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FEATURED ARTICLE

COLORECTAL CANCER

Our Continued Commitment to Member Health

At Community Care Health, our mission is to help our members live healthier lives by ensuring they have access to high-quality care, when and where they need it. That commitment guides everything we do - from the partnerships we build with providers to the programs and resources we offer our members.



One of the most important ways members can protect their health is through preventive care. Regular screenings play a vital role in detecting serious conditions early, when treatment is often most effective. In this issue of Health Matters, our cover story focuses on colorectal cancer screening - an essential preventive service for both men and women.

Colorectal cancer remains one of the most common cancers in the United States, yet it is also one of the most preventable when screenings are completed at recommended intervals. Screening tests can identify precancerous polyps before they develop into cancer and detect cancer in its earliest stages, when treatment is more effective and outcomes are significantly better. If you are eligible for screening or have questions about which option may be right for you, we encourage you to speak with your healthcare provider.

Ensuring members can access care when they need it is equally important. Over the past several months, Community Care Health has been conducting a Timely Access to Care survey to better understand our members' experiences scheduling appointments and receiving care. The feedback we receive helps us evaluate how well our provider network is meeting access standards and identify opportunities for improvement.

Our commitment to quality is also reflected in our interim accreditation by the National Committee for Quality Assurance (NCQA). This nationally recognized accreditation evaluates health plans on measures including quality of care, member experience, care coordination, and consumer protections. Maintaining NCQA accreditation reinforces our dedication to delivering high-quality, member-focused care.

Thank you for being part of the Community Care Health family.

Aldo De La Torre
President and CEO
Community Care Health



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COMMUNITY CARE HEALTH RECEIVES INTERIM NCQA ACCREDITATION

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

I am pleased to share that Community Care Health has earned Interim Accreditation from the National Committee for Quality Assurance (NCQA) for both our HMO and EPO plans. This recognition represents an important milestone for our organization and, more importantly, for you as a valued member.

NCQA is an independent, nonprofit organization that evaluates health plans nationwide using rigorous, evidence-based standards. Accreditation is awarded only after a comprehensive review of a health plan's clinical quality programs, care coordination processes, member protections, and operational systems. In October 2025, Community Care Health successfully met these nationally recognized benchmarks.

What does this mean for you?

NCQA Accreditation means an independent organization has validated that your health plan meets high standards in quality, safety, and member-centered care. It reflects our commitment to ensuring that care is delivered consistently, thoughtfully, and in alignment with proven clinical guidelines.

NCQA accreditation confirms that we:

- Promote timely access to care
- Support coordination among your doctors, specialists, and care teams
- Use data and performance measures to improve outcomes
- Protect your rights and respond to member concerns
- Follow evidence-based practices designed to keep you healthy

This process involves a detailed evaluation of how we manage preventive services, monitor quality measures, address grievances and appeals, and continuously improve the member experience. Accreditation is not automatic, nor is it permanent. It requires sustained performance and ongoing accountability.

For our members across the Central Valley, this milestone offers added confidence. When you choose Community Care Health, you are choosing a health plan that has demonstrated its ability to meet nationally recognized standards for care delivery and patient safety. It affirms that our systems, policies, and clinical oversight are structured to support continuity of care and long-term health.

As Chief Medical Officer, I view this accreditation as both an achievement and a responsibility. It validates the work our teams have done in partnership with providers and community organizations. At the same time, it reinforces our obligation to continually improve, expand access to high-quality, affordable care, and strengthen the health of the communities we serve.

We are proud of this accomplishment, but our focus remains forward-looking. Quality improvement is an ongoing process. Our commitment to you does not end with accreditation - it is strengthened by it.

Thank you for placing your trust in Community Care Health. If you would like to learn more about NCQA and its accreditation standards, please visit www.ncqa.org.

HealthMatters is a quarterly newsletter brought to you by Community Care Health. Designed to deliver the latest information impacting your health, we hope you find this resource valuable.



