

THE SUN

MEMBER NEWSLETTER



A'lazah
Community Member

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TEXAS STAR
Your Health Plan * Your Choice



TEXAS
Health and Human
Services

CommunityHealthChoice.org

713.295.2294 | 1.888.760.2600



COMMUNITY

COVID-19 Pandemic Updates

The coronavirus (COVID-19) is a virus that makes people sick with flu-like symptoms. The virus spreads easily and causes a fever, cough, and trouble breathing.

How to protect yourself and your children from COVID-19?



Make sure your children have all their vaccinations



Stay home as much as possible



Wear a face covering and practice social distancing when in public places



Wash your hands often with soap and water



Avoid close contact with those who are sick



Cover your mouth and nose while sneezing or coughing



Disinfect objects and surfaces to stay clean

For more COVID-19 updates, please visit:

<https://www.communityhealthchoice.org/en-us/coronavirus/>

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COMMUNITY

Pandemic Updates

Benefit Renewals:

Due to the COVID-19 pandemic SNAP, Medicaid, and Healthy Texas Women benefits will renew automatically. HHSC will tell you by mail when it is time to renew. Please note that interviews are currently not required for applications or renewals.

If you received a notice from HHSC asking for additional information to process your case, you will need to turn in the information they asked for.

If you have questions regarding your benefits, you can find information at YourTexasBenefits.com. You can also call 2-1-1.

Application Sites:

Most of Community's application sites are currently closed. If you are needing assistance completing an application, please contact Community Member Services at 713.295.2294 for a listing of sites that are open weekly.

In-office Checkups:

To limit exposure to COVID-19, providers may adjust in-office medical and dental checkups. These changes may include:

- Temporarily postponing certain checkups.
- Limiting checkups to certain times of the day.
- Dedicating specific rooms for sick visits and well-child visits.
- Prioritizing visits for younger children, especially those due for routine vaccines.

Contact your Provider to find out more information.



TELEMEDICINE SERVICES

Use telemedicine services whenever possible. A Provider can screen and diagnose you over the phone. It is a great way to get the care you need from home.

If you are a CHIP, CHIP-P or STAR Member, ask your Provider if they offer telemedicine.

If your doctor is not available and you need help with locating telemedicine services, please call us for assistance.

COMMUNITY

Are you ready to start your career?

Community Health Choice is partnering with WorkTexas at Gallery Furniture!



Learn a skill. Graduate in the next 6 months!

- Auto Technician
- Child Development Associate
- Electrical
- Horticulture (garden cultivation and management)
- Carpentry/Construction
- Welding

After training, students will have the chance to interview with potential employers.

This Community Health Choice opportunity is free for...

- Community Members
- Family of Community Members who are on Medicaid or CHIP

SPACE IS LIMITED FOR THE NEXT SEMESTER.

SIGN UP TODAY!

