COMMUNITY CARE HEALTH

HEALTHmatters

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Healthy Aging

Protecting Your Mind and Independence

COMMUNITY CARE HEALTH

Fall 2026

Supporting Your Health at Every Stage



Good health is about more than treating illness. It's about taking steps today that can help us stay healthy, active and independent for years to come.

That idea is at the heart of this issue of *HealthMatters*.

Our feature on healthy aging focuses on two important topics: Alzheimer's disease and fall prevention. Understanding the warning signs of cognitive change, knowing when to talk with your healthcare provider and taking practical steps to reduce your risk of falls can all play an important role in protecting your health and independence as you age.

You'll also find information designed to help you make informed decisions about your care. We explain when your primary care provider should be your first call, when urgent care may be appropriate and when symptoms require emergency care. Choosing the right setting can help you get the care you need while making the best use of the healthcare resources available to our community.

As we enter flu and respiratory illness season, our Chief Medical Officer also shares information about flu and COVID-19 immunizations and the importance of talking with your healthcare provider about the protection that is appropriate for you.

Finally, we're pleased to introduce several new primary care and specialty providers who have joined Community Health Partners. Expanding the number and range of providers available to our members is an important part of improving access to high-quality care close to home.

At Community Care Health, our goal is to be a partner in your health — not only when you need care, but in helping you make informed choices that support your well-being every day.

Thank you for trusting us with your healthcare. We hope this issue encourages you to take an active role in your health.



Aldo De La Torre
President and CEO
Community Care Health



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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.

COMMUNITY CARE HEALTH

ACCREDITED NCQA HEALTH PLAN



PROTECT YOURSELF THIS FLU AND COVID SEASON

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

As we head into fall and winter, respiratory illnesses such as influenza (flu) and COVID-19 begin to circulate more widely. One of the most important things you can do to protect your health is to make sure you are up to date on the vaccines that are appropriate for you.

Flu can be much more than a few uncomfortable days at home. It can cause serious illness and lead to hospitalization, particularly for older adults, young children and people with certain health conditions. An annual vaccine remains the best way to reduce your risk of flu and its potentially serious complications. Even when vaccination does not prevent an infection entirely, it can reduce the severity of illness.

Because flu viruses change over time, flu vaccines are updated each year. For the 2026–2027 season, all three virus components of the U.S. flu vaccine have been updated from last season. The Centers for Disease Control (CDC) recommends annual flu vaccination for nearly everyone age 6 months and older.

COVID also continues to cause illness, and vaccines have been updated to better match circulating variants. Current guidance calls for individuals and families to make decisions about COVID vaccination based on factors such as age, health history and risk of severe illness. The potential benefit is greatest for people at increased risk for serious COVID, including older adults and people with certain underlying health conditions.

If you aren't sure which vaccines you need, talk with your primary care provider. They can review your age, medical history, previous vaccinations and other individual risk factors to help you make an informed decision.

In many cases, flu and COVID vaccines can be given during the same visit, making it easier to stay protected.

Vaccination is an important part of preventive care, but so are the everyday habits that help keep you and those around you healthy. Wash your hands regularly, cover coughs and sneezes, avoid close contact with others when you are sick, and pay attention to symptoms that may require medical care.

As we enter another respiratory illness season, take a few minutes to review your vaccination status. A simple conversation with your healthcare provider can help you determine the protection that's right for you.



HEALTHY AGING: PROTECTING YOUR MIND AND INDEPENDENCE



Understanding Alzheimer's, recognizing warning signs and knowing when to seek help as we age, changes in our bodies and occasional forgetfulness are common. But significant memory loss is not a normal part of aging.

Alzheimer's disease is the most common form of dementia, progressively affecting memory, thinking and behavior. Over time, symptoms can interfere with a person's ability to manage everyday activities independently.

Recognizing warning signs and seeking an early evaluation can provide valuable time to explore treatment options, access support and plan for the future.

Understanding Alzheimer's Disease

Alzheimer's is more than occasional forgetfulness. While misplacing items or forgetting names happens to everyone, dementia causes changes in memory and thinking significant enough to disrupt everyday life. Memory problems are often among the earliest symptoms. As the disease progresses, individuals may experience difficulty with reasoning, communication, judgment and familiar tasks.

