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Quarterly Newsletter | Spring 2020

HealthMatters



Healthy Ways to Manage the Changing Environment



COMMUNITY CARE
HEALTH

It goes without saying that the COVID-19 pandemic has completely changed our day-to-day lives, creating – at least for the short term – a new normal. With this new normal comes new routines and challenges as we deal with health worries, social isolation, and the general disruption that has impacted our daily lives.



Our number one concern is ensuring that our members continue to get the care they need – both where and when they need it. As you will read in this quarter's newsletter, CCH is taking unprecedented efforts to bring telehealth visits to ensure our members still get the medical attention you require from the safety and comfort of your home. When it comes to the novel coronavirus, rest assured that we are covering the financial costs associated with medically necessary screening, testing and treatment associated with COVID-19.

As your partner in health, CCH understands the tremendous toll recent changes have taken, and, in concert with WW (Weight Watchers) and other partners, we are doing everything we can to help our members find a new path forward that includes health for mind, body and soul.

Aldo De La Torre
President, CEO
Community Care Health

In this issue...



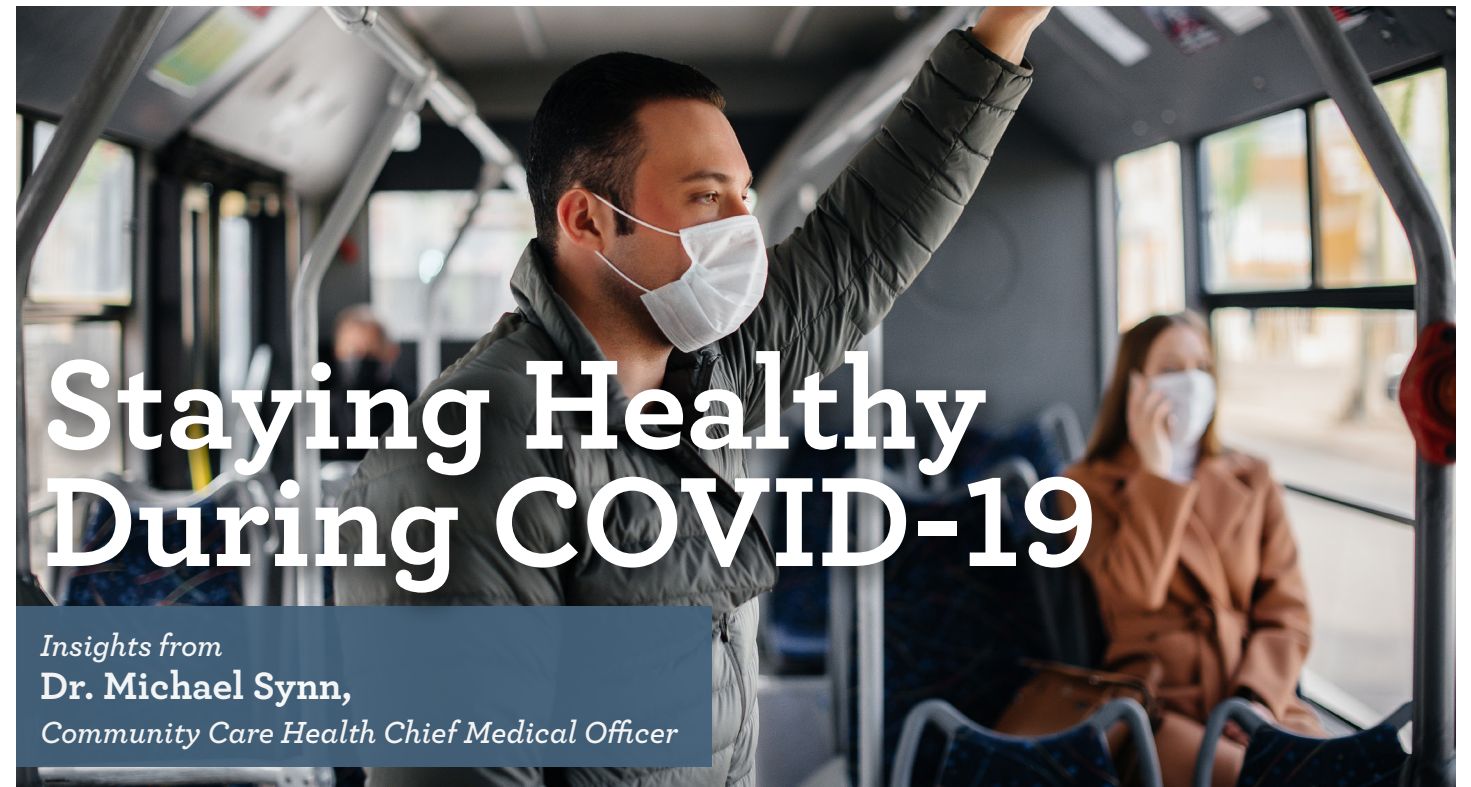
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COMMUNITY CARE
HEALTH

