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Quarterly Newsletter | Fall 2017

# HealthMatters



Community Care Health  
for the Central Valley



# Welcome

*I am excited to introduce Community Care Health's first newsletter, designed specifically for our members. Health Matters will be released on a quarterly basis to help provide you better access to information about your health plan and available resources. It will also include fun segments like health tips, healthy recipes, and a regular column from our Chief Medical Officer, Dr. Daniel Bluestone.*



*I hope this newsletter will give you better insight into Community Care and the commitment we make each and every day to improve the lives of the people and the community we serve.*

*Your feedback is welcome. Feel free to send any comments or suggestions about Health Matters to [info@communitycarehealth.org](mailto:info@communitycarehealth.org). For specific questions about your health plan, Member Services can be reached at (855) 343-2247.*

*I hope you enjoy this first edition!*

**Aldo De La Torre**

*President, CEO and Chairman of the Board  
Community Care Health*

# In this issue...



**BIG times ARE BACK**



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COMMUNITY CARE  
HEALTH

Health Matters is a quarterly newsletter brought 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.

## Type-2 Diabetes Affects Many of You - Our Members. We Want to Help You Better Understand this Disease.

You may not be aware of some of the symptoms or what you can do to help improve this condition. We're here to help!

### What You Need to Know About Prediabetes

#### Q: What is prediabetes?

**A:** *Prediabetes is when your blood sugar levels are higher than normal, but not high enough to be called diabetes. When your body cannot use insulin (a hormone made by the pancreas) to convert sugar from food into energy, you develop diabetes. Too much sugar in the blood hurts your body and puts you at risk of heart disease and stroke. Prediabetes is a warning sign that you may need to increase your exercise, change what you are eating/drinking and lose weight.*

#### Q: How will I know if I have prediabetes?

**A:** *It's important to note - most people do not have symptoms of prediabetes. A blood test is the only way to know for sure. You should be tested if you are over the age of 45 (especially if you are overweight), you have a family history of diabetes, or you are a woman who had diabetes while pregnant.*

#### Q: What can I do to prevent Type-2 diabetes?

**A:** *You can have a positive impact on your health and prevent diabetes if you make certain changes. Lifestyle changes that you make will help delay or prevent prediabetes or diabetes. These changes include:*

- 1) Losing Weight. Just losing as little as 5 to 10 percent of your weight, which is 10 to 20 pounds for someone who weighs 200 pounds. The best way to lose weight is to cut back on how much you eat and move your body more. (Avoiding sugary soda and drinking water instead can be a quick hit!).*
- 2) Exercising. Be physically active at least 30 minutes a day. It will help with weight loss, make your body's insulin work better and lower your blood sugar (try simply taking the stairs instead of the elevator for a quick hit!).*
- 3) Making Good Food Choices. Eat more fresh vegetables, whole grains, and lean proteins. Choose less foods high in sugar and fat. Choose more foods high in fiber, which will help you feel full.*
- 4) Quit Smoking. There is growing evidence that smoking cessation reduces the risk of developing type-2 diabetes along with myriad other health benefits.*



#### Q: How can I learn more about prediabetes?

**A:** *We can help. We have diabetes programs and resources available to our members to help educate you and manage this disease.*

[www.communitymedical.org/services/Diabetes-Program](http://www.communitymedical.org/services/Diabetes-Program)

### Community Diabetes Care Center

We provide personalized care, education, counseling and treatment to help you self-manage your blood glucose levels in the Community Diabetes Care Center. We offer motivational programs, screenings, informative literature, seminars and rural outreach to improve the health status of the region and promote medical education.

Services are provided in English and Spanish for the following programs:

**Diabetes Management Program** - We offer individual assessment and education on lifestyle changes, self-management classes and follow-up visits for those with Types-1 and Type-2 diabetes.

**Diabetes in Pregnancy Program** - We offer valuable training for expectant mothers with diabetes and women with diabetes who plan to become pregnant.

For more information please contact:

Community Health Center-Sierra  
1925 E. Dakota, Suite 11  
Fresno, CA 93726  
(559) 459-1763

You may also contact the National Diabetes Information Clearinghouse at 1-800-860-8747 (TTY 1-866-569-1162) or visit [www.diabetes.niddk.nih.gov](http://www.diabetes.niddk.nih.gov)

# OPEN ENROLLMENT IS COMING!

Be on the look-out for important dates and notices.



