

HEALTHmatters

THE SILENT STRAIN:
HOW STRESS AFFECTS
YOUR BODY AND MIND

5

YOUR MEMBER
RIGHTS AND
PROTECTIONS

9

STRETCH YOUR
DOLLARS FURTHER
WITH ACCESS PERKS

11



FEATURED ARTICLE

STRENGTH FOR LIFE

How Building Muscle Supports Healthy Aging



COMMUNITY
CARE HEALTH

Summer 2025

A Shared Commitment to Your Health

Community Care Health is proud to be part of Community Health System’s unified commitment to better the lives of all those we serve. Our system CEO, Craig Wagoner, has outlined a bold vision for the future – one that reaches beyond our organization to include you, our valued members. This vision, known as *The Cause*, is the foundation for everything we do.



The Cause is a shared belief that everyone deserves the opportunity to live a healthy life, and is supported by compassionate and better care, closer to home. It is our commitment to ensuring everyone can get the right care, at the right time, in the right place.

For members of Community Care Health, this is reflected in the choices we make every day. It means ensuring your coverage gives not only access to care — but the resources you need to thrive.

Each issue of *HealthMatters* demonstrates that commitment.

In this issue, you’ll find a story on how strength training supports long-term independence and vitality as we age, because healthy aging starts with empowered movement. Hear from our Chief Medical Officer about the impact of stress on your total health, and simple, actionable ways to manage it. And because we know mental and physical wellness are deeply connected, we’ve highlighted the benefits of yoga, especially through our new partnership with Blue Moon Yoga and Wellness, and ongoing member discounts at Valley Fitness.

As we move forward together, *The Cause* will continue to guide the way we care for our community — and for you. If you’d like to learn more, please visit TheCommunityCause.org or scan the QR code below.

Thank you for trusting Community Care Health with your health. We’re proud to be your partner in every step of your journey.

Aldo De La Torre

Aldo De La Torre
President and CEO
Community Care Health



- 3 STRENGTH FOR LIFE: HOW BUILDING MUSCLE SUPPORTS HEALTHY AGING
- 5 THE SILENT STRAIN: HOW STRESS AFFECTS YOUR BODY AND MIND
- 6 OUR EXPANDING NETWORK OF PROVIDERS
- 7 MEET OUR CUSTOMER SERVICE TEAM
- 9 YOUR MEMBER RIGHTS AND PROTECTIONS
- 9 HEALTHQUEST CALENDAR
- 10 FIND YOUR FLOW WITH BLUE MOON YOGA & WELLNESS
- 11 STRETCH YOUR DOLLARS FURTHER WITH ACCESS PERKS

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.



STRENGTH FOR LIFE: HOW BUILDING MUSCLE SUPPORTS HEALTHY AGING

Why strength training is essential for staying active, independent, and healthy at every age.

It’s no secret that staying active is a cornerstone of healthy aging. But while walking, swimming or cycling often take center stage, one of the most important forms of exercise as we get older is strength training.

