

# First Things *first*

Member Newsletter | Fall/Winter 2019

## Inside

Service Coordination & Case Management.....2, 3

Mental Health Services.....4

Access to Care.....5

Quality of Service.....6, 7

Preventive Care.....8

Nurse Advice Line .....9

## FOLLOW US!

Follow Community First Health Plans on social media for all the latest updates!

 @CommunityFirstHealthPlans

 @CFHealthPlans

 @CFHealthPlans



Visit [cfhp.com](http://cfhp.com)!

## COMING SOON: NEW PARTNERSHIP WITH HEMISFAIR CONSERVANCY INCLUSION PROGRAM

CFHP will be sponsoring the Hemisfair’s Conservancy’s Inclusion Programming as of March 2020! Inclusion Programming at Hemisfair is emphasizing inclusivity and accessibility by providing interactive fun activities that create stimulating recreation opportunities for individuals with special needs and their families/caregivers.

CFHP will exclusively sponsor a sand rotating table that will be part of the recreational activities of the park area. The park’s surfaces will be designed to ease wheelchair navigation and accommodate individuals with special needs. To learn more about this partnership and the Inclusion Programming, visit [cfhp.com](http://cfhp.com).

## HAVE QUESTIONS?

### Main Office

12238 Silicon Drive, Suite 100  
San Antonio, Texas 78249

### Community Office at Avenida Guadalupe

1410 Guadalupe Street, Suite 222  
San Antonio, Texas 78207

(210) 227-2347 or  
(800) 434-2347 (toll-free)

Visit our website at:  
[www.cfhp.com](http://www.cfhp.com)

# SERVICE COORDINATION & CASE MANAGEMENT

## SERVICE COORDINATION FOR YOU AND YOUR FAMILY

At Community First Health Plans (CFHP) our STAR Kids Service Coordinators work hard to provide you with coordination of services that will ensure that you and your family get the care you need. We ask that you take a moment to review what service coordination is all about and encourage you and your child to participate in the Screening Assessment Instrument (SAI). The SAI is a tool our Service Coordinators use to help assess and determine what services your child might need.

We understand many members and/or guardians have questions about service coordination. Below you will find the answer to some of our most common frequently asked questions.

### What is Service Coordination?

Service Coordination is the support of adults and children with developmental disabilities in which they have access to services that help them fulfil their life goals in ways they prefer. The CFHP Service Coordination program focuses on your health, well-being, and independence and allows CFHP to work with you to help identify your or your child's needs. Together, we build an individual plan of care and services just for you. This is called Person Centered or Person Directed planning.

### What is a Service Coordinator?

CFHP Service Coordinators are dedicated to achieving the best possible care for you and your family. Our experienced CFHP Service Coordinators are equipped to help people with chronic or complex medical needs. Your Service Coordinator is:

- A dedicated Registered Nurse, Licensed Vocational Nurses, or Social Worker.
- Gets support from other experienced Behavioral Health, Transition Specialist, and Pharmacy workers.
- Someone who will be assigned individually or as a coordination team based on your needs.

### What will my CFHP Service Coordinators help me with?

CFHP Service Coordinators help with:

- Yearly evaluation of needs (varies on individual plan). They use a tool from Texas Medicaid called the STAR Kids Screening and Assessment Instrument (SAI) to evaluate your needs.
- Creating a one-on-one member-centered Individual Service Plan. This will tell us about your assessment findings, your short and long-term goals, your medical and service needs, and your preferences.
- Assess service needs and link you with the appropriate providers and community resources. They will help you find and get appointments with CFHP providers when needed.
- Keeping you updated on education and information on STAR Kids program. They will share information such as your health benefits, programs like state waivers and options to get community services, such as consumer direction and much more.
- Your Service Coordinator will work with other State or Community Programs that you are enrolled in to help with your care.
- Starting at age 15, your Service Coordinator and a specially trained person called a Transition Specialist will work with you to plan for moving to adult health care programs.