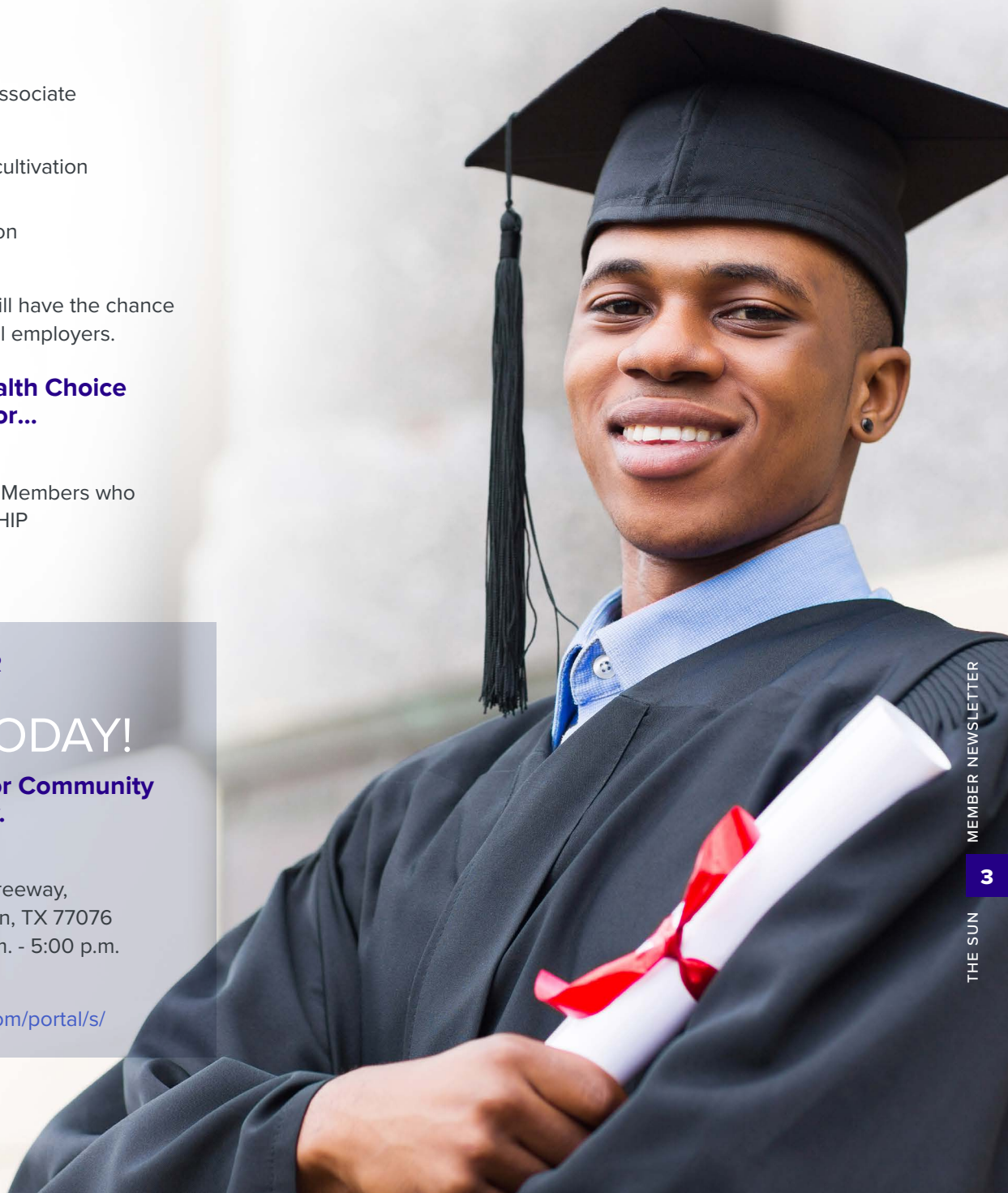
Priority admission for Community Members and family.

IN PERSON AT:

Gallery Furniture North Freeway,
6006 North Fwy., Houston, TX 77076
Monday - Friday: 9:00 a.m. - 5:00 p.m.

ONLINE AT:

<https://worktxads.force.com/portal/s/>



COMMUNITY

Annual Notice

As a Member of Community Health Choice, you can ask for and get the following information each year:

- Information about network Providers – at a minimum primary care doctors, specialists, and hospitals in our service area. This information will include names, addresses, telephone numbers, and languages spoken (other than English) for each network provider, plus identification of Providers who are not accepting new patients.
- Any limits on your freedom of choice among network Providers.
- Your rights and responsibilities.
- Information on complaint, appeal, and fair hearing procedures.
- Information about benefits available under the Medicaid program, including amount, duration, and scope of benefits. This is designed to make sure you understand the benefits to which you are entitled.
- How you get benefits, including authorization requirements.
- How you get benefits, including family planning services, from out-of-network Providers and limits to those benefits.
- How you get after hours and emergency coverage and limits to those kinds of benefits, including:
 - What makes up emergency medical conditions, emergency services, and post-stabilization services.
 - The fact that you do not need prior authorization from your Primary Care Provider for emergency care services.
 - How to get emergency services, including instructions on how to use the 9-1-1 telephone system or its local equivalent.
 - The addresses of any places where Providers and hospitals furnish emergency services covered by Medicaid.
 - A statement saying you have a right to use any hospital or other settings for emergency care.
 - Post-stabilization rules.
- Policy on referrals for specialty care and for other benefits you cannot get through your Primary Care Provider.
- Community Health Choice's practice guidelines.



COMMUNITY VALUE-ADDED SERVICES

As a Community Member, you get these extra value-added benefits.
Thank you for being our Member.