Know the Warning Signs

Changes that warrant a conversation with your healthcare provider include:

- Memory loss that disrupts daily life
- Difficulty planning, concentrating or solving problems
- Trouble completing familiar tasks
- Confusion about time or place
- Difficulty finding words or following conversations
- Frequently misplacing items without being able to retrace steps
- Changes in judgment or decision-making
- Withdrawal from work, hobbies or social activities
- Noticeable changes in mood, personality or behavior

These symptoms do not necessarily indicate Alzheimer's. Other medical conditions, medications and factors can affect memory and thinking. However, persistent or worsening changes should be discussed with a healthcare provider.

When Should You Talk With Your Doctor?

If memory or thinking changes begin affecting everyday activities, talk with your healthcare provider. Warning signs may include difficulty managing medications or finances, getting lost in familiar places or changes in behavior noticed by family members.

No single test diagnoses Alzheimer's. An evaluation may include a review of medical history and medications, cognitive assessments, laboratory tests or other examinations to identify potential causes.

Why Earlier Evaluation Matters

Early evaluation can help identify Alzheimer's or other conditions, some of which may be treatable. It also provides opportunities to explore available treatments, connect with support resources and make informed decisions about future care.

Taking action early can help individuals and families better prepare for the challenges ahead.

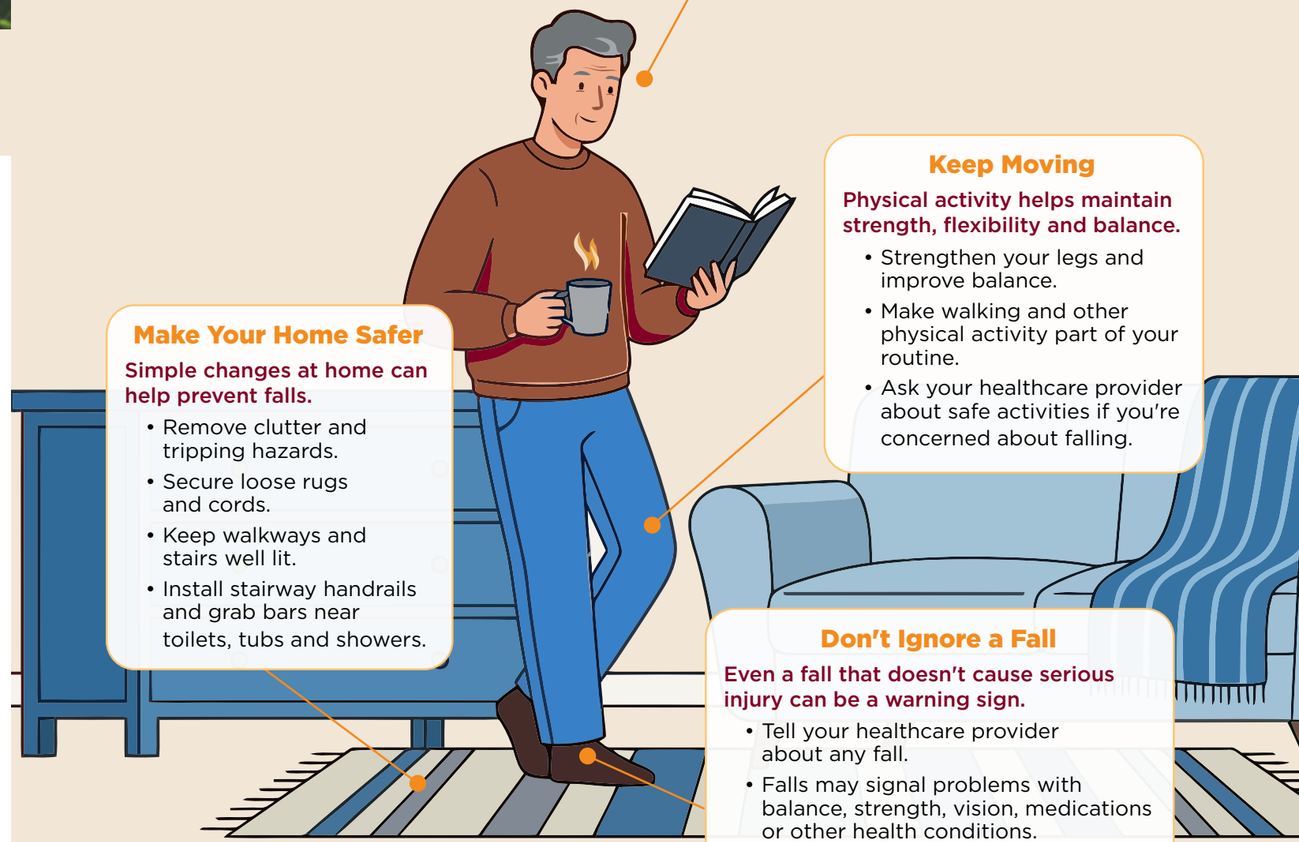
Reduce Your Fall Risk

Simple steps make a big difference

Check Your Vision

Clear vision helps you spot obstacles, judge distances and navigate safely.

- Have your eyes checked regularly.
- Keep your prescription current.
- Tell your eye doctor if you have difficulty seeing clearly when walking or using



Keep Moving

Physical activity helps maintain strength, flexibility and balance.

- Strengthen your legs and improve balance.
- Make walking and other physical activity part of your routine.
- Ask your healthcare provider about safe activities if you're concerned about falling.

Make Your Home Safer

Simple changes at home can help prevent falls.

- Remove clutter and tripping hazards.
- Secure loose rugs and cords.
- Keep walkways and stairs well lit.
- Install stairway handrails and grab bars near toilets, tubs and showers.

Don't Ignore a Fall

Even a fall that doesn't cause serious injury can be a warning sign.

- Tell your healthcare provider about any fall.
- Falls may signal problems with balance, strength, vision, medications or other health conditions.