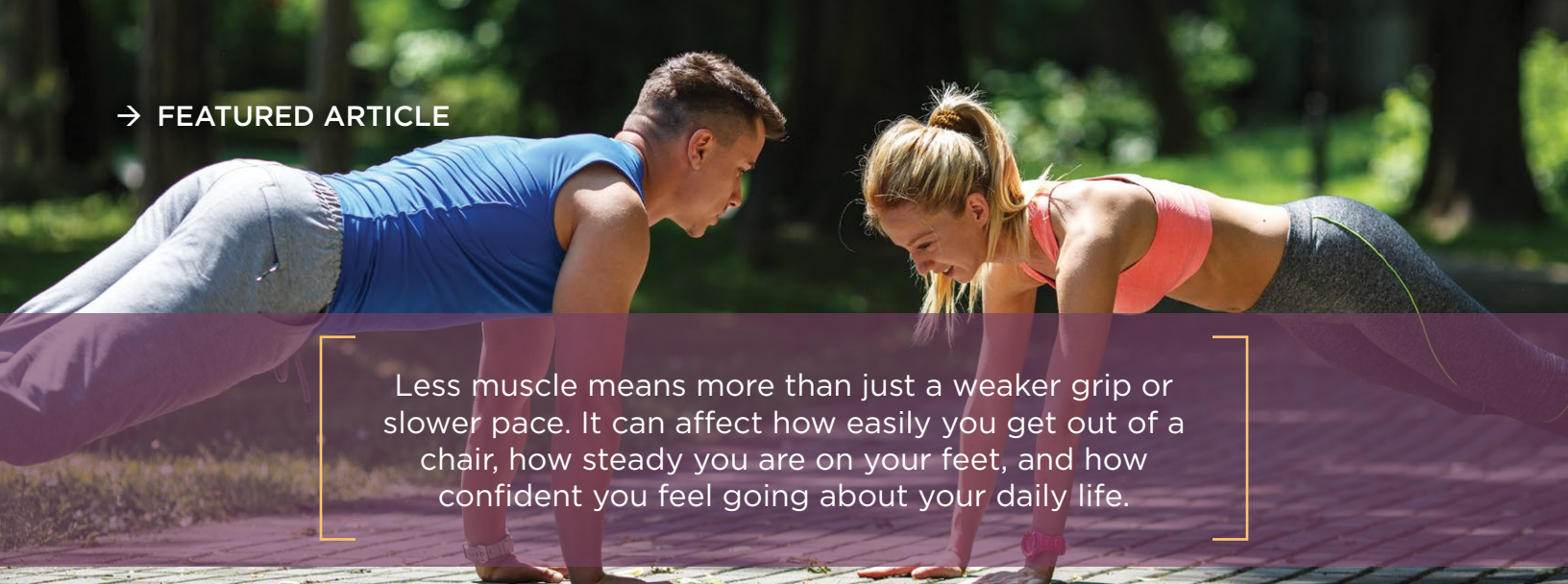
Building and maintaining muscle isn’t just for athletes or bodybuilders. In fact, resistance-based exercise is one of the most effective ways to promote long-term health, prevent injury and preserve independence as we age. And the best part? It’s never too late to start.

The Aging Body and Muscle Loss
As we grow older, our bodies naturally begin to lose muscle mass — a process known as *sarcopenia*. Starting around age 30, most adults lose about 3-8% of their muscle mass per decade. That rate increases significantly after age 60. Less muscle means more than just a weaker grip or slower pace. It can affect how easily you get out of a chair, how steady you are on your feet and how confident you feel going about your daily life.

Loss of muscle also impacts bone density, metabolism, balance and posture. Combined with the natural decline in bone strength, sarcopenia is a leading contributor to falls and fractures, the most common — and costly — health issues for older adults.

The Power of Strength Training
The solution? Strength training. By engaging in exercises that challenge your muscles — for example, lifting weights, using resistance bands, or even practicing bodyweight movements like squats or push-ups, you can maintain or even rebuild muscle mass, improve coordination and support the joints and bones that keep you moving.





Less muscle means more than just a weaker grip or slower pace. It can affect how easily you get out of a chair, how steady you are on your feet, and how confident you feel going about your daily life.

Research consistently shows that resistance training:

- Improves muscle mass and strength
- Enhances mobility and balance
- Reduces risk of falls and injury
- Supports healthy weight and metabolism
- Boosts mood and reduces anxiety
- Improves sleep and cognitive function

Even better, you don't need a gym membership or fancy equipment to start. Exercises using your own body weight — such as wall push-ups, sit-to-stands or step-ups — can be done at home and modified to suit your ability level. That said, if you're looking for more structure or access to equipment, Community Care Health members receive discounted memberships at Valley Fitness and Blue Moon Yoga and Wellness, making it easier than ever to find a routine that works for you.

A Routine That Works for You

Experts recommend doing strength-training exercises at least two days a week, targeting all major muscle groups: legs, hips, back, abdomen, chest, shoulders and arms. Each session can be as short as 20–30 minutes.