## Why should I have my child do the SAI?

CFHP Service Coordinators will assess your child using the SAI so that they can do a thorough assessment to identify all current needs, identify gaps in care, and put services in place that your child needs. Participating in an SAI is that it makes your child eligible to receive Long Term Services and Supports (LTSS). LTSS is designed to provide long term care and support to prevent your child from unnecessary visits to the hospital. Examples of LTSS services include:

- Personal Care Services
- Private Duty Nursing
- Day Activities and Health Services
- Prescribed Pediatric Extended Care Services
- Respite & Flexible Family Supports (if enrolled in the Medically Dependent Children's Program)

## How do I reach my Service Coordinator?

You can reach your personal Service Coordinator at the number he/she has provided on previous visits or by calling us at 1-855-607-7827.

## What if I do not have a Service Coordinator?

We can assign one to you right away if you do not have an assigned a Service Coordinator. Please call us to request one at 1-855-607-7827.

If you haven't heard from a CFHP Service Coordinator, we may be having a difficult time reaching you. Please call us to ensure all your contact information is up to date and to speak with our Service Coordination team. We will conduct the annual Screening and Assessment Instrument, or SAI, with you and your child so that that we may provide you with the services and support you need.

For our members that have completed their SAIs, you will be able to access your SAI and your Individualized Service Plan, or ISP, from the Community First Health Plans webpage. Simply go to <http://www.cfhp.com/> and select the member login option. You will be able to view your SAI as well as approve your child's ISP from the site.

## WORKING TOGETHER TO BECOME A HEALTHY COMMUNITY

Behavioral health conditions, also known as mental illness, substance abuse or other addictions, can affect how you think, feel and act every day. At Community First Health Plans (CFHP), we have a dedicated behavioral health team ready to help.

Available to both children and adults, our case managers and service coordinators provide stress management education, guidance to make positive choices and help improve your overall well-being. They coordinate care plans with your doctors and serve as advocates to get you the care you need. We understand the importance of behavioral health and we're here to help.

**This program is free, voluntary and is available to any CFHP member.**

CFHP's Care Management department is committed to working with you, your family members, doctors, and other members of your health care team, to improve your overall health and to obtain the services you need.

If you want to learn more about case management services, call CFHP Population Health Management at (210) 358-6050.



# MENTAL HEALTH SERVICES

## OUTPATIENT MENTAL HEALTH SERVICES AFTER HOSPITALIZATION

Mental illness can affect anyone, no matter what age, gender, income, social status, race, ethnicity, culture, religion, or sexual orientation.

If your child has a mental illness, you are not alone. 49.5% of youth in the United States will have a mental illness diagnosed by a doctor or provider before they are 18 years old. And, about half of those youths will be seriously impaired. A serious impairment means the child will have a very hard time participating in major life activities.

If your child has a mental illness and it goes untreated, we know it can affect their overall quality of life. This includes relationships, school/work, physical health, substance abuse, self-harm, or harm to others.

If your child is, for example, suicidal, homicidal, or experiencing psychosis, your child may need to stay in a hospital. Hospitalization can be the beginning of recovery. After being in the hospital, getting outpatient psychiatric or mental health services without delay is critical.

Individuals who receive outpatient psychiatric/mental health services within 7 days of leaving the hospital have a better recovery.

These follow-up appointments are important because they:

- Help lower the risk of going back into the hospital.
- Provide the extra support needed right after leaving the hospital.
- Allow your child's doctor to review and adjust medications, if needed.
- Help with the transition back home and to school or work.
- Make possible to continue working on the progress made in the hospital.

Here are ways to ensure your child's follow-up appointments go well:

- Ask for the follow-up plan in writing.
- Get a list of your child's medications and how many weeks the prescription is for.
- Ask the hospital staff to arrange an appointment within 7 days of your child's returning home.
- Ask them to give you the date of your child's appointment with the name, address, and phone number of the mental health provider they are going to see

Community First's STAR Case Managers and STAR Kids Service Coordinators are here to assist you with your child's psychiatric outpatient appointment after hospitalization. Your child's Case Manager or Service Coordinator will also call you within 48-72 hours of your child's discharge.