- Identifying the cause can help prevent future falls.



RIGHT CARE. RIGHT TIME. RIGHT PLACE.

WHEN TO SEE YOUR PRIMARY CARE DOCTOR, URGENT CARE OR THE EMERGENCY ROOM

When you're sick or injured, you want care quickly. Knowing where to go can help you receive the right level of care, potentially spend less time waiting and avoid unnecessary healthcare costs.

Here's a simple way to think about your options.

Primary Care Provider: Your first call for most healthcare needs

Your primary care provider, or PCP, knows your health history and can help you manage your health over time. Whenever possible, your PCP should be your first resource for non-emergency healthcare.



Your PCP:

- Annual checkups and preventive care
- Vaccinations and health screenings
- Medication management and refills
- Diabetes, high blood pressure and other ongoing conditions
- New symptoms that aren't severe or life-threatening
- Minor illnesses
- Ongoing pain or symptoms
- Referrals to specialists
- Follow-up care after an illness or injury

Teladoc: Convenient Care, Anytime

Need care for a minor illness without leaving home? Teladoc gives Community Care Health members 24/7 access to board-certified doctors by phone or video. It's a convenient option for common, non-emergency health concerns. Visit TeladocHealth.com or call 1 (800) 835-2362.

Urgent Care: When you need care soon, but it isn't an emergency

Sometimes a medical problem can't wait for your next available PCP appointment. Urgent care can be a good option for illnesses and injuries that require prompt attention but aren't life-threatening.



Urgent care centers can often evaluate and treat these problems more quickly and at a lower cost than an emergency department.

Urgent Care:

- Cold or flu-like symptoms
- Sore throat or earache
- Fever without severe symptoms
- Urinary tract infections
- Minor cuts that may require stitches
- Sprains and minor injuries
- Minor burns
- Rashes or minor allergic reactions
- Vomiting or diarrhea without signs of severe dehydration

The Emergency Room: For serious or potentially life-threatening conditions

Emergency departments are equipped to treat severe injuries, serious illnesses and conditions where delaying treatment could be dangerous.



If you believe you are experiencing a medical emergency, call 911 or go to the nearest emergency department. Don't delay emergency care because of concerns about cost.

Choosing the right setting helps you receive appropriate care while potentially reducing wait times and out-of-pocket costs. Start with your primary care doctor when possible, consider urgent care or Teladoc for non-emergency needs, and use the emergency room for serious or life-threatening conditions.