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.



Staying Healthy During COVID-19

Insights from
Dr. Michael Synn,
Community Care Health Chief Medical Officer

As our community begins to re-open, staying healthy must be all of our collective priorities. Public health authorities will continue to monitor the COVID threat and will flex their directives as needed based on local conditions. For now, here are some important safety tips for heading back out:

1. **Minimize your risk and avoid catching/spreading the coronavirus:** Restrict activities outside of the home to the minimum necessary required e.g. work, doctor appointments, exercise/health maintenance, family visitations, aiding others, priority purchasing, community support, worship services, etc... This is especially important for those who are 65 or older or have chronic health conditions who need to be extra careful.
2. **It is now known, people are most contagious during the 3 days before they show symptoms:** Continue to wear face coverings to protect others around you, practice social distancing maintaining 6 feet (two arm lengths) from others (who do not reside with you), and wash hands with soap (for 20 seconds) frequently. Avoid touching your face, handshakes, hugs, and kisses.
3. **The incubation period for the virus is up to 14 days:** After gathering with others, consider spacing out another gathering for at least 3 days and 2 weeks would be ideal.
4. Although recent information is showing that coronavirus on various surfaces is less likely to infect an individual, it has been shown the virus can survive on various un-sanitized surfaces for extended periods. **Use hand sanitizers** (70% alcohol) regularly. Especially in public places e.g. sanitizers

after opening doors, pushing buttons to buy gas, using faucets, shopping for goods, etc...

5. Probably the most common contagious risk one can encounter is extended periods in large gatherings. Especially if such gatherings are in enclosed spaces. Be cautious about density and duration in such environments. **Small gatherings in outdoor spaces are highly preferred.**
6. **Supporting our local community** must be a priority as we open up, which includes restaurants. Call ahead for reservations. While waiting for a table, avoid close contact with others and resist "hanging by the bar." Consider outdoor dining when feasible. Avoid shared community snacks or drinks. Remember to use hand sanitizers after touching community items e.g. menus, salt/pepper shakers, bill bifolds / trays, pens, etc...
7. Although outdoor exercising with proper social distancing is regarded as safe, **indoor gyms may pose increased risk** due to community use of exercise machines and prolonged periods in a closed space with other hyperventilating exercisers.
8. Public transportation: Use of Uber, Lyft, Taxis requires drivers to wear face masks and to sanitize their vehicles, but **roll down the windows** to allow fresh air into the cabin.

In closing, isolation is not the human condition and loneliness is known to be harmful to one's health. Continued mitigation efforts on all our parts will allow each of us to enjoy going out again, while being as safe and cautious as we can be. That is after all, the Community way.