Value-Added Services are effective September 1, 2020 to August 31, 2021. Limitations may apply. If you have any questions, call Member Services toll-free at 1.888.760.2600.

STAR



24-Hour Nurse Advice Hotline

Nurse Advice Line for all Members 24 hours per day to help Members decide where to go to get the care needed. The nurses also provide health education, nurse-initiated follow-up, and network referrals

Transportation Services

Help getting a ride to a doctor's visit if unable to schedule with MTP due to time constraints for appointments or passenger limitations.

Extra Vision Services

Eligible members, regardless of age, may elect to opt-out of the standard eyewear benefit and utilize \$100 to use towards the purchase of non-standard eyeglasses OR contact lenses, including disposables and contact lens fitting fees every twenty-four (24) months, with the benefit period measured from the date of service. This is a total eyewear allowance which may be applied to the Member's choice of eyeglass frame/lenses/lens options or to

contact lenses in lieu of eyeglasses (when contact lenses are chosen, the allowance is applied to the participating provider's retail cost for the contact lenses and professional services specific to contact lens wear, e.g., fitting, assessment and follow-up). Eyewear must have a prescription of at least + 0.50 diopter in at least one eye in order to qualify for coverage. Members who elect to purchase eyewear with a retail value greater than the \$100 allowance are financially responsible for paying the participating provider's usual and customary (retail) cost of the difference between the cost of the eyewear selected and the \$100 allowance.

Sports and School Physicals

One each year for Members age 4 through 19

Disease Management

Educational materials for Members who are enrolled in our Asthma and Diabetes Care Management Programs and/or Behavioral Case Management Programs.

Help for Members with Asthma

Asthma educational materials and one allergy-free pillowcase each year to Members enrolled in our Asthma Care Management Program. Member gets one pillowcase per year based on when Member received one before.

Extra Help for Pregnant Women

\$25 gift card for completing a prenatal checkup within 42 days of enrollment.

\$25 gift card for completing a timely postpartum checkup within 21-56 days after giving birth.

Health and Wellness Services

Up to \$100 allowance towards an annual Baker Ripley membership in the Harris Service Area

Healthy Play and Exercise Programs

\$30 gift card per Member per year for school-aged Member up to grade 12 who are in a school-sponsored extracurricular sports (athletic) program to pay for program fees, supplies or uniforms

\$40 gift card per Member per year for Members up to grade 12 who participate in a youth sports league (apart from extra-curricular, school sponsored activities)

Healthy Play and Exercise Programs

Members age 6 years through 17 years who live in the Harris Service Area may join a participating location of the Boys and Girls Club in the Greater Houston area for free.

Gift Card Program

\$10 gift card for each of up to six well-child checkups before turning 15 months old, plus a \$25 bonus gift card for completing all six checkups, for a total of up to \$85

Extra Dental Services for Adults (age 21 and older) and Pregnant Women

Two routine dental exams per year with teeth cleaning, x-rays, (once annually), non-surgical extractions and emergency exams (limited) for Members 21 and older and Members who are pregnant.

COMMUNITY VALUE-ADDED SERVICES

CHIP



24-Hour Advice Hotline

Nurse Advice Line for all Members 24 hours per day to help Members decide where to go to get the care needed. The nurses also provide health education, nurse-initiated follow-up, and network referrals.

Transportation Services

Help getting a ride to a doctor's visit.

Extra Vision Services

Eligible members may elect to opt-out of the standard eyewear benefit and utilize \$100 to use towards the purchase of non-standard eyeglasses OR contact lenses, including disposables and contact lens fitting fees every twelve (12) months, with the benefit period measured from the date of service. This is a total eyewear allowance which may be applied to the Member's choice of eyeglass frame/lenses/lens options or to contact lenses in lieu of eyeglasses (when contact lenses are chosen, the allowance is applied to the participating provider's retail cost for the contact lenses and professional services specific to contact lens wear, e.g., fitting, assessment and follow-up). Eyewear must have a prescription of at least + 0.50 diopter in at least one eye in order to qualify for coverage.. Members who elect to purchase

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\$30 gift card per Member per year for school-aged members up to grade 12 who are in a school-sponsored extracurricular sports (athletic) program to pay for program fees, supplies or uniforms.