**OCT. 1-30**

OPEN ENROLLMENT  
BEGINS



**OCT. 2-6**

CMC email with Open  
Enrollment video



**OCT. 9-13**

Benefit Fairs at CMC hospital  
facilities and the corporate  
office at Shaw

## Community Cancer Center Coming Summer 2018



Learn more at [tobeatcancer.org](http://tobeatcancer.org)

## Roasted Cherry Tomato Chutney on Squash

1. Brush cut sides of squash with 1 tablespoon of the olive oil. Sprinkle with salt and pepper. Place squash halves, cut sides down, in a large baking dish. Prick the skin all over with a fork. Bake, uncovered, in a 375 degrees oven for 30 to 40 minutes or until tender.
2. Meanwhile, place cherry tomatoes in a large bowl. Add the remaining 2 tablespoons olive oil, the minced garlic and salt to taste; stir well to coat. Place tomato mixture in a 15x10x1-inch baking pan. Bake in oven with the squash for the last 20 minutes.
3. In a large skillet, bring the chicken broth to boiling; add onion. Cook about 3 minutes or just until tender. Remove skillet from heat. Add roasted tomatoes to the skillet with the onion. Using a fork or potato masher, gently press down on tomatoes to pop their skin and release their juice. Add mozzarella, basil and mint to the tomato mixture; toss well.
4. Using a fork, remove the squash pulp from shell. Top squash with tomato mixture and Parmesan cheese.

Source: <http://www.midwestliving.com/recipe/roasted-cherry-tomato-chutney-on-squash/>



### Ingredients:

- |  |  |
|--|--|
| 1 2-pound spaghetti squash, halved lengthwise and seeded | 1/2 cup chopped onion  |
| 1 tablespoon olive oil                                   | 1 8 - ounce container bite-size fresh mozzarella balls, cut up |
| Salt and ground black pepper                             | 1/4 cup chopped fresh basil                                    |
| 2 pints cherry and/or grape tomatoes                     | 2 tablespoons chopped fresh mint                               |
| 2 tablespoons olive oil                                  | Freshly grated Parmesan cheese                                 |
| 2 tablespoons minced garlic                              |  |
| 1/4 cup chicken broth                                    |  |

## What is the Best Form of Cardio Exercise?

Tim Clark, Manager  
Community Medical Centers Fitness Center

I find that these commonly asked questions make for some of the best blog topics! This one can be answered one of two ways. One would be the scientific approach and is probably the answer most people are expecting to hear from me. That answer would be a list of cardio workouts with their calorie burn total listed for comparison. Let's just get that out of the way now and you can thank me later for saving you a 30-second Google search. Take a look at the table on the right:

Yeah, yeah, I know that was alphabetical order and not listed by calories burned. It was a 30 second Google search after all!

Now in my humble opinion that is all fine and good. However, that is not the answer you will get out of me. In my opinion, whichever form of cardio you like the most is the best form. Who really cares what the most efficient form of cardio is at burning calories. If I don't like it then chances are I won't stick with it long enough to get results from it. It's as simple as that! Whatever you like the best, that is the best form of cardio! So get out there and explore and find what form of cardio you like the best. What have you got to lose besides calories?

Type of Cardio	Calories Burned in 30mins
Kickboxing	298
Mountain Biking	230
Rollerblading	184
Rowing Machine	189
Running 8 min/mile	338
Running 10 min/mile	270
Running 12 min/mile	216
Showshoeing	216
Soccer	189
Step Machine	162
Swimming Laps	297
Tennis	182
Walking 15 min/mile	122
Walking 15 min/mile on a 10% Incline	284

(Based off of a 130lbs. woman)

# Understanding Melanoma



## Insights from

**Dr. Daniel Bluestone,**  
Community Care Health Chief Medical Officer

**Don't underestimate the strength of the sun in the fall. It is more important than ever to be careful about sun-exposure and avoiding sunburn. Your skin is your body's largest organ.**

Repeated exposure to the UV-rays of the sun can damage the DNA inside the cells of your skin. The effect of this damage accumulates over time and can lead to the development of skin cancer. Many skin cancers are slow growing and can be easily treated. However, there is another more aggressive form of skin cancer called Melanoma.

## What is Melanoma?

Melanoma is a serious form of skin cancer that starts in the pigment-producing skin cells (melanocytes). Melanoma is the sixth most common cancer in the United States, and the number of melanoma cases diagnosed annually is increasing faster than for any other cancer. Melanoma can occur anywhere on the skin, including the back and



other hard-to-see areas. When it is not treated, melanoma can spread to organs inside the body. Melanoma can run in families.