22 Fun and Healthy Things to Try While Social Distancing

Because Netflix alone isn't enough. *By Jessica DiGiacinto*



CCH has partnered with WW (formerly Weight Watchers) on significantly discounted member pricing, which includes access to the WW mobile app as well as online meetings - especially important during the COVID-19 pandemic.

Learn more by visiting [communitycarehealth.org/ww](https://www.communitycarehealth.org/ww)

By now, most of us know the basic rules of social distancing, aimed at slowing the spread of contagious coronavirus: Leave home as little as possible, and when you do, wear a mask and stay at least 6 feet away from anyone who doesn't live in your household.

The question is: With gatherings off-limits—and with malls, movie theaters, and cultural attractions temporarily shuttered—how do you keep boredom at bay? Here are some ideas that support public health and personal happiness.

If Cabin Fever is Getting To You

Make a Video Date

Even if a real-life coffee meetup can't happen, video conferencing apps such as FaceTime, Skype, and Zoom let you

connect virtually and see everyone's faces. Even better, a group video chat allows you to include pals who are scattered around the world.

Crank the Music

Great tunes can spark positive shifts in mindset, motivation, and mood. Use a streaming service such as Spotify or Apple Music to craft a feel-good playlist of your personal hits, or dust off your old vinyl collection.

Try a Home Workout

Sick of your living room? Turn it into a gym. WW has tons of free home workout tutorials to get you started, including guides on yoga, kettlebells, high-intensity-interval training, and dance.

Get Some Air

Sometimes the best cure for cabin fever is, well, leaving the cabin. Even if you plop

on a park bench and spend 20 minutes marveling at spring flowers, studies suggest you could come away feeling calmer and more focused.

If You Feel Like Nesting

Do a Closet Purge

Like many people, you probably own more stuff than you actually use or need. Now might be a good time to sift through those clothes at the back of your closet, the sports gear gathering dust in your garage, and other forgotten possessions. Set aside unwanted items to donate once social-distancing guidelines are lifted.

Really Clean Your Fridge

Doing a deep clean of the refrigerator and freezer will help you clear out those ancient perishables so you can see what you really have to work with.

Start a Healthy Garden

Most of us could use a cheerful reminder that spring is a season of growth and renewal. To that end, consider starting an outdoor (or indoor!) garden.

Rearrange Your Living Space

While you can't stroll through home-goods stores in search of decorating inspo, you can freshen up your home simply by rearranging. Try swapping out photos in your wall frames, angling your sofa another way, or creating a reading nook by repurposing a cute lamp from another room. You can collect FitPoints for major rearranging, and you'll help your home feel new again.

Up Your Cooking Game

With many restaurants on hiatus, now may be the perfect moment to stretch your skills in the kitchen.

If You Want to Help Others

Support Someone You Know

Tough times can have a way of bringing out our deepest humanity. One way to make a direct, positive impact? Help people you know to the extent you are able.



Donate to Food Relief

If you're in a position to make a charitable donation, consider giving to an organization such as No Kid Hungry, Meals on Wheels, or Feeding America, all of which are working to address hunger during the crisis. They're also good places to start if you're in need of help.

Support Neighborhood Businesses

Many restaurants are offering curbside takeout and home delivery, and lots of shops on temporary hiatus are continuing to sell digital gift cards that customers can use once restrictions are lifted.

Dispel Fearmongering

If bad news travels quickly, misinformation moves at warp speeds. Next time you hear an alarmist rumor or spot a sketchy "news" item, check the source before you pass it around.

If you're home with kids

Hold a Game Night

In these smartphone-saturated times, it's easy for an entire evening to slip past with everyone just staring at



tiny screens. Take a break and come together over an analog game instead.

Put Kids to Work in the Kitchen

Even when you're not social distancing, it's great to get kids involved in meal planning. Peer into the fridge together, have them pick a few favorite ingredients, and then delegate age-appropriate tasks such as measuring, cracking eggs, and washing fruits and veggies.