And no, strength training won't "bulk you up," especially as you age. Instead, it builds lean muscle that helps support balance, improve posture and boost energy levels. As with any new routine, it's a good idea to consult your healthcare provider before getting started, especially if you have a chronic condition or haven't exercised in a while.



It's About More Than Strength

While the physical benefits are clear, strength training also supports mental well-being. Exercise increases levels of endorphins, those feel-good hormones, which can reduce feelings of anxiety and depression. And the sense of accomplishment that comes from building strength and seeing progress over time? That's a powerful motivator.



In the long run, maintaining muscle strength means more than just staying on your feet. It means staying engaged in life. Carrying your own groceries, climbing stairs without worry, playing with grandkids, or traveling without fear of injury — all of these daily joys are made possible when your body is strong.

So, this summer, consider making muscle part of your wellness plan. Whether it's lifting weights, joining a class, or simply getting up and down from a chair ten times in a row, the important part is starting. Your future self will thank you.

THE SILENT STRAIN: HOW STRESS AFFECTS YOUR BODY AND MIND

Thomas Utecht, M.D., Chief Medical Officer, Community Care Health



Long-term stress has been linked to serious conditions like heart disease, diabetes, obesity and depression.

Stress is often thought of as something we "just deal with," a byproduct of busy lives and full schedules. But behind the scenes, stress can quietly erode both physical and mental health in ways we don't always see right away.

When we experience stress — whether from work, relationships, finances or health concerns — our bodies activate the "fight or flight" response. Hormones like cortisol and adrenaline flood the system, preparing us to act. In small doses, this response is useful. But when stress becomes chronic, the body never quite shuts off this alarm system.

The result? Elevated heart rate and blood pressure, inflammation, disrupted sleep, digestive problems and weakened immunity.

Long-term stress has been linked to serious conditions like heart disease, diabetes, obesity and depression.

It can impair memory, cloud decision-making, and take a toll on relationships. And yet, many of us push through it, assuming stress is just part of the deal. But it doesn't have to be.

Managing stress is not a luxury to our wellbeing — it's essential. The good news is that even small shifts can make a real difference. Daily walks, deep breathing, journaling, creative hobbies, and regular connection with friends or loved ones can all lower stress hormones and create a sense of balance.

One practice that's been shown to help significantly? Yoga.

Yoga combines movement, breath, and mindfulness, and the benefits are measurable. According to the National Institutes of Health, yoga can:

- Reduce stress and anxiety
- Lower blood pressure
- Improve balance and flexibility
- Support mental clarity
- Enhance sleep

That's why Community Care Health has partnered with Blue Moon Yoga and Wellness to offer exclusive discounts for our members. Whether you're new to yoga or a longtime practitioner, it's a great way to support both body and mind this season.

Learn more about Blue Moon Yoga and Wellness and Valley Fitness memberships — along with other wellness benefits — at communitycarehealth.org/wellness.

MEET OUR NEW PROVIDERS: EXPANDING OPTIONS FOR COMMUNITY CARE HEALTH MEMBERS

Community Care Health is excited to welcome new providers now available in our growing care network, giving members more choices and greater access than ever before. We understand that selecting a provider is a personal decision, and we're here to help you find the best fit. Get to know our new providers and discover how they can support your health and wellness needs.



Mamatha Siricilla, M.D.
Oncology

**Community Medical
Oncology Specialists**
785 Medical Center Drive
West, Suite 203
Clovis, CA 93611
(559) 387-1900



Ivy Taggard, NP-C
Family Medicine

Community Pediatric Care
782 North Medical Center Drive
East, Suite 309
Clovis, California 93611
(559) 387-2150



Marissa Urbano, M.D.
Neurology

**Community Neurosciences
Institute • Fresno**
7257 N. Fresno Street
Fresno, CA 93720
(559) 22BRAIN (222-7246)



Wei-Ming Watson, Ph.D.
Neuropsychology

**Community Neurosciences
Institute • Fresno**
7257 N. Fresno Street
Fresno, CA 93720
(559) 22BRAIN (222-7246)



Community Urgent Care now open for walk-ins.
communityhealthpartners.org/community-urgent-care



Community Urgent Care
1570 East Herndon Avenue, Fresno, California 93720
Office: (559) 603-7240

NO HOMEWORK, JUST HELP



The Local Touch Behind Our Customer Service

When you call your health plan, you might expect to wait on hold, repeat your story multiple times, or get passed from one department to another. And too often, you're speaking with someone far removed from your local healthcare network.