Please call us at:

**STAR Kids:** (210) 358-6403 or toll-free 1-855-607-7827

**STAR Medicaid:** (210) 358-6060 or toll-free 1-800-434-2347

**CHIP/CHIP Perinatal:** (210) 358-6300 or  
toll-free 1-800-434-2347

**Commercial:** (210) 358-6070 or toll-free 1-800-434-2347

**TTY:** (210) 358-6080 or toll-free 1-800-390-1175

**DIRECT ACCESS TO:****WOMEN'S HEALTH SERVICES**

As a valued CFHP Member, you have direct access to women's health specialists for routine and preventive health care services. CFHP does not require you to obtain a referral or prior authorization as a condition to receiving such services from specialists in the network.

Women's health specialists include, but are not limited to:

- Obstetricians.
- Gynecologists.
- Certified nurse midwives.

Routine and preventive health care services include, but are not limited to:

- Prenatal care.
- Breast Exams.

**SPECIALISTS**

As Members of Community First Health Plans, if you have special health care needs or Long Term Support Services, you have direct access to specialists as appropriate for your condition and identified needs.

CFHP assesses Members to identify those with special health care needs.

CFHP does not require you to obtain a referral or prior authorization as a condition to receiving services from specialists in the network. Direct access does not prevent CFHP from requesting or requiring notification from specialists for data collection purposes.

**SECOND OPINIONS**

As a valued CFHP Member, you have the right to a second opinion from a qualified health care professional. If an appropriate professional is not available in-network, the organization will arrange for you to obtain the second opinion out of network at no more cost to you than if the service was obtained in-network.

**PREVENTIVE HEALTH GUIDELINES**

A great way to keep our body healthy is by staying up to date with health checkups. These checkups consist of a head to toe exam, lab tests, hearing and vision tests, developmental tests, and if necessary, shots.

Health checkups begin at birth and are on a specific special schedule from birth until 3 years old. It is important not to miss a health checkup and to see your doctor once a year on or after your birthday. These visits are also a great opportunity to ask questions about your or your family's health.

For more information, visit [www.cfhp.com/members](http://www.cfhp.com/members) and click on your program or click on the Health Services Resource tab in the 'Member' dropdown. You may also e-mail us at [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) or give us a call at (210) 358-6349.

**FREE COMMUNICATIONS AND LANGUAGE SERVICES**

Community First Health Plans provides free aids and services to people with disabilities to help ensure effective communication with our organization, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, and other written formats).

CFHP puts our community first. We want to ensure that all Members receive the same quality care! CFHP offers free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, please contact Community First Member Services at 1-800-434-2347.

All these services are **free of charge**.



## INSIDE CFHP: UTILIZATION MANAGEMENT

Community First Health Plans (CFHP) utilizes evidence-based criteria and clinical guidelines to make Utilization Management decisions. Decisions are based on criteria that are applied in a fair, impartial, and consistent manner that serves the best interest of you as a valued member. CFHP approves or denies services based upon whether or not the service is medically needed and a covered benefit.

Please note that CFHP does not provide financial incentives (rewards) to physicians or employees (who conduct utilization reviews) for issuing denials of coverage or creating barriers to care or service.

## CFHP QUALITY IMPROVEMENT PROGRAM EVALUATION

Every year in January, Community First Health Plans (CFHP) develops a quality plan. At the end of the year, CFHP takes time to review the results of the plan. The evaluation helps to identify successes and look for improvement opportunities. It also helps CFHP develop quality activities for the following year. This helps CFHP move towards our goal of continuous improvement, problem resolution and delivery of the highest quality health care and services, in a safe manner.