Take a Virtual Field Trip

You can't exactly hop on a plane to Paris and cruise the Louvre right now, but thanks to virtual tours, you and your kids can still marvel at the museum's iconic Galerie d'Apollon right from the family laptop. It's one of many free virtual field trips being offered by cultural sites, zoos, aquariums, and other attractions around the world.

Try Free Teaching Tools

Whether your fam is in full homeschool mode or you just want your kids to enjoy some extra enrichment, check out this list of educational companies offering free online subscriptions during

the coronavirus outbreak. Participating companies include BrainPop, Scholastic, Khan Academy, and many more.

If Your Mind Needs a Boost

Read for Pleasure

Whether you're pulling old faves from your bookshelves, ordering hardcovers online, or reading ebooks through your local library, opt for selections you find immersive and pleasurable. Even better: Start a virtual book club with friends.

Check Out a Podcast

This is a great idea if you want to jog your brain without making your eyeballs do the work of reading. Find your next listening fix by browsing recent podcast picks from editors of the New York Times, Town & Country, and Esquire, then pop in your earbuds and hit play.

Tackle a New Skill

Challenging the mind with "demanding tasks" may actually support long-term brain health, according to a 2013 review article in Dialogues in Clinical Neuroscience. Ideas that don't require special tools or gear include language learning, drawing, and writing.

Meditate

The WW member app includes Headspace meditations. If you haven't already, now would be a great time to get your om on.

DiGiacinto, Jessica. 22 fun and healthy things to try while social distancing. (n.d.) WW blog. Retrieved from <https://www.weightwatchers.com/us/us/blog/health/healthy-activities-social-distancing> (01 May 2020).

Jessica DiGiacinto is an associate editor at WW. A health and wellness writer and editor based in New York, she's contributed to Popsugar, Bulletproof 360, and Galvanized Media, among other outlets.



COMMUNITY CARE
HEALTH



Stay Healthy, Stay Safe, Stay on Track While We Are Adjusting to Our New Normal

With our routines changing and many of us staying home, it is important to focus on our wellbeing more than ever before. But taking care of ourselves is one of the last things we do when dealing with the type of stress and social isolation that we are dealing with today.

It is understandable that during these high-stress times, many of us turn to food to comfort ourselves. WW (Weight Watchers) understands these natural impulses better than anyone, and together with CCH, has made available a variety of tools and resources to keep you healthy in mind, body and soul.

myWW

When you join WW, you can lose weight and build healthy habits with a science-backed program that fits your life. For the WW signature program – myWW – members can participate completely online while taking advantage of virtual workshops. The easy-to-use app has tools you need, including food and activity tracking, thousands of recipes, even 24/7 Chat with a WW Coach and so much more.

myWW Program Pricing

Digital: \$8.05 per month

Digital & Workshops: \$18.25 per month

Join WW Today & Save 50%!

Join WW today and CCH will subsidize at least 50% of your membership costs.

And for our Kurbo program designed specifically for those members under 18 years old, we will subsidize 100% of costs so they are completely **FREE** for you!

Visit www.communitycarehealth.org/ww to learn more.

WW Mobile App

If you're already signed up with WW, be sure to download the mobile app and take advantages of its wellness resources, including over 8,500 nutritious recipes for you and your family. You'll also love Aaptiv's guided workouts and Headspace's stress and meditation exercises. Best of all, more recipes, workouts and meditations are added all the time so you'll never get bored.



Virtual Workshops

Social isolation does not mean you are on your own. Thanks to WW's live Virtual Workshops, you can access the WW community right from the comfort of your home!



A Family Affair

Need a program specifically for your kids and teens? CCH offers Kurbo by WW absolutely **FREE** for CCH member dependents, ages 8-18. Using their phones to track their progress, the fun app keeps them on track so that parents don't have to play food cop. Videos and games encourage physical activity, and in-app meditations help kids and teens manage stress.