COLORECTAL CANCER: WHY SCREENING SAVES LIVES

#2

leading cause
of cancer death
(men and women
combined)

**1 in 23 men &
1 in 25 women**

will be diagnosed in their lifetime



90%

five-year survival rate when caught early



Screening now recommended
starting at age



45

Preventive care isn't just about treating illness — it's about stopping it before it starts. Colorectal cancer screening is one of the most effective ways to protect your long-term health.

A Common Cancer that is Often Preventable

Colorectal cancer is one of the most common cancers affecting adults in the United States. It's also one of the most preventable. Yet it remains the second leading cause of cancer-related deaths among men and women combined. The reason is not a lack of effective screening tools, but that many people delay or avoid screening altogether.

Colorectal cancer often develops slowly, beginning as small growths called polyps in the colon or rectum. These polyps usually cause no symptoms. Screening allows providers to find and remove them before they turn into cancer — or to detect cancer at an early stage, when treatment is most effective.

When colorectal cancer is caught early, the outlook is very positive. The five-year survival rate is about 90 percent when the disease is detected before it spreads. Unfortunately, that number drops significantly when cancer is found later, after symptoms appear.

Who is at Risk?

Both men and women are at risk for colorectal cancer. While rates among adults over 65 have declined thanks to improved screening, diagnoses among adults under age 55 have been increasing for more than two decades. Because of this shift, medical experts now recommend that average-risk adults begin colorectal cancer screening at age 45, rather than age 50.

Some people may need to begin screening earlier or be screened more often. Risk factors include a family history of colorectal cancer or polyps, inflammatory bowel disease, or certain genetic conditions. Lifestyle factors — such as diets high in red or processed meats, physical inactivity, smoking, excessive alcohol use, obesity, and Type 2 diabetes — can also increase your risk.

Screening Options: More Choices Than You May Think

Many people avoid screening because they assume it automatically means a colonoscopy. While colonoscopy remains the gold standard and is typically recommended every 10 years for average-risk adults, it is not the only option.

Non-invasive stool-based tests, such as FIT or stool DNA tests, can be completed at home and are effective when done on schedule. Each screening option has different benefits, and your provider can help determine which is right for you based on your health history and preferences.

The most important message is simple: the best screening test is the one that gets done.

Prevention Starts with Everyday Habits

Screening is a critical part of prevention, but it is not the only step. Everyday choices can also lower your risk of colorectal cancer. Eating a diet rich in fruits, vegetables, whole grains, and fiber; staying physically active; maintaining a healthy weight; avoiding tobacco; and limiting alcohol all support colon health.

Regular primary care visits are also important. Managing chronic conditions and staying up to date on preventive care helps identify potential issues early — when they are easiest to address.

Take Action for Your Health

At Community Care Health, we encourage members to think of colorectal cancer screening as a routine part of staying well — just like blood pressure checks or cholesterol testing. Preventive care is about acting before symptoms appear.

If you are age 45 or older, or have risk factors that may require earlier screening, now is the time to talk with your primary care provider and make a plan. A simple screening could save your life.



WHEN SHOULD YOU GET SCREENED?

- Age 45 or older for average-risk adults
- Earlier if you have:
 - A family history of colorectal cancer or polyps
 - Inflammatory bowel disease
 - Certain genetic conditions
- Not sure? Talk with your primary care provider



LOWER YOUR RISK EVERY DAY

- Eat more fruits, vegetables, and whole grains
- Limit red and processed meats
- Stay physically active
- Maintain a healthy weight
- Avoid tobacco and limit alcohol

SOURCES: American Cancer Society — Colorectal Cancer Facts & Figures; Centers for Disease Control and Prevention (CDC) — Colorectal Cancer Statistics and Screening; U.S. Preventive Services Task Force (USPSTF) — Colorectal Cancer Screening Recommendation; National Cancer Institute (NCI) — SEER Cancer Statistics; Colorectal Cancer

YOUR BEHAVIORAL HEALTH & PHYSICAL MEDICINE PARTNER

Understanding that health includes both mind and body, Community Care Health partners with trusted benefit managers to ensure members have access to high-quality behavioral health and physical medicine services — when and where they're needed.