Highlights of this year's evaluation include:

- Successful move to a new medical management system, which will help keep members in the center of care coordination, and help staff have all the information they need to assist members;
- Completion of adolescent well visits and timeliness of prenatal and postpartum care remained at the 50th to 75th percentile, compared to other health plans across the country, for STAR and CHIP;
- Implemented a system to assist members in getting the social services they need;
- The annual satisfaction survey revealed members are satisfied with CFHP; rated in the top 75th percentile, nationally, by STAR Adult members, in the 67th percentile for the parents of STAR children, and in the 95th percentile for Commercial members;



- 89.2% of doctors and other providers surveyed indicated they were satisfied with CFHP (above the national average of 88.0%) and 92.6% would recommend CFHP to other providers (national average 87.0%);
- CFHP was awarded Accredited status for the Medicaid and Commercial programs through the National Committee on Quality Assurance (NCQA). NCQA evaluates health plans in the United States on quality of care standards.

Opportunities identified and key goals for the future include:

- Grow the CFHP website and expand information available through the secure member and provider portal;
- Explore opportunities to expand the provider network
- Continue work to implement a new claims management system
- Successful renewal of the STAR and CHIP contract.

You can learn more details about CFHP performance on measures of clinical care and member satisfaction by viewing the 2019 HEDIS and CAHPS summary in this newsletter and the more detailed findings on our secure web portal.

## MEMBER SATISFACTION SURVEY: MEMBERS HAPPY WITH CFHP

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a member survey. It measures satisfaction with care through a rating of four main categories: the health plan; overall health care; personal doctor; and the specialist seen most often. These measures capture information which cannot be gathered through claims and medical record reviews.

The CFHP goal for the 2019 survey was to meet or exceed the HEDIS 50th percentile in comparison to other health plans across the country. The table below provides a summary of the area of strength in member satisfaction was the level of Customer Service provided by CFHP staff.

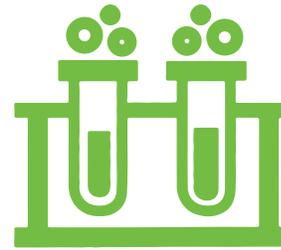
### 2019 CAHPS/Enrollee Survey - Strengths in Member Satisfaction

Survey Categories	STAR Child / CHIP	STAR Adult	Commercial
CFHP Customer Service	90th Percentile	50th Percentile	50th Percentile

Areas of opportunity for improvement in member satisfaction from 2019 include:



**Getting care quickly –  
routine/urgent**



**Getting needed care –  
care/tests/treatment**

The goal for CFHP is to continue to improve in its delivery of quality care and service, in a safe manner. We welcome recommendations from our members, physicians and other practitioners.

# PREVENTIVE CARE

## BEAT THE FLU – FLU SHOT REMINDER



**They are free.**

Flu shots are **free** for Community First Health Plans (CFHP) Members.



**You can get them almost anywhere.**

- Flu shots are available for adults and children, age 7 years and older, at your doctor's office, or at Target, Walgreens, HEB, Walmart, CVS, and other participating CFHP pharmacies.
- Children under the age of 7 must get their flu shot at their doctor's office.



**Almost everyone should get them.**

Flu shots are safe and effective for most people, including pregnant women and babies over 6 months of age.

If you have any questions about how or where you can get your flu shot, please contact us at (210) 227-2347 or 1-800-434-2347.

You may also e-mail us at [healthyhelp@cfhp.com](mailto:healthyhelp@cfhp.com) or visit our website for flu updates at [cfhp.com](http://cfhp.com).

# The Right Care

**At The Right Place, At The Right Time**

## Don't know where to go?

Follow this guide to help you get the right care.

### FAMILY DOCTOR



#### Regular & Preventive care

- Checkups and shots
- Help with illnesses such as asthma and diabetes
- Preventive Care
- Fever, flu, sore throat, coughs
- Infection
- Vomiting
- Injuries such as sprains and cuts

If you don't know who your doctor (PCP) is, call CFHP Member Services at (210) 227-2347.

### URGENT CARE



#### When your doctors office is closed

When you have an urgent health care need and your **PCP is not available**, the **CFHP Nurse Advice Line** is available to assist you with what to do and where to go to care for a healthcare issue.

Call the Nurse Advice Line:  
(210) 227-2347 or toll-free 1-800-434-2347.

### EMERGENCY ROOM



Dial 911 or go to the Emergency Room if you think your life is in danger.

