

3 Tips for a Healthy New Year: Small Changes. Big Impacts.

5 Creating Healthy Habits: A Community Care Health Q&A

6 Health & Wellness Programs

10 Access to Care: Where and When You Need it

Quarterly Newsletter | Winter 2024

# HealthMatters

**STARTING JANUARY 1:**

An All-New & Enhanced Member Experience

See page 8

**A Year of Wellness:  
Build Better Habits Today**



As we approach the new year, I want to take a moment to share some exciting updates with you and express our gratitude for your continued trust in and support of Community Care Health.



In our ongoing efforts to enhance your health plan experience and provide faster and more efficient support, we have designed a new member portal as part of an upgrade to our customer service system. Our Customer Service team is at the ready to assist you with any questions or concerns you may have, ensuring you get the help you need when you need it.

Members will also be receiving enhanced member ID cards. The updated cards allow easier identification and better access to your benefits through the new member portal. Please be on the lookout for your new card in the mail, and make sure to update your information with your healthcare providers.

Finally, I want to take a moment to share that thanks to your trust and support, Community Care Health has experienced significant growth in recent years. We have expanded our network, introduced new benefits, and strengthened our commitment to providing high-quality care to our members. None of this would be possible without your continued loyalty.

Thank you for being a valued member of Community Care Health. We appreciate the opportunity to support your healthcare needs, and we look forward to continuing this journey together in 2025 and beyond.

Warm regards,

Aldo De La Torre  
President, CEO  
Community Care Health

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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.

# Tips for a Healthy New Year: Small Changes. Big Impact.



As we enter a new year, it's natural to feel inspired to make positive changes. Yet, as we've all seen, drastic resolutions often fade away by the time spring arrives. This year, I encourage you to shift your focus from lofty goals to sustainable lifestyle changes — small, consistent steps that create a solid foundation for lasting health and well-being. Let's make this the year of small changes with a big impact.

### Focus on Daily Movement

Regular physical activity doesn't have to mean an intense workout every day. Even simple, consistent movement can make a significant difference. Take a walk during your lunch break, stretch in the morning, or find an activity you enjoy that keeps you moving. Aim for at least 30 minutes of moderate activity most days of the week. Remember, it's not about perfection but about creating a routine that works for you and fits into your lifestyle.



### Nourish with Balanced Nutrition

Eating well is one of the most powerful ways to support your health. Start with small changes: add an extra serving of vegetables to your meals, choose whole grains over refined ones, or incorporate more plant-based foods into your diet. Avoid the temptation to follow extreme diets or eliminate entire food groups. Instead, focus on nourishing your body with a balance of proteins, healthy fats, and fiber-rich carbohydrates to keep your energy steady throughout the day.



### Prioritize Restful Sleep

Sleep is often overlooked when considering health, but it's a critical component of overall wellness. Strive for 7-9 hours of quality sleep each night and create a bedtime routine that helps you wind down. This might include turning off screens an hour before bed,



enjoying a warm cup of tea, or reading a book. Small changes to your sleep environment, like reducing noise and ensuring a dark, cool room, can also improve sleep quality.

**Don't Overlook Preventive Care**

Preventive care plays a vital role in maintaining good health. Schedule your annual check-up and stay up-to-date with recommended vaccinations, including flu shots and other age-appropriate vaccines. Regular health screenings and immunizations are key to catching potential issues early, helping you stay ahead of health challenges. Preventive care is a proactive step you can take to protect your well-being and peace of mind.



**The Power of Small**

Building healthy habits takes time, and it's normal to experience setbacks along the way. Be patient with yourself and remember that small, positive steps add up over time. Health isn't a destination — it's an ongoing journey. Each decision you make to move a little more, eat a little better, sleep a little deeper, or visit your doctor regularly lays a strong foundation for long-term wellness.



As you set your intentions for the new year, remember that sustainable changes, no matter how small, can lead to significant improvements in your overall health. Wishing you a healthy, balanced, and fulfilling year ahead.