Previously known as Halcyon and PhysMetrics, and now as SimpleBehavioral and SimpleMSK, it has never been easier for you to understand coverage and connect with care.



SimpleBehavioral

Mental Health & Substance Use Disorder Benefits
SimpleBehavioral manages mental health and substance use disorder benefits for all Community Care Health members, which includes support for stress, anxiety, depression, substance use concerns, and other mental health needs.

SimpleBehavioral works with a broad and growing network of licensed mental health professionals, psychiatric providers, and treatment programs with the goal to connect you with care that fits your specific needs, preferences, location, and schedule.

All services are handled with care and confidentiality, so you can feel comfortable seeking support when you need it.

For more information:
simpletherapy.com/SimpleBehavioral
Phone: 1 (888) 425-4800



SimpleMSK

Physical Medicine Benefits
Complementing mental health benefits, physical medicine benefits are managed by SimpleMSK. These services focus on treating pain, injury, and conditions that affect how you move and function in daily life.

SimpleMSK oversees a wide provider network across the Central Valley and throughout California, ensuring members have access to the specialty care they need, including:

- Physical therapy
- Occupational therapy
- Speech therapy
- Chiropractic care
- Acupuncture

For more information:
simpletherapy.com/SimpleMSK
Phone: 1 (877) 519-8839

CARS FOR THE CAUSE

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ENTER YOUR CAR TODAY!



www.cars4thecause.org

CAR SHOW

MAY 2, 2026

ON THE GREEN AT CLOVIS COMMUNITY MEDICAL CENTER

SURVEY REMINDER

Share Your Experience with Access to Care
Community Care Health is asking members to complete a short survey about their experience getting care — including appointment wait times, customer service, and interpreter services.

If you haven't already participated, we encourage you to take a few minutes to share your feedback.

Your responses are confidential and help us understand where we're doing well and where we can improve access to care for our members.



Scan today to complete the survey.

Thank you for helping us improve timely access to care across our network.

OUR EXPANDING NETWORK OF PROVIDERS



Steven J. Gustaveson, M.D.
Internal Medicine

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1111 West 4th Street, Building B
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Office: (559) 662-2700
Fax: (559) 673-0780



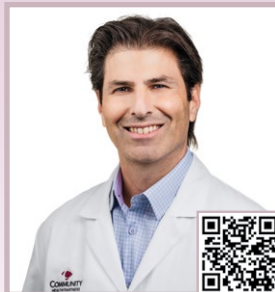
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Pediatrics

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Community Pediatric Care - Dearing

Pediatric Primary Care | Birth - 21 Years

Community Primary Care - Dearing provides comprehensive, family-centered pediatric care for infants, toddlers, children and adolescents from birth through age 21.

For more information scan or visit:
www.communityhealthpartners.org/dearing



MAIL-ORDER PRESCRIPTIONS

Convenient, Confidential Care
Delivered to You



Managing ongoing prescriptions shouldn't be complicated. Mail-order pharmacy services offer Community Care Health members a convenient, reliable, and confidential way to receive many maintenance medications — delivered directly to your home.

This service is ideal for members who take regular medications for ongoing conditions such as high blood pressure, diabetes, asthma, or cholesterol.

Importantly, members have access to pharmacist support, as well as online and mobile tools to manage medications easily and privately.

Mail-Order Pharmacy with Birdi

Community Care Health partners with Birdi, a mail-order pharmacy that manages home delivery of eligible maintenance medications. With mail-order pharmacy, prescriptions can often be filled in up to a 90-day supply and shipped directly to you — reducing trips to the pharmacy and helping you stay consistent with your treatment plan.

A Simple Step Toward Better Health

Mail-order pharmacy with Birdi is a convenient, confidential option designed to make managing your medications easier so you can focus on your health, not pharmacy trips.

Talk to your healthcare provider and see how you can save time — and money — with mail-order prescriptions. To get started, contact Birdi at (855) 873-8739.

Birdi serves as your mail-order pharmacy and provides secure, confidential handling of prescriptions.