But at Community Care Health, Fresno's only local, commercial health plan, the experience is different — and more personal. Even when call volumes are high, members know they're reaching a customer service team that understands their needs, works to resolve their concerns and stays with them until the issue is handled.

Each individual on Community Care Health's customer service team, all based right here in Fresno, is empowered to resolve issues with empathy and action. Their goal? To remove friction for members, no matter how straightforward or complex their question. As Joey Rivera, Customer Service Supervisor, explained, "We don't want to give our members homework."

That line — simple as it is — reflects a deeply held philosophy at Community Care Health: healthcare is hard enough, and members shouldn't have to jump through hoops just to get answers or access the care they need.

We'll investigate, we'll call the office,
whatever it takes to make sure the member
gets a resolution.

Real Help, When It Matters Most

One member shared a powerful story about needing urgent help securing a prescription for her infant son with serious respiratory issues. When she went to pick up the medication at the pharmacy, she was told that her insurance had denied coverage. She reached out to a Community Care Health representative who took immediate ownership of the issue and coordinated a three-way call with the pharmacy to explore all options. Because of this effort, she got the medication approved and in the member's hands within hours. The mother described the experience as "professional, compassionate, and life-changing" – the kind of support she'll never forget.

→ CUSTOMER SERVICE TEAM

Rooted in the Community

Because our service team is based in Fresno, they understand the unique needs and concerns of the community. That local knowledge means they're not just reading off benefit summaries — they're actively connecting members to real solutions, informed by an understanding of the healthcare landscape in the Central Valley.

"When someone calls in and says they need help finding a provider who speaks Spanish, or they're unsure about a specialist referral, we're not sending them somewhere else to figure it out," said Rivera. "We're going to walk them through it and make sure they leave that call confident their questions have been fully addressed."



Beyond Expectations

The commitment goes well beyond answering questions. The team regularly takes proactive steps to close the loop — following up with members, coordinating with provider offices and stepping in to untangle billing or authorization issues before they escalate.

"If a member is confused by a claim or is having an issue making an appointment, we don't just explain it and move on," Rivera said. "We'll investigate, we'll call the office, whatever it takes to make sure the member gets a resolution. We own the issue until it's taken care of."

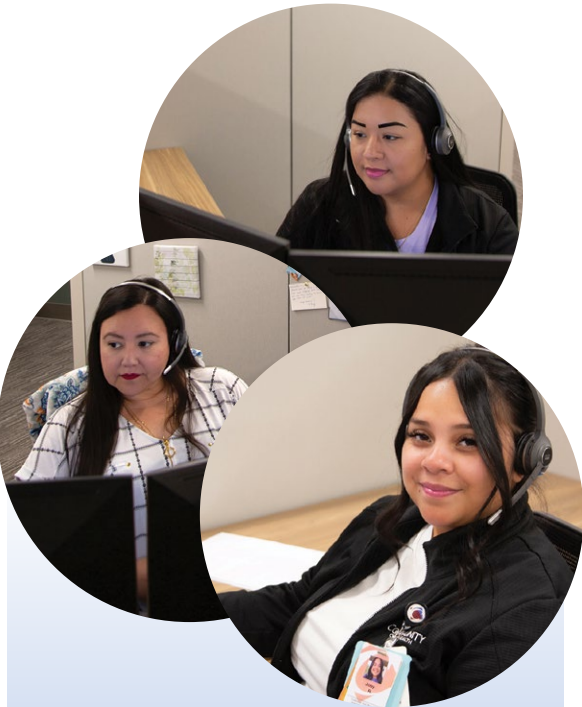
This hands-on, solutions-oriented approach is part of what sets Community Care Health apart. It's customer service as it should be: thoughtful, personalized and genuinely helpful.