*Dr. Utecht, Chief Medical Officer at Community Care Health, is dedicated to supporting members on their wellness journeys. Small changes, big impact — that's our goal for the new year and beyond.*



**A FRESH START IN THE NEW YEAR:  
TIPS FOR A HEALTHIER YOU**

**Join us on Thursday, January 9, at 6 p.m. for an educational health & wellness series sponsored by Community Health Partners and Radin Foundation.**

*The new year is a great time to try new things and develop new habits you can be proud of. Kickstart your journey to better health with practical insights on nutrition, exercise, and sleep for a balanced lifestyle.*

A SPECIAL **IN-PERSON** EVENT

REGISTER TODAY AT **COMMUNITYHEALTHQUEST.ORG**

**Creating Healthy Habits: A Community Care Health Q&A**



We all know that forming healthy habits is important, but it can be difficult to know where to start. Whether you're just beginning your wellness journey or trying to stay on track, here are some answers to the most common questions we get.

**Q: What's the best way to build an exercise routine?**

**A:** The most important first step is to find activities you enjoy — whether it's walking, yoga, or dancing — so that exercise doesn't feel like a chore. After all, if you're having fun, you'll be more inclined to keep it up. And that leads to another important aspect of health: consistency. Make exercise a part of your daily routine, and keep track of your progress to stay motivated!

*Tip: If you're looking for local resources to make fitness more accessible, check out our partnerships with Valley Fitness gyms (page 6) for great discounts.*

**Q: How can I make healthier food choices on a busy schedule?**

**A:** We all lead busy lives, and it can be hard to find time for meal planning. Start by prepping meals or snacks ahead of time so that you have healthy options ready to go when you're in a rush. Choose foods that are easy to pack, like salads, smoothies, or whole-grain wraps.

Additionally, keep healthy snacks like nuts, fruits, and yogurt on

hand for when you need a quick pick-me-up. The key is to focus on incorporating whole, minimally processed foods into your diet rather than relying on takeout or pre-packaged meals.

*Tip: If you need extra support, our partnership with Weight Watchers (page 6) provides members with resources to help you make healthier food choices, even on a tight schedule!*

**Q: How can I stay motivated to keep up with my fitness goals?**

**A:** Motivation can fluctuate, so it's important to create habits that don't rely on feeling motivated all the time. Try setting small, achievable goals that you can build upon over time. Tracking your progress — whether it's the number of workouts completed or the improvements you notice in your energy levels — can also be a great motivator. Lastly, don't be afraid to enlist a workout buddy or use a fitness app to help you stay on track. Having support makes all the difference!

**Q: How much sleep do I really need to stay healthy?**

**A:** Most adults need 7-9 hours of sleep per night to maintain good

health. After all, this is when your body repairs and recovers. If you struggle to get enough sleep, try setting a consistent bedtime routine to signal to your body that it's time to wind down. Avoid caffeine and screens at least an hour before bed, and make sure your sleep environment is cool, quiet, and comfortable.

**Q: Can small changes really make a big difference in my health?**

**A:** Absolutely! Small, consistent changes often have a greater impact than trying to make drastic changes all at once. Whether it's increasing your daily step count, swapping out sugary snacks for healthier alternatives, or committing to an extra hour of sleep each night, these changes add up over time. Focus on progress, not perfection, and celebrate your small wins.

Building healthy habits doesn't have to be overwhelming. With practical steps, support, and resources, you can create lasting change that enhances your overall wellness.

Your wellness journey starts today — let's make it a sustainable one!



## Health & Wellness Programs

Community Care Health is focused on making healthy lifestyle choices more available to members through partnerships with a variety of wellness organizations, including Valley Fitness and Weight Watchers.



### Valley Fitness: Your Partner in Health and Wellness

Valley Fitness is more than just a gym — it's a supportive community designed to help you reach your fitness goals. With a clean, welcoming environment and a focus on inclusivity, Valley Fitness is the perfect fit for everyone, whether you're an experienced athlete or just starting your fitness journey. Offering state-of-the-art equipment, professional trainers, and an energetic atmosphere, Valley Fitness is here to motivate and inspire you every step of the way.