For more information about the WW and CCH partnership, visit communitycarehealth.org/ww



Access to Care Made Easier

With all the changes to our daily routines taking place, the last thing you need to worry about is your healthcare coverage. Rest assured, CCH has you covered when it comes to COVID-19.

COVID-19 Screening Visits: CCH is waiving out-of-pocket costs for medically necessary COVID-19 screening (including, but not limited to, co-pays, deductibles, or coinsurance) for hospital (including emergency department), urgent care visits, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19.

COVID-19 Testing: CCH is waiving out-of-pocket costs for medically necessary COVID-19 FDA-approved testing. Only a health care provider or hospital can administer the test and send the sample to an approved lab for results.

COVID-19 Treatment: CCH is waiving out-of-pocket costs for all medically necessary treatment of COVID-19 (through June 30, 2020).

Telehealth: \$0 Co-pays for CMP e-Visits and Teladoc through June 30, 2020.

To help reduce the risk of exposing you and others to the flu, common cold and COVID-19, and to encourage social distancing, we ask that you take advantage of telehealth options available to CCH members whenever possible. As a result, all copayments associated with CMP e-Visits and Teladoc are also waived through June 30, 2020.



Community Medical Providers (CMP) will be seeing patients who have coronavirus, flu, and cold-like symptoms via e-Visits whenever possible.

To learn more, including a list of participating providers, visit: communitycarehealth.org/e-visits



Simply login to the Teladoc web site or Mobile App to be connected with a board-certified provider 24 hours a day/7 days a week via phone, video or app.

For more information:
teladoc.com | 1 (800) Teladoc

People Who Are at Higher Risk for Severe Illness

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- ▶ People aged 65 years and older
- ▶ People who live in a nursing home or long-term care facility
- ▶ People with underlying medical conditions



People of all ages with underlying medical conditions, particularly if not well controlled, including:



People with chronic lung disease or moderate to severe asthma



People with severe obesity (body mass index [BMI] of 40 or higher)



People who have serious heart conditions



People with diabetes



People who are immunocompromised

- Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications



People with chronic kidney disease undergoing dialysis



People with liver disease

Source: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

www.communitycarehealth.org

Access to Care Made Easier - Especially During Challenging Times

No Cost Interpreter/Translation Services



- Get the **interpreter services you need**. 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 have access to interpreter services in over 100 other languages.
- You may also be able to **get written materials in your preferred language**.

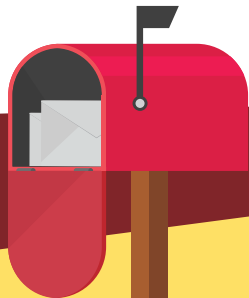
Call Us at 1 (855) 343-2247

Let us know your preferred language when you call. We're glad to help.

Enrollee Satisfaction and Language Assistance Assessment Survey

CCH is committed to improving your health care experience. We do this through conducting annual member surveys. In the next couple of months **you will receive a member survey** asking you to **rate your experience** with your provider, as well as provide your ethnicity and preferred language.

- ✓ By gathering members' responses, CCH can **determine what areas need enhancement**
- ✓ The member survey will **take fewer than five minutes** to complete
- ✓ We encourage you to respond to the member survey so we **can improve your overall experience**
- ✓ Thank you for **your participation**



Timely Access to Care

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 time frames for how long you should generally wait to get an appointment and telephone advice. The wait times are shown in the chart below. Some exceptions to the wait times apply.



Questions or Need to Be Seen Sooner?

Contact your provider's office or CCH's Customer Service Department at **1 (855) 343-2247**.