## What are the Symptoms of Melanoma?

Melanoma often looks like a brown or black mole or birthmark. However, melanoma has features that make it different from normal moles and birthmarks. People can remember the abnormal features of melanoma by thinking of the letters A, B, C, D, and E:

- Asymmetry – One half can look different than the other half.
- Border – It can have a jagged or uneven edge.
- Color – It can have different colors.
- Diameter – It is larger

than the eraser on the end of a pencil.

- Evolution – Its size, color, or shape can change over time.

Other abnormal features include inflammation and bleeding or crusting. A person who notices any of these changes should make an appointment with a healthcare provider as soon as possible. Referral to a dermatologist may be recommended. Many moles and birthmarks are normal and are not melanoma. However, if you have a mole or birthmark that you think might be abnormal, show it to your doctor or nurse.

## Is There a Test for Melanoma?

Yes. Your doctor or nurse will do an exam and check the skin all over your body. If he or she suspects you have melanoma, you will

have a test called a biopsy. During a biopsy, the doctor will usually remove the whole abnormal area. In some cases, the doctor might instead take a small sample of skin from the abnormal area. Either way, a pathologist will look at the skin that is removed under a microscope to see if the cells are melanoma cells.

**How is Melanoma Treated?**

Most people with melanoma have one or more of the following treatments depending on how extensive the melanoma is and if it has spread to other parts of the body:

- Surgery – Melanoma is usually treated with surgery to remove



to describe a group of medicines that work only on cancers with certain characteristics. These medicines usually work by blocking a specific protein or molecule within the cancer cells.

or imaging tests. Most doctors also recommend that you check your skin every month to look for any changes. It might also help to have a partner, friend, or relative help you. They can check parts of your body that are hard for you to see, like your back. Tell your doctor or nurse if you find any new moles or birthmarks, or if the ones you have look different.

**Can Melanoma Be Prevented?**

You can help prevent melanoma by protecting your skin from the sun's rays. Sun exposure and sunburn are the major

causes of melanoma. To reduce the chance of getting melanoma, you can:

- Stay out of the sun in the middle of the day (from 10AM to 4PM).
- Wear sunscreen and reapply it often.
- Wear a wide-brimmed hat, long-sleeved shirt, or long pants.
- Not use tanning beds. They increase your risk of getting melanoma.

Our skin is our shield against the environment in which we live. Let's take good care of it, and it will take care of us. Stay sun-safe this summer!

*Our skin is our shield against the environment in which we live.*

the cancer. Surgery is usually needed even if the biopsy appeared to have removed the whole abnormal area. During surgery, the doctor might also check nearby lymph nodes to see if the melanoma has spread inside the body

- Radiation therapy – Radiation is used to target and kill cancer cells.
- Chemotherapy – Chemotherapy is the term for medicines that kill cancer cells or stop them from growing.

**What Happens After Treatment?**

After treatment, you will need to be checked every so often to see if the melanoma comes back or if new melanomas appear. Your doctor will do an exam and check your skin all over. He or she might also order follow up blood tests

- Immunotherapy – Immunotherapy is the term doctors use to describe medicines that work with the body's infection-fighting system to stop cancer growth.
- Targeted therapy – Targeted therapy is the term doctors use





### Kelsey Pappas, MD

Introducing Dr. Kelsey Pappas, M.D., a new Family Practice Physician with Community Medical Providers, Sussex. CMP Physicians are members of Santé Community Physicians, the region's most extensive panel of primary care physicians and specialists in Central California.

Dr. Pappas believes that kindness and caring are the foundations of good patient care. "After you build a relationship, then patient care can be fuller and more complete." She feels that you need to become friends with your patients.

Dr. Pappas enjoys swimming, reading, going to the movies and spending time with her family.

**Board Certified  
Family Medicine**

**Medical School:**  
Drexel University  
College of Medicine,  
Philadelphia, PA

**Residency:**  
Lancaster General  
Health, Lancaster, PA



## Quality Care at Community Medical Centers

As the leading healthcare provider in the Central San Joaquin Valley, Community Medical Centers cares for more people in the region than any other. We're a private, not-for-profit healthcare network based in Fresno, California that's led by local leaders and physicians focused on addressing the diverse needs and issues of central California. We operate four hospitals along with several long-term care, outpatient and other healthcare facilities.

By creating an environment of innovation and adding advanced medical technologies to our repertoire we assure the care every patient receives from the Community Medical Centers healthcare network will continue to be second-to-none.





## Skip the Waiting Room with Teladoc

Did you know that Community Care Health offers a service called Teladoc – a 24/7/365 on-demand network of doctors to resolve many of your medical issues – without visiting a waiting room?