#### Available Community Care Health Members:

- 14 Locations throughout California
- Top-of-the-Line Cardio, Free Weights, and Functional Training Equipment
- Total Body Circuit for 30-Minute, Full-Body Workouts
- Swimming Pools and Racquetball at Select Locations
- Unlimited Access to HydroMassage
- \$0 Enrollment Fee
- Annual Fee Waived

### Achieve Your Wellness Goals with WeightWatchers

At Community Care Health, we're dedicated to supporting your journey to better health — whether that means losing weight, eating healthier, staying active, or cultivating a positive mindset. That's why we've partnered with WeightWatchers to provide their award-winning wellness programs at a 50% discount.

With WeightWatchers, you'll gain access to the #1 doctor-recommended weight loss program, plus mindfulness tools from Breethe and hundreds of on-demand fitness classes through Obé Fitness — all conveniently available within the WeightWatchers app. Choose the plan that best fits your lifestyle: Digital, Digital with coach-led workshops, or WeightWatchers for Diabetes.

#### Available to Community Health Members:

- Lose weight, eat healthier, and develop a more positive mindset.
- 50% Member Discount
- Personalized Programs
- Award-Winning App
- Starting as Low as \$9.95/Month

Learn more at this and all of our wellness partnerships at [communitycarehealth.org/wellness](https://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 primary care provider or specialist 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.

### Now Open: Community Orthopedic Specialists

We are excited to announce the opening of Community Orthopedic Specialists, led by Raj Amin, M.D. Specializing in advanced orthopedic care, Dr. Amin and the team are here to help you move better and feel your best. Offering expert care for joint, bone and muscle conditions, our team is dedicated to helping you regain mobility and live pain-free.

**2473 East Fir Avenue  
Fresno, California 93720**

**Office: (559) 603-7525**

We are now accepting new patients! Call today to schedule your consultation and take the first step toward better orthopedic health. Let us help you get back to doing what you love!

[communityhealthpartners.org/community-orthopedic-specialists](https://communityhealthpartners.org/community-orthopedic-specialists)



**Raj M. Amin, M.D.**  
Orthopedic Surgery

**Community Orthopedic Specialists**  
2473 East Fir Avenue  
Fresno, California 93720  
Office: (559) 603-7525

Fellowship: Stanford University Hospital  
Residency: Orthopedic Surgery,  
Johns Hopkins Hospital  
Medical School: Michigan State University  
College of Human Medicine



**Ibiroinke Adelaja, M.D.**  
Breast Surgery

**Valley Surgical Specialists**  
782 Medical Center Drive East, Suite 101  
Clovis, California 93611  
Office: (559) 256-4111

Fellowship: Breast Surgery Oncology, Rutgers  
Cancer Institute of New Jersey  
Residency: General Surgery, UCSF Fresno  
Medical School: Texas A&M University  
College of Medicine



**Guadalupe Klise, NP**  
Gynecology Oncology

**Community Gynecologic Oncology Specialists**  
782 Medical Center Drive East, Suite 211  
Clovis, CA 93611  
Office: (559) 451-3676

Graduate School: Fresno Pacific University



**Robin Medina, FNP-C, MSN, BSN, PHN**  
Primary Care

**Community Primary Care - Fir South**  
2479 East Fir Avenue  
Fresno, California 93720  
Office: (559) 603-7400

Graduate School: Fresno Pacific University



# Starting January 1: An All-New & Enhanced Member Experience

As a valued member, we're excited to introduce to you a range of new tools and resources designed to make your healthcare journey easier and more rewarding.

## New Customer Service Contact Information

We're making it easier for you to connect with us! Community Care Health now has a new customer service phone number and a dedicated P.O. Box to better serve you.



- **New Customer Service Number: (559) 724-4995**
- **New P.O. Box: P.O. Box 45016 • Fresno, CA 93718**

Our customer service team is here to provide personalized support and address your needs, including:

- **Benefits Clarification:** Get clear answers about your coverage and benefits.
- **Claims Assistance:** Receive help with understanding and resolving claims.
- **Provider Connections:** Find the right doctors and specialists in your network.
- **Enrollment Support:** Assistance with enrollment questions and updates.
- **General Inquiries:** Any other questions you might have — we're here for you!

At Community Care Health, we're committed to making your healthcare experience as seamless and stress-free as possible. Reach out to us today — we're excited to help!