Appointment Type	Standard
Emergency Care (life threatening)	Seek immediate care at the nearest hospital
Urgent Care (non-life threatening) – no prior authorization required	Appointment offered within 48 hours of request
Urgent Care (non-life threatening) – prior authorization required	Appointment offered within 96 hours of request
Non-urgent care appointments with a primary care physician (PCP) for regular and routine primary care services	Appointment offered within 10 business days of request
Non-urgent care appointments with a specialist	Appointment offered within 15 business days of request
Non-urgent care appointment with a mental health provider (who is not a physician)	Appointment offered within 10 business days of request
Non-urgent care appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment offered within 15 business days of request
Telephone triage and advice*	No greater than 30 minutes

*Community Care Health also provides access 24-hours-a-day, 7 days per week to talk to a qualified health care professional through Teladoc. Please call (800)-835-2362.

Your Member Portal

Did you know you can view important information related to your Coverage and Benefits on CCH's Member Portal?

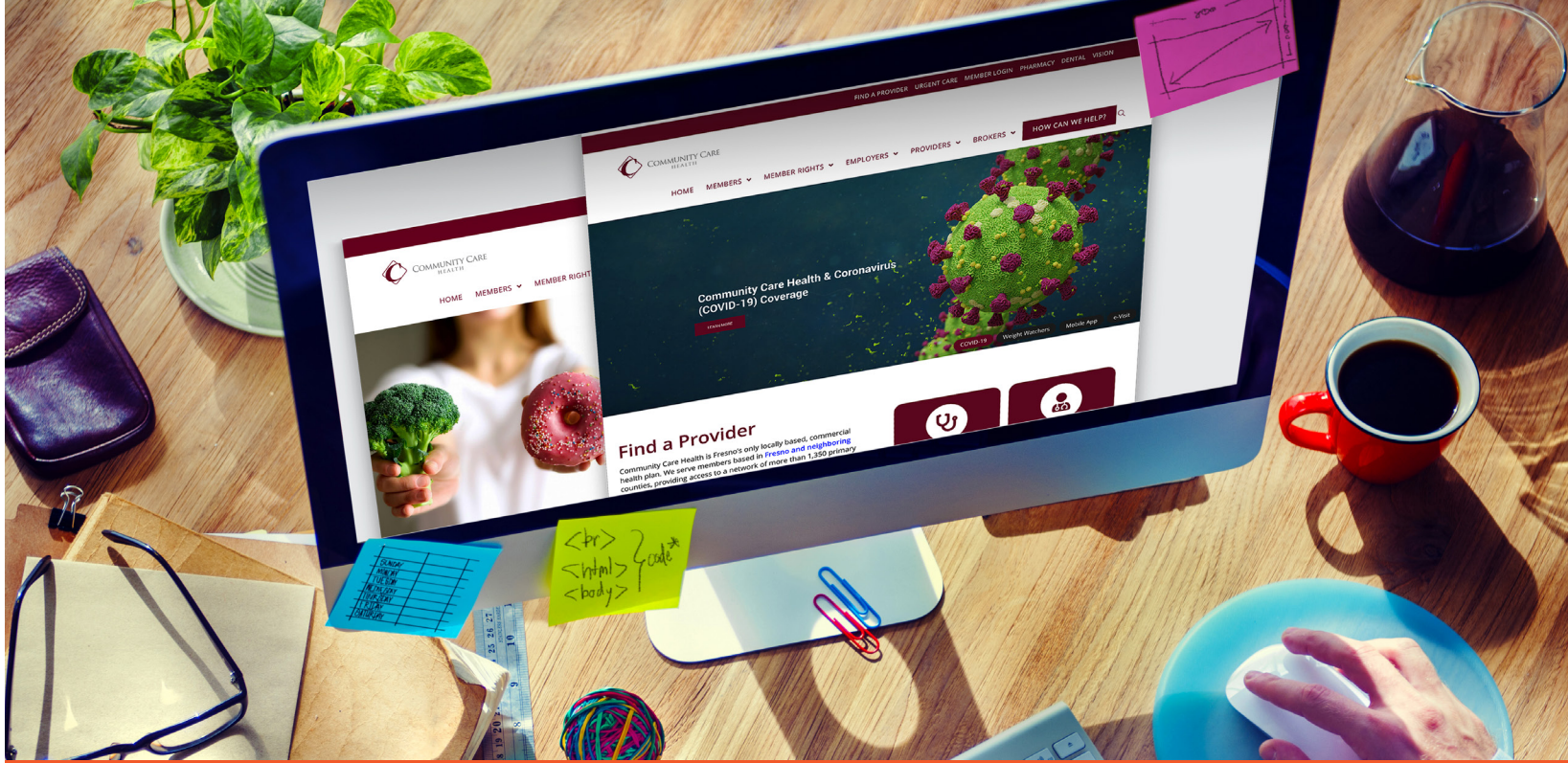
CCH strives to set itself apart by offering a variety of customer-focused tools. You can also view...