Why Members Choose Mail-Order with Birdi



Convenience

- Medications delivered directly to your home
- Fewer pharmacy trips
- Up to a 90-day supply for many prescriptions



Confidentiality

- Secure, discreet packaging
- Private handling of prescription information
- Access through a secure online portal or mobile app



Consistency

- Refill reminders help prevent missed doses
- Auto-refill options keep medications on schedule
- Pharmacist support when needed



ACCESS TO CARE WHERE AND WHEN YOU NEED IT

At Community Care Health, we understand that accessing care should be convenient, flexible, and fit your schedule. That's why we offer a range of care options, allowing you to get the medical attention you need when you need it. Find the best fit for your health needs.



Urgent Care Locations

Need immediate care but don't require an ER visit? Community Urgent Care is equipped to handle a wide range of medical issues, making it easier for you to get the care you need without unexpected out-of-pocket expenses.

Community Urgent Care
1570 E. Herndon Avenue, Pod D Fresno, CA 93720
Monday-Friday, 9 a.m.-6 p.m.
Phone: (559) 603-7240

Find other urgent care locations near you at communitycarehealth.org/find-an-urgent-care.



Teladoc: 24/7 Virtual Care

With Teladoc, you can connect with board-certified doctors anytime, anywhere. This virtual option is perfect for non-emergency health concerns, including cold and flu symptoms, allergies, and general medical questions. Simply log in, request a consultation, and speak with a provider from the comfort of home.

To learn more visit www.teladoc.com.



Same-Day Appointments

When you need timely care from a familiar provider, same-day appointments are available with select Community Health Partners providers. This option is ideal for addressing urgent medical concerns with the comfort of seeing your regular healthcare provider.

For an up-to-date, comprehensive list of Primary and Pediatric Care providers, please visit www.communityhealthpartners.org/same-day-availability.



e-Visits: Quick, Online Consultations

For minor health issues that don't require an in-person visit, e-visits allow you to answer a few questions about your symptoms and get personalized care from a licensed provider. You'll receive advice, treatment options, and even prescriptions if necessary — all without having to step into a clinic. Simply visit our online provider director at communitycarehealth.org/find-a-provider and filter by "Telehealth" for a comprehensive list of 275 providers.

IMPORTANT REMINDER: SAVE ON COSTS BY USING PARTICIPATING PROVIDERS

When it comes to your healthcare, making the right choices can help you avoid unexpected costs. One common area where members face higher-than-expected expenses is lab work.

To maximize savings on lab — and all healthcare-related costs — always use participating providers. For lab services specifically, this means choosing Quest Diagnostics, the in-network provider for Community Care Health members.

Using other labs, such as LabCorp, may result in higher out-of-pocket costs. These costs are often significantly more than what you would pay for the same services at Quest.



Always choose in-network providers, like Quest Diagnostics, to get the care you need without surprises. Talk to your provider and request that they refer you to Quest for in-network lab services.



NO-COST INTERPRETER SERVICES AVAILABLE



At Community Care Health, we're committed to ensuring you can communicate comfortably and understand the care you receive. If you need assistance talking with your doctor, understanding medical information, or coordinating care, our customer service department is here to help. Call us at (559) 724-4995 to access no-cost interpreter services by phone in over 100 languages. Additionally, you may request written materials in your preferred language to ensure clear understanding.

For members who are speech or hearing impaired, the California Relay Service provides toll-free assistance. You can reach them at 1 (800) 735-2929 or 1 (888) 877-5378 (TTY) for support.

Community Care Health members are entitled to full and equal access to all covered services, including those with disabilities, as required by the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.



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

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

Available When You Need Us



Customer Service:

Monday - Friday, 8 a.m. - 5 p.m.
(559) 724-4995;
Toll free: 1 (844) 516-0181
For more information, visit
communitycarehealth.org



1 (800) Teladoc | teladochealth.com



Pharmacy Questions:

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



SimpleMSK: 1 (877) 519-8839



SimpleBehavioral: 1 (855) 424-4457