<b>Member</b> Member: JOHN SMITH Member ID: T12345678 Group: X67	<b>Medical Plan</b> Plan: Silver 70 EPO 1500/50 Deductible IND/FAM: \$1,500/\$3,000 Out-of-Pocket IND/FAM: \$3,500/\$7,000 Primary Care Visit: \$50 Specialist Visit: \$85 ER: \$400
<b>Pharmacy Plan</b> RxBIN: 003585 RxPCN: ASPROD1 RxGRP: CCP Tier 1: \$17 Tier 2: \$65 Tier 3: \$90	<b>Information</b> Customer Service: 559-724-4995 Teladoc: 844-348-8510 / 800-TELADOC SingleBehavioral (Mental Health and Substance Use Disorders) Prior Authorization: 888-425-4900 SimpleBehavioral - Payor ID: HALCY (Submit Behavioral Health and Substance Use Disorders Claims): 855-424-4457 SimpleMSK (PT, OT, ST, Chiropractic and Acupuncture): 877-519-8839 
To find in-network providers, please visit <a href="http://communitycarehealth.org">communitycarehealth.org</a> or call customer service. Payor ID: CCH25 Submit Medical Claims, Inquiries, & Appeals: PO Box 45016, Fresno, CA 93718 SimpleBehavioral - Payor ID: HALCY Submit Behavioral Health and Substance Use Disorders Claims: PO Box 25159, Fresno, CA 93729-5159 SimpleMSK - Payor ID: PM001 Submit Physical Medicine Claims: PO Box 25220, Fresno, CA 93729-5220 Providers located in Fresno, Kings or Madera counties not contracted with CCH, and providers located outside of Fresno, Kings or Madera counties, contact 559-724-4995 or visit <a href="http://bluehealthca.com/networkPPO">bluehealthca.com/networkPPO</a> for a BSCA PPO Provider.	

## New Member ID Cards Are On Their Way!

If you haven't already, you'll soon receive your **new member ID card with new ID number**.

Be sure to keep an eye out for your new card in the mail and remember to bring it with you to appointments. Your member card is also your key to accessing the **all-new member portal**, which is an essential resource for accessing and reviewing your healthcare benefits.

If you have any questions, contact us for assistance!

## Member Portal

Community Care Health is launching an updated member portal to provide you with an enhanced, online experience.

Please ensure that you register for the new portal on or after January 1, 2025, to continue managing your benefits, claims, and other important information. Your registration will require your new ID number, so be sure to have your new ID card on hand when you log in. All member IDs will begin with T508.