### When should I use Teladoc?

- When you need care now, but don't want to spend the time or money to visit the ER or Urgent Care.
- On vacation, business trip, or away from home
- For short-term prescription refills

### What can it be used for?

- Cold & flu symptoms, allergies, ear infections, pediatric care and more!

### What will it cost me?

- There is a \$25 copay that will be collected at the time of the call.
- How do I enroll in Teladoc?
- Sign up online at [Teladoc.com](http://Teladoc.com) or by calling 1-800-Teladoc. You can also download the Teladoc mobile app on your phone.

## No Cost Interpreter Services for Our Members

If you need help talking to your doctor, understanding medical information or obtaining care, please call our customer service department. We have representatives who speak English, Spanish and Hmong and can provide access to interpreter services in over 100 other languages. You may also be able to get written materials in your preferred language.

Call us at 1-855-343-2247. Let us know your preferred language when you call. We're glad to help.



## Timely Access to See Your Physician

Health plans in California must ensure that members have timely access to their doctors 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. Members who have questions or believe they need to be seen sooner should contact either their provider's office or Community Care's Member Services Department at 1-855-343-2247 for assistance.



### WAIT TIMES FOR APPOINTMENTS AND TELEPHONE ADVICE

Appointment Type	General Time Frame
Emergency care	Immediate
Urgent care - no prior authorization required	48 hours
Urgent care - prior authorization required	72 hours
Non-urgent primary care doctor visit	10 business days
Non-urgent specialist visit	15 business days
Non-urgent ancillary visit; for example, behavioral health, physical therapy X-rays, etc.	15 business days
Telephone triage and advice*	No greater than 30 minutes

## Your Rights with Out-Of-Network Physician Bills

Did you know there are laws and regulations that protect you against unfair physician billing? On July 1, 2017, Assembly Bill 72 went into effect and changes the billing practices of non-participating physicians (i.e., physicians not in your contracted network) providing non-emergent care at in-network (contracted) facilities including hospitals, ambulatory surgery centers and laboratories. The law was designed to reduce unexpected medical bills when

individuals go to an in-network facility, but receive care from an out-of-network doctor.

This new regulation ensures that individuals who are seen at an in-network facility are only responsible for in-network cost-sharing amounts. AB 72 ensures that payments made toward out-of-network bills will still be attributed to an individual's deductible and maximum out-of-pocket limit. Out-of-network providers in these situations are now prohibited from billing the individual until the insurance company relays the amount of the in-network cost-sharing. Should a physician collect any more than the in-network amount, they will be forced to refund the amount to the individual within 30 days of receiving payment. For health plans with an out-of-network benefit, an individual can choose to use an out-of-network physician by giving written consent 24 hours in advance of the out-of-network care. This situation should not occur for a Community Care Health member, but our goal is to keep you informed in the event the unexpected happens.



# What's Happening

...around town and at Community Medical Centers

## September 23

Smokey Bear Run. 8:30am,  
Bass Lake. 2 mile and 10k options

## October 1

Komen Central Valley Race for the  
Cure. Chuckchansi Park

## October 4-15

The Big Fresno Fair



## October 27

Zoo Boo. Fresno Chaffee Zoo.  
5:00pm - 8:00pm



Clovis Community  
HealthQuest Lecture Series  
Thursdays at 6:00 PM

**Sept. 7: Concussions – Life After Impact by Brenna Hughes**

**Oct. 5: Comedian Cliff Hall shares "A Cancer Survivor's Funny and Inspiring Message of Hope"**

**Nov. 2: Alzheimer's Disease by Dr. Loren Alving**

All events are held in the H. Marcus Radin Conference Center  
on the campus of Clovis Community Medical Center  
RSVP to either [ClovisHealthQuest.org](http://ClovisHealthQuest.org) or call (559) 324-4787



Clovis  
Commons  
Farmer's  
Market.

Every Sunday,  
9:30am - 1:30pm  
Clovis Commons  
695 W. Herndon Ave.

## Your Voice Matters

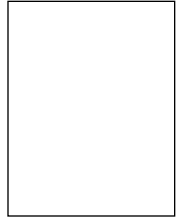
Have a story to share, questions or comments?  
Please contact our staff at  
[staff@communityhealth.org](mailto:staff@communityhealth.org)

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Community Care Health  
P.O. Box 45020  
Fresno, CA 93718  
1-855-343-2247  
[communitycarehealth.org](http://communitycarehealth.org)



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