\$40 gift card per Member per year for members up to grade 12 who participates in a youth sports league (apart from extra-curricular, school sponsored activities).

Members age 6 years through 17 years who live in the Harris Service Area may join a participating location of the Boys and Girls Club in the Greater Houston area for free.

COMMUNITY VALUE-ADDED SERVICES

CHIP Perinatal Newborn



24-Hour Advice Hotline

Nurse Advice Line for all Members 24 hours per day to help Members decide where to go to get the care needed. The nurses also provide health education, nurse-initiated follow-up, and network referrals.

Transportation Services

Extra help with getting a ride to a doctor's visit when state services are not available

Disease Management

Educational materials for Members who are enrolled in our Asthma and Diabetes Care Management Programs and/or Behavioral Health Case Management Programs.

CHIP Perinatal Unborn



24-Hour Advice Hotline

Nurse Advice Line for all Members 24 hours per day to help Members decide where to go to get the care needed. The nurses also provide health education, nurse-initiated follow-up, and network referrals.

Transportation Services

Extra help with getting a ride to a doctor's visit when state services are not available

Disease Management

Educational materials for Members who are enrolled in our Asthma and Diabetes Care Management Programs and/or Behavioral Health Case Management Programs.

Health and Wellness Services

Up to \$100 allowance towards an annual Baker Ripley membership in the Harris Service Area

COMMUNITY

Do You Have a Medical Home?

Community believes that every Member should have a medical home, which is the place you go for regular health care. This is your Primary Care Provider. Your Primary Care Provider treats you when you are sick and gives you regular checkups. Your Primary Care Provider keeps all of your medical history in one place and gets to know you over time, which means that you receive consistent treatment.

Your Primary Care Provider can be any one of these:

- Health clinic
- Pediatrician
(for children and adolescents)
- Family doctor
- General practice doctor
- Internal medicine doctor
- Advanced Nurse Practitioner (ANP)

If you did not have a Primary Care Provider before you joined Community, we will assign you to one when you enroll with us. We choose the Primary Care Provider based on where you live, or you can search for and choose your own Primary Care Provider from the Community Health Choice network through your online Member Account or by calling Member Services toll-free at 1.888.760.2600.

Once you have chosen your Primary Care Provider, we will send you a Member ID card with your Provider's name. Your Provider change will be effective on the first of the next month. Create a Member account by going to our Web site, CommunityHealthChoice.org. Click on Member login, and follow the prompts.

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STD INFORMATION

If you need information about sexually-transmitted diseases (STDs) or Human Immunodeficiency Virus (HIV), please call Member Services toll-free at 1.888.760.2600.



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MEMBER SERVICES

Create a Member Account for a Better Experience

If you are a Member or guardian, here are just some of the things you can do when you create a My Member Account.

- See completed and upcoming Texas Health Steps Checkups
- Change your Primary Care Provider
- Print your Member ID card or request a new one
- View your eligibility status and other benefits

Go to CommunityHealthChoice.org > My Account.

If you need help, call Member Services toll-free at 1.888.760.2600.



Do You Need a Breast Pump?

Once your baby is born, ask your Primary Care Provider to order or give you a prescription. Both manual and electric breast pumps are covered. Hospital-grade breast pumps may also be available with prior approval.

Ask your Primary care Provider or OB/GYN at your next appointment.

Mom & Baby Rewards for STAR Members

Keep checkups for you and your baby up to date, and earn rewards!

- 1** Create a My Member Account.
- 2** Go to "Community Rewards."
- 3** Report the dates of your visits.

Report one prenatal and one postpartum visit for yourself for \$25 each. That's \$50 total.

Report up to six visits for your newborn for \$10 each and \$25 for completing all six visits. That's \$85 total.

Call NOVU at 1.888.315.0918 if you cannot view or report your visits on "Community Rewards."

Take Care of Your Dental Health

Regular dental visits are important for both your dental and overall health. Contact your dental plan to help:

- Find or change a dentist.
- Explain your benefits.