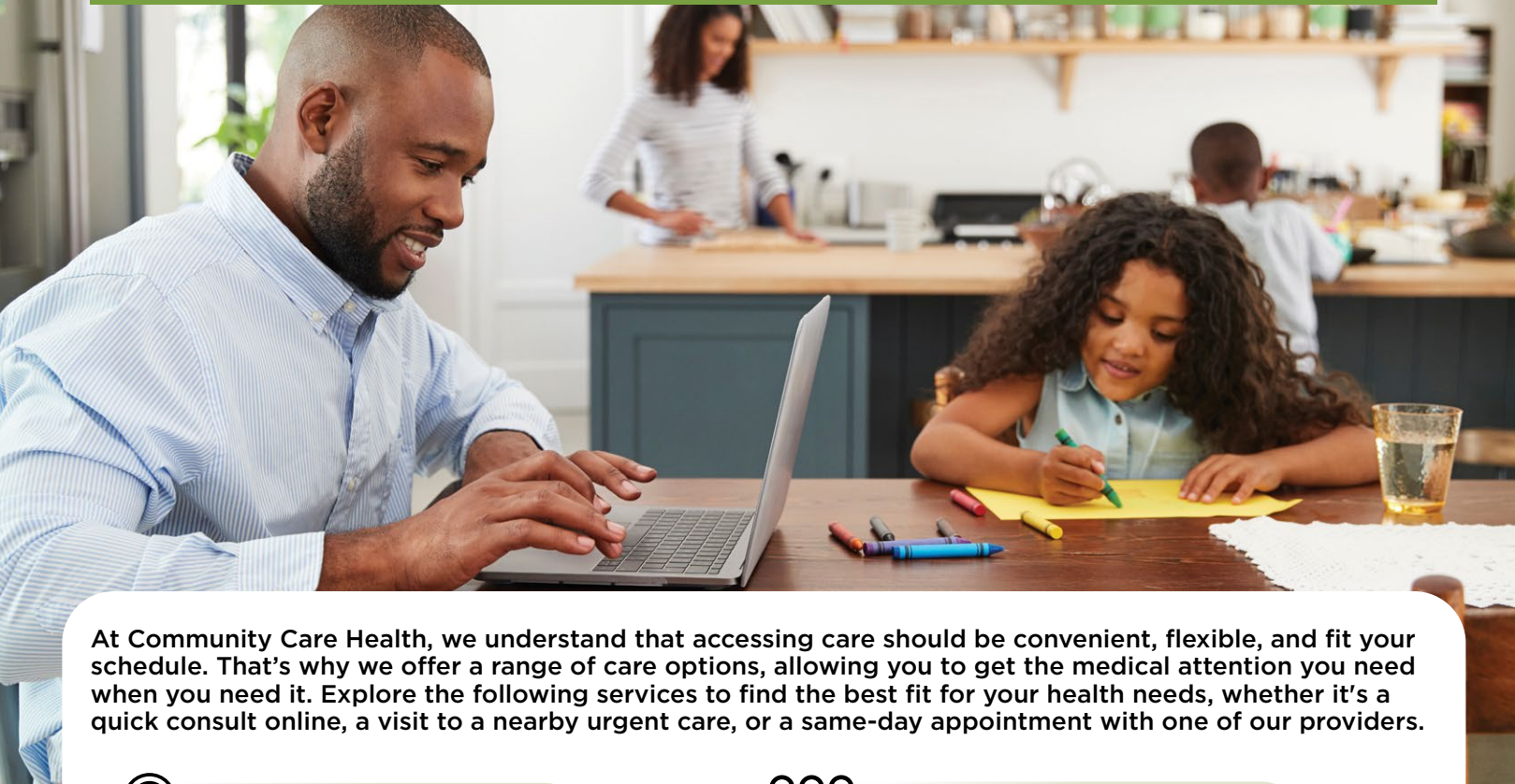
For more information, please visit [communitycarehealth.org/memberportal](http://communitycarehealth.org/memberportal) or scan the QR Code.



## Access Perks

We are very excited to introduce our all-new Access Perks Members Discount Program — a private savings network available to Community Care Health members. With Access Perks, you can save up to 50% on local eats, retail, services, online shopping, hotels, theme park tickets, movies, and more. Get started at [communitycarehealth.org/accessperks](http://communitycarehealth.org/accessperks).





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. Explore the following services to find the best fit for your health needs, whether it's a quick consult online, a visit to a nearby urgent care, or a same-day appointment with one of our providers.



**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 Fresno, California  
 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](https://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](https://www.teladoc.com).

Each of these options is designed to provide you with fast, quality care — on your terms. Whether you prefer a virtual visit or an in-person appointment, Community Care Health has in-network options that have you covered.



**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 [communityhealthpartners.org/for-patients/same-day-availability](https://communityhealthpartners.org/for-patients/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](https://communitycarehealth.org/find-a-provider) and filter by "Telehealth" for a comprehensive list of more than 250 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 (CCH) members.

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



**Here's what to do to avoid extra charges:**

- Check your provider directory to confirm participating providers.
- Request Quest Diagnostics for any lab work ordered by your doctor.
- Contact CCH Customer Service at (559) 724-4995 if you have questions about in-network providers.

We're here to help you make the most of your benefits and keep your healthcare costs manageable. Always choose in-network providers, like Quest Diagnostics, to get the care you need without surprises.

LANGUAGE ASSISTANCE

# 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 telephonic interpreter services 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  
(559) 724-4995  
[communitycarehealth.org](http://communitycarehealth.org)

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

## Committed to Providing Quality Healthcare Services for the Central Valley



**Your Voice  
Matters**

Have a story to share, questions or comments?

Please contact customer service at **(559) 724-4995** or  
email: [CustomerService@communitycarehealth.org](mailto:CustomerService@communitycarehealth.org)