The Result? Confidence and Trust

The impact of this local-first, no-homework philosophy is measurable. Members stay with Community Care Health and, perhaps most importantly, they feel heard.

By removing barriers, our customer service team empowers members to engage in their healthcare without added stress. That's more than good service — it's a reflection of our values and mission to serve the Central Valley with care and commitment.

If you need help or have questions about your benefits, finding a provider, or understanding how a claim was processed, contact Community Care Health Customer Service Monday-Friday 8am-5pm at **(559) 724-4995** or toll-free at **(844) 516-0181**, or visit communitycarehealth.org.



Fast, Friendly, and Effective

Another member praised two customer service team members for quickly resolving a serious issue and communicating with care and professionalism throughout. "They took great care of me," the member wrote, noting how rare it is to feel truly heard and helped by a health plan. "I commend them both."

Grateful Member

"What truly stood out was her patience, clarity and dedication to getting things right. She explained each step thoroughly, never rushed the conversation, and made me feel like a valued customer every second we spoke. It's rare to encounter someone so committed to excellence, but Tracy exceeded all expectations! She turned what could have been a stressful experience into a seamless, even pleasant one. Tracy is an absolute asset to the team, and I'm incredibly grateful for her help. If I could give more than five stars, I would!"

→ MEMBER RIGHTS

YOUR MEMBER RIGHTS AND PROTECTIONS

We are committed to ensuring that every member receives equitable, respectful and high-quality care. As healthcare policies evolve, we want you to stay informed about the rights and protections available to you as a member of our health plan.

Health Equity: New Support for Transgender-Inclusive Care

Beginning in early 2025, California health plans are required to ensure that staff who interact directly with members receive training in transgender-inclusive care. This is part of a statewide effort to make healthcare more respectful and responsive to all individuals. Additionally, provider directories will soon include information about which providers have experience offering gender-affirming services, helping members make informed choices about their care.



applies to both daily oral medications and long-acting injectable options. Members using PrEP can expect coverage that aligns with the latest federal guidelines.

Sexual and Reproductive Health: HIV PrEP Coverage

Health plans in California must continue to cover HIV prevention medication (PrEP) and related care without cost-sharing or prior authorization. New guidance from the Department of Managed Health Care reaffirms that all services recommended by the CDC — such as testing and counseling — must be included at no cost to members. This


Care After Sexual Assault: Expanded Coverage

Starting July 1, 2025, California law requires full-service health plans to provide comprehensive coverage for members who receive emergency medical care following rape or sexual assault. This includes up to nine months of follow-up services — all at no cost to the member. In addition, coverage cannot be conditioned on the member filing a police report, or charges brought against the assailant, or a conviction. The goal is to ensure timely access to necessary medical and supportive care during recovery.



Maternal and Infant Health: Access to Donor Milk

A new California law expands insurance coverage for medically necessary donor milk, especially for families with preterm infants. This change is intended to reduce the risk of serious complications like necrotizing enterocolitis (NEC) and bronchopulmonary dysplasia (BPD). By improving access to donor milk, the state aims to support healthier outcomes for vulnerable newborns across all insurance types.



COMMUNITY HEALTH SYSTEM
HEALTHQUEST

A free, educational series from Community Health System, sponsored by Community Health Partners and the Radin Foundation, bringing timely, expert-led discussions on the health topics that matter to our community.

Upcoming Events:	
August 7 Pediatric Mental Health	September 4 Caring for the Caregiver
October 2 Breast Cancer	November 6 Alzheimer's

For more information, visit: CommunityHealthQuest.org



FIND YOUR FLOW WITH BLUE MOON YOGA & WELLNESS

Partnering with local wellness leaders to support our members' health journeys.

