland featuring purchasable family photos with Santa that include a custom Fresno Chaffee Zoo border, holiday-inspired food and drinks, live entertainment, live reindeer, and so much more!

For details on tickets and hours visit <https://fresnochaffeezoo.org/experience-illuminate/>



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communitycarehealth.org

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Committed to Providing
Quality Health Care Services
for the Central Valley

A festive background featuring a white, textured surface with scattered pine needles and various Christmas ornaments in shades of silver, gold, and white. The text is centered over this background.

Wishing You and Yours A
**Healthy & Happy
New Year**

**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