#### Fast, life-saving care

- Bleeding that will not stop
- Hard time breathing
- Seizures
- Passing out
- Chest pain
- A serious accident

In any possible poisoning, call the **Poison Control Center: (1-800-222-1222)** for expert advice. They may direct you to the ER.

# NURSE ADVICE LINE

For Members of Community First Health Plans

Health concerns don't always follow a 9-to-5 schedule when you or a family member has a health problem or a question. Our Nurse Advice Line helps you and your family receive the care you need, when you need it.



Community First Health Plans makes it possible for you to talk to a registered nurse AT ANY TIME.

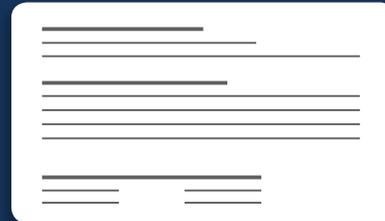
24 / 7

.....  
365  
days a year



Through this resource, members may call and speak to a nurse about any health related questions or get help in making a decision about what type of care is needed when the doctor's office is closed.

Find the Nurse Advice Line number on the back of your Member ID card listed as CFHP Member Services Department.



During business hours, our Member Services representatives can directly connect you. After regular business hours, our phone number will automatically connect you to the Nurse Advice Line.

**Nurse Advice Line**

**(210) 227-2347 or toll free 1-800-434-2347**

## Non – Discrimination Notice

Community First Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation. Community First Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

Community First Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Community First Health Plans director of Compliance at (210) 510-2482.

If you believe that Community First Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation, you can file a grievance with:

Community First Health Plans  
Pamela Mata, Compliance Manager  
12238 Silicon Dr., Suite 100,  
San Antonio, Texas 78249  
Phone: (210) 510-2484  
TTY: 1-800-390-1175  
Fax : (210) 358-6014  
Email: pmata@cfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Pamela Mata, Compliance Manager, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building

Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-434-2347 (TTY: 1-800-390-1175).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-434-2347 (TTY: 1-800-390-1175).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-434-2347 (TTY:1-800-434-2347)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-434-2347 (TTY: 1-800-390-1175)번으로 전화해 주십시오.

ص ت ا ر ب م ق 1-800-434-2347 م ق ر  
وغ ل ل ا ة ي و ت ت ف ك ل . ن ا ج م ل ا ب ل  
ت ر ك ذ ا ة ، غ ل ل ا ن ا ف ت ا م د خ ا س م ل ا ة د ع  
: ة ظ و ح ل م ا د ا ت ن ك ت د ح ت  
ت ا ه م ص ل ل ا ل ا و : 1-800-390-1175

ت ا م د خ ت ف م س ي م ب ا ي ت س د س ي ~ ل ا ك  
ل ، س ي ~ و ت پ ا و ك ن ا ب ز ي ك د م ي ك  
ر ب خ : ر ا د ر گ ا پ ا ر ا و د و ب ر ت  
1-800-434-2347 (TTY: 1-800-390-1175).  
ك

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-434-2347 (TTY: 1-800-390-1175).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-434-2347 (ATS : 1-800-390-1175)

ध्यान दः यद आप हदी बोलते ह तो आपके लिए मुफत म भाषा सहायता सेवाए उपलब्ध हे। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल कर।

وگتفگ ی سراف ن ابز م ب رگا : ه جوت  
تروصب ی ن ابز ت ا ل ی س ت ، د ی ن ک ی م  
د ی ر ی گ ب س ا م ت ا م ش ی ا ر ب ن ا گ ی ا ر  
1-800-434-2347 (TTY: 1-800-390-1175)  
ا ب . د ش ا ب ی م م ه ا ر ف

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-434-2347 (TTY: 1-800-390-1175).

ध्यान दें: यद आप हदी बोलते हैं तो आपके लिए मुफत में भाषा सहायता सेवाए उपलब्ध हैं। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-434-2347 (телетайп: 1-800-390-1175).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-434-2347 (TTY:1-800-390-1175) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).