Community Care Health is proud to partner with local wellness providers like Blue Moon Yoga and Wellness to ensure our members have access to tools that support physical and mental well-being. With locations in Fresno, Clovis and now Fig Garden, Blue Moon Yoga and Wellness is more than a studio — it's a welcoming community focused on holistic health.

As a woman- and family-owned business, Blue Moon Yoga and Wellness offers over 125 weekly classes across three studios, all featuring state-of-the-art heating technologies. Whether you're new to the practice or a seasoned yogi, their variety of classes and experienced instructors are designed to support every stage of your wellness journey — both physically and mentally.

"Our all-levels classes are designed to meet people where they are," explained Britney Easton, Co-Founder and Instructor at Blue Moon Yoga and Wellness. "New students often feel comfortable starting with our Yin yoga classes for a slower pace to adjust and to get comfortable with the heat. All of our classes offer plenty of modifications and variations so each student can customize the practice to their body."

In addition to yoga, Blue Moon Yoga and Wellness also offers services like contrast therapy, floating and cold-pressed juices — holistic practices that enhance both recovery and relaxation. Their philosophy is simple and powerful: healing the body and mind starts by creating a safe, welcoming community where people can move, breathe and connect.

Practitioners love that Blue Moon Yoga and Wellness feels like a sanctuary — a place to pause, reset and find time for themselves. It's not just about exercise; it's about community. From seasonal events to workshops and prenatal yoga, there's something for everyone.

For more information, including Community Care Health member discounts, please visit communitycarehealth.org/bluemoon.



All of our classes offer plenty of modifications and variations so each student can customize the practice to their body.

Source: Studio Images by bluemoonyogastudios.com. Images retrieved from: <https://bluemoonyogastudios.com/> (Accessed: 23 July 2025)



STRETCH YOUR DOLLARS FURTHER WITH ACCESS PERKS

Your Membership Comes with More Than Just Coverage

Did you know that as a Community Care Health member, you have access to exclusive discounts on everything from groceries to getaways? It's all part of Access Perks, a powerful savings platform that helps you get more out of everyday purchases — even your next vacation.

With over one million discounts available, Access Perks offers deals on:

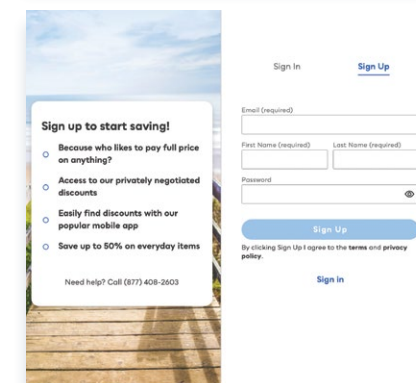
- Local shops and national retailers
- Dining and entertainment
- Theme parks and attractions
- Over 850,000 hotels and resorts
- 300+ airlines and car rental providers
- And much more!

Enrollment Is Simple

Getting started is quick, easy and free for Community Care Health members. Just visit communitycarehealth.org/accessperks and follow the prompts to register your account.

Once you're signed up, you'll be able to browse discounts, search for offers near you and even access mobile coupons on the go.

Whether you're planning a trip, shopping for essentials, or looking for weekend fun, Access Perks brings real value to your health plan. After all, wellness isn't just about checkups and prescriptions. It's about living well in every way.





Community Care Health
P.O. Box 45016
Fresno, CA 93718

PRSR STD
U.S. POSTAGE
PAID
FRESNO, CA
PERMIT NO. 49

Local Customer Service - Here for YOU!

Customer Service:

Monday - Friday, 8 a.m. - 5 p.m.
(559) 724-4995; Toll-free: 1 (844) 516-0181

For more information, visit www.communitycarehealth.org



MedImpact

Pharmacy Questions:

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



Musculoskeletal Care Questions:

Call SimpleMSK: 1 (877) 519-8839 or visit
www.simpletherapy.com/en/SimpleBehavioral



Mental Health Services Questions:

Call SimpleBehavioral: 1 (855) 424-4457 or visit
www.simpletherapy.com/en/SimpleMSK