- **Schedule of Benefits** that details your share of cost for services you receive
- **Claims Activity** for both Medical and Pharmacy
- **Change** your Primary Care Physician
- **Request a Member ID card**
- **Message CCH's Customer Service** team



Sign Up Today

Go to <https://www.communitycarehealth.org> and click on the **Member Login** link at the top of the page. We **strongly encourage** you to register if you have not already created an account.



All-New Community Care Health Web Experience – Coming Soon!



MOBILE



TABLET



DESKTOP

To provide our growing community of users, including members, employers, brokers and providers with a first-in-class web experience, CCH will soon be launching a new web site to connect you with the important content you're looking for.



Advanced Provider Directory – Pre-filtered and advanced searches, including CCH e-Visit Providers, help you find the perfect provider for you and your family.



Portal Access – Single-click access to medical, dental, vision & pharmacy coverage benefits.



Tools & Resources – From the CCH mobile app to telemedicine, CCH is continually delivering a variety of tools to help put health in the palm of your hand.



Breaking News Information – More important than ever, CCH delivers critical news, information and health plan updates.



Wellness & Weight-Loss Programs – Be sure to check out our partnership with WW (Weight Watchers) and sign up today!



Member Support – With a commitment to customer service, CCH is focused on providing and expanding the services our members deserve. Let us know how we're doing.



And More – This is just the beginning. Explore the all-new [communitycarehealth.org](https://www.communitycarehealth.org).

Supermarket Savvy: How to Shop Once and Eat for Two Weeks

It pays to stock up on groceries in case you catch a bug and can't go out. Here's how to minimize food waste—and simplify meal prep—with versatile items that won't spoil quickly.

By Erin Quinlan

How do you grocery shop to cover a couple of weeks without all that food going bad—or your meals becoming boring? It's a handy skill no matter what's keeping you home.

The secret to a two-week supermarket haul is to shop for items that have a long shelf life and are versatile, says Leslie Fink, MS, RD, a nutritionist and recipe editor at WW. "Think about foods that serve multiple purposes." For example, plain Greek yogurt—generally good for at least 14 days from purchase—is useful in sweet and savory dishes alike, while canned diced tomatoes are a base ingredient across cuisines, including Italian, Mexican, Greek, and Spanish.

Once you tick those boxes, opt for items you already know and like. Sure, canned green beans might help you survive being sequestered, but if you wouldn't eat them otherwise, they might languish in your pantry once the need for preparedness passes.

Another tip from Fink: Make friends with your freezer. Frozen, pre-cut fruits and veggies are generally as nutritious as fresh, so grab a few bags of your favorites. And you can freeze most refrigerated items nearing expiration—from sliced bread to fresh chicken—for later use without undermining quality, which is reassuring to know in case illness saps your appetite.

If you do end up stuck at home, don't pressure yourself to prep fussy recipes. (Chances are, you'll have enough to worry about.) The following shopping list is made for mixing and matching, so let yourself improvise with combos.