Emergency Room:

- Chest pain or pressure
- Signs of a stroke, including sudden weakness or numbness, difficulty speaking, confusion, vision problems or loss of balance
- Severe difficulty breathing
- Loss of consciousness
- Uncontrolled or severe bleeding
- A severe allergic reaction, especially with difficulty breathing or swelling of the face or throat
- Major injuries or trauma
- Severe burns
- Seizures, particularly a first-time seizure or one that does not stop
- Other symptoms that appear serious or life-threatening

OUR EXPANDING NETWORK OF PROVIDERS

We're pleased to welcome the newest members of the Community Health Partners provider network and introduce them to you.



Mariam Ajmaia, PA
Primary Care
Community Primary Care – Herndon



Davinder Bhangoo, PA
Urology
Community Urology Specialists



Harimal Cheema, M.D.
Family Medicine
Community Primary Care – Milburn



Andria Criego-Maravilla, M.D.
Family Medicine
Community Primary Care – Fir South



Brandon J. Croft, M.D.
Interventional Pulmonology
Community Lung Nodule Program



Nicholas Gill, D.O.
Family Medicine
Community Primary Care – Milburn



Joseph C. Hsieh, M.D., MS, MBA, MPH
Neurosurgery
Community Neurosciences Institute



Ramneek Kalsi, M.D.
Urgent Care
Community Urgent Care



Jaskiran Khosa, M.D.
Interventional Pulmonology
Community Lung Nodule Program



Daniel Lee, D.O.
Family Medicine
Community Primary Care – Herndon



Omar Mahmood, M.D.
Medical Oncology
Community Medical Oncology Specialists



Natalie Petty, NP
Rheumatology
Community Rheumatology Specialists



Jennifer Romo, M.D.
Family Medicine
Community Primary Care – Shaw



Amrit Toor, M.D.
Family Medicine
Community Urgent Care



Brittanie Touma, M.D.
Family Medicine
Community Primary Care – Shaw



Bryan Tune, Ph.D., DNP, FNP-C
Urgent Care
Community Urgent Care



Danny Vazquez, M.D.
Radiation Oncology
Community Radiation Oncology Specialists



Jenna Weatherson, NP
Medical Oncology
M2 Oncology, *A member of Community Health Partners*

Scan QR Code to learn more about these physicians and the entire Community Health Partners roster of providers, including those with same-day availability.

WHEN CARE CAN'T WAIT



Community Urgent Care Is Here When You Need It

When you need medical attention but it's not an emergency, **Community Urgent Care** offers a convenient option for timely care.

Open 7 days a week from 8 a.m. to 8 p.m., Community Urgent Care makes it easier to get the care you need without waiting for an appointment with your regular provider.

And now, you can spend less time waiting when you arrive. Before heading to Community Urgent Care, use the QR code or link below to:

- **Let the Urgent Care team know you're on your way, or**
- **View available times and schedule ahead**

It's a simple way to plan your visit and save your spot before you leave home.

Save Your Spot

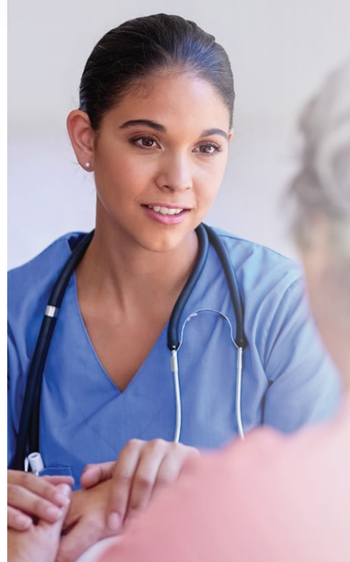
Scan the QR code or visit www.communityhealthpartners.org/community-urgent-care to let us know you're coming or select an available time.

Community Urgent Care

Open 8am – 8pm | 7 Days a Week
Office: (559) 603-7240
1570 E. Herndon Ave., Fresno, CA 93720

For life-threatening or potentially serious medical emergencies, call 911 or go to the nearest emergency department.

HELP US SPEAK YOUR LANGUAGE!



Have You Completed Your Language Assistance Survey?

Community Care Health recently mailed a Language Assistance Survey to our members, and we'd appreciate your participation!