CHIP

- DentaQuest: 1.800.516.0165
- MCNA Dental: 1.800.494.6262
- United Healthcare Dental Plan: 1.800.822.5353

STAR

Members under 21 years of age

- DentaQuest: 1.800.516.0165
- MCNA Dental: 1.800.494.6262
- United Healthcare Dental Plan: 1.800.822.5353

Value-Added Dental Services for Members 21 years of age and older

- FCL Dental: 1.866.844.4251

BEHAVIORAL HEALTH

Stress, Depression and the Holidays: Tips for Coping

Stress and depression can ruin your holidays and hurt your health. Being realistic, planning ahead and seeking support can help ward off stress and depression.

By Mayo Clinic Staff

The holiday season often brings unwelcome guests — stress and depression. And it's no wonder. The holidays often present a dizzying array of demands — cooking meals, shopping, baking, cleaning and entertaining, to name just a few. And if coronavirus disease 2019 (COVID-19) is spreading in your community, you may be feeling additional stress, or you may be worrying about your and your loved ones' health. You may also feel stressed, sad or anxious because your holiday plans may look different during the COVID-19 pandemic.

But with some practical tips, you can minimize the stress that accompanies the holidays. You may even end up enjoying the holidays more than you thought you would.

Tips to prevent holiday stress and depression

When stress is at its peak, it's hard to stop and regroup. Try to prevent stress and depression in the first place, especially if the holidays have taken an emotional toll on you in the past.

1 Acknowledge your feelings.

If someone close to you has recently died or you can't be with loved ones for other reasons, realize that it's normal to feel sadness and grief. It's OK to take time to cry or express your feelings. You can't force yourself to be happy just because it's the holiday season.

2 Reach out. If you feel lonely or isolated, seek out community, religious or other social events or communities. Many may have websites, online support groups, social media sites or virtual events. They can offer support and companionship.

If you're feeling stress during the holidays, it also may help to talk to a friend or family member about your concerns. Try reaching out with a text, a call or a video chat.

Volunteering your time or doing something to help others also is a good way to lift your spirits and broaden your friendships. For example, consider dropping off a meal and dessert at a friend's home during the holidays.

3 Be realistic. The holidays don't have to be perfect or just like last year. As families change and grow, traditions and rituals often change as well. Choose a few to hold on to, and be open to creating new ones. For example, if your adult children or other relatives can't come to your home, find new ways to celebrate together, such as sharing pictures, emails or videos. Or meet virtually on a video call. Even though your holiday plans may look different this year, you can find ways to celebrate.

4 Set aside differences. Try to accept family members and friends as they are, even if they don't live up to all of your expectations. Set aside grievances until a more appropriate time for discussion. And be understanding if others get upset or

distressed when something goes awry. Chances are they're feeling the effects of holiday stress and depression, too.

5 Stick to a budget. Before you do your gift and food shopping, decide how much money you can afford to spend. Then stick to your budget. Don't try to buy happiness with an avalanche of gifts.

Try these alternatives:

- Donate to a charity in someone's name.
- Give homemade gifts.
- Start a family gift exchange.

6 Plan ahead. Set aside specific days for shopping, baking, connecting with friends and other activities. Consider whether you can shop online for any of your items. Plan your menus and then make your shopping list. That'll help prevent last-minute scrambling to buy forgotten ingredients. And make sure to line up help for meal prep and cleanup.

7 Learn to say no. Saying yes when you should say no can leave you feeling resentful and overwhelmed. Friends and colleagues will understand if you can't participate in every project or activity. If it's not possible to say no when your boss asks you to work overtime, try to remove something else from your agenda to make up for the lost time.

8 Don't abandon healthy habits. Don't let the holidays become a free-for-all. Overindulgence only adds to your stress and guilt.

Try these suggestions:

- Have a healthy snack before holiday meals so that you don't go overboard on sweets, cheese or drinks.
- Eat healthy meals.
- Get plenty of sleep.
- Include regular physical activity in your daily routine.

- Try deep-breathing exercises, meditation or yoga.
- Avoid excessive tobacco, alcohol and drug use.
- Be aware of how the information culture can produce undue stress, and adjust the time you spend reading news and social media as you see fit.

9 Take a breather. Make some time for yourself. Find an activity you enjoy. Take a break by yourself. Spending just 15 minutes alone, without distractions, may refresh you enough to handle everything you need to do. Find something that reduces stress by clearing your mind, slowing your breathing and restoring inner calm.

Some options may include:

- Taking a walk at night and stargazing
- Listening to soothing music