Long-lasting Groceries to Toss in Your Cart

Fresh Produce

- Citrus fruits such as oranges, grapefruits, and lemons
- Crunchy apple varieties such as Granny Smith, Fuji and Honeycrisp
- Carrots
- Celery
- Uncooked beets
- Cabbage
- Potatoes
- Onions
- Garlic

Meat and Dairy

- Firm or semi-firm cheese, such as cheddar, Parmesan and part-skim mozzarella
- Plain Greek yogurt
- Uncooked chicken breast
- Vacuum-packed, pre-cooked sausage
- Eggs

Frozen Items

- Bell pepper strips
- Cauliflower rice
- Broccoli florets
- Edamame
- Shrimp
- Veggie burgers
- Meal-starter kits (such as a veggie fried-rice kit to which you can simply add oil and eggs)



Canned and Jarred Items

- Diced tomatoes
- Pasta sauce
- Chicken or vegetable broth
- Beans
- Corn
- Fruit, such as pineapple, packed in juice
- Salmon and/or tuna
- Salsa
- Prepared soup

Grains and Other Pantry Items

- Dried pasta
- Vacuum-packed milk
- Dried, uncooked grains such as brown rice, farro, and barley
- Breakfast cereal
- Oatmeal
- Unsalted nuts, such as sliced almonds
- Peanut butter, powdered or regular
- Dried fruit, such as cranberries or apricots
- Crackers or rice cakes
- Tortilla chips
- Protein bars
- Stir-fry sauce
- Pre-sliced bread
- English muffins

Printed and edited with permission from our friends and partners at WW. For the entire article and additional healthy-eating tips, please visit the WW blog at: www.weightwatchers.com/us/blog.

What's Happening

... around town and at Community Medical Centers

Ways to Help the Community During COVID-19



Make a difference: Help us respond to COVID-19. **Donate Today.**

Your help truly makes a difference during this unprecedented time. This is your opportunity to support the doctors, nurses, respiratory therapists, housekeeping staff and all our caregivers who are vital to keeping our community healthy at this time. [https://www.communitymedical.org/Make-a-Donation/COVID-19-\(coronavirus\)-Response-Fund](https://www.communitymedical.org/Make-a-Donation/COVID-19-(coronavirus)-Response-Fund).



VOLUNTEER AT A FOOD BANK

Food banks are in great need of volunteers to help pack and sort food. They are taking precautions to prioritize volunteer safety. Visit California Association of Food Banks at www.cafoodbanks.org or call (559) 237-3663 for more information.



DELIVER MEALS

Vulnerable seniors are at greatest risk amid COVID-19. Let's help keep them safe and cared for. Contact your local Meals on Wheels organization, visit www.mealsonwheelsamerica.org.



United Way Fresno and Madera Counties

We care for the well-being of every person in Fresno and Madera Counties.

This is especially true during times of national emergency.

With the support of many generous organizations, community leaders, and even local residents, we have been able to establish a Coronavirus Relief Fund to help assist those who have lost employment or are facing new financial hardships due to the pandemic.

To donate or to volunteer for our 211 help line, please visit: <https://www.uwfm.org/covidfund>

For up-to-date information, follow us on Facebook.



Food Express Bus Providing Grab-and-Go Meals for Kids

FREE grab-and-go meals for kids! Meals are for kids ages 1-18. Due to COVID-19, kids do not need to be present to receive meals. We encourage just one family member come to pick up all meals when possible.

Need more information (559) 266-3663 or visit: <http://fresnoeoc.org/food-services/stories/post/food-express-bus-provides-grab-and-go-meals>



COMMUNITY CARE
HEALTH

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PERMIT NO. 49

Committed to Providing Quality Healthcare Services for the Central Valley

WASHING HANDS TIP

Scrub your hands for at least 20 seconds. Need a timer?
Hum the “Happy Birthday” song from beginning to end twice.



Your Voice
Matters



Have a story to share, questions or comments?
Please contact our staff at
CustomerService@communitycarehealth.org