Your responses help us better understand your language preferences and ensure we can communicate with you in the language you prefer.

It only takes 1–2 minutes!

Simply scan the QR code below to complete the survey online. It's quick, easy and helps us serve you better.

Scan Here to Complete Your Survey

Thank you for helping us improve!

To learn more about free language services, please visit www.communitycarehealth.org/language-assistance-program

MATERNAL AND INFANT HEALTH SUPPORT



Community Care Health is committed to supporting members during pregnancy and after childbirth. Our Maternal and Infant Health Outcomes Program provides information and resources related to maternal mental health, healthy pregnancy and postpartum care, and community-based maternal support services.

Maternal Mental Health Screening

Depression, anxiety, and other emotional health concerns can occur during pregnancy or after having a baby.

Community Care Health providers who provide prenatal and postpartum care are expected to offer maternal mental health screening:

- At least once during pregnancy
- At least once during the first six weeks after delivery
- Additional postpartum screenings when medically necessary and clinically appropriate

Your provider may use a brief questionnaire to help identify symptoms of depression or anxiety. If a screening identifies a concern, your provider can work with you to determine appropriate next steps based on your individual needs.

Behavioral Health Support

If you are experiencing depression, anxiety, changes in mood, or other emotional health concerns during or after pregnancy, talk with your healthcare provider.

Community Care Health members may also access outpatient behavioral health services directly, without a referral from a primary care provider. Routine outpatient behavioral health services generally do not require prior authorization. If you need help finding a behavioral health provider or understanding available services, Community Care Health can assist you.

Simple Behavioral
Phone: 1 (855) 424-4457
Website: www.simplebehavioral.com

Doula and Maternal Support Resources

Doulas provide non-medical support before, during, and shortly after childbirth. Depending on the individual doula, services may include education, emotional support, assistance preparing for childbirth, and postpartum support.

Doula services are not currently a covered benefit under Community Care Health HMO or EPO plans.

Members may still choose to obtain doula services outside their Community Care Health benefits. Community Care Health can provide information and resource navigation to help members locate community-based doula and maternal support resources.

Find Local Doula Resources

Community Care Health has developed a resource guide with doula and maternal support options serving Fresno, Madera and Tulare counties. Availability, services, eligibility requirements, and costs vary by organization or provider. Members should contact the listed resource directly for current information. Scan the QR Code to review the *Community Care Health Doula & Maternal Support Resource Guide*.

Improving Maternal and Infant Health

Community Care Health reviews available maternal and infant health information, member and provider engagement, and maternal-support activities to help identify barriers, disparities, and opportunities to improve care for our members.

My Pregnancy & Postpartum Care Checklist

Scan the QR code for a printable milestone tracker to help you easily track important care steps, appointments, and reminders for you and your baby.

Need Help?

If you have questions about your Community Care Health benefits or need help locating maternal health resources, contact Community Care Health Member Services at (559) 724-4995.

For help accessing behavioral health services, contact Simple Behavioral at 1 (855) 424-4457.

MEMBER RIGHTS



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 **(559) 724-4995** or toll free at **1 (844) 516-0181**.

Medical and Behavioral Wait Times and Timely Access to Care

ACCESS 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

Other Regulatory Requirements:

AFTER HOURS CARE	EMERGENCY 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.	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.

REQUIRED INFORMATION SHARING WITH COVERED CA

California Senate Bill 260 (CA SB 260) requires Community Care Health — and all other health plans — to share member contact information with Covered California™ when a member's health coverage terminates. Covered California may use this information to help members whose health coverage has terminated to get new coverage.

If you don't want us to provide your contact information to Covered California, please call Community Care Health Customer Service at (559) 724-4995 or toll free 1 (844) 516-0181 and we will take your name off the list.

More information about Covered California can be found at www.coveredca.gov or by calling them directly at 1 (800) 300-1506.

COMMUNITY CARE HEALTH

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

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FRESNO, CA
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Available When You Need Us



Teladoc HEALTH

1 (800) Teladoc | teladochealth.com

MedImpact

Pharmacy Questions:

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

COMMUNITY CARE HEALTH

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

SimpleMSK

SimpleMSK: 1 (877) 519-8839

SimpleBehavioral

SimpleBehavioral: 1 (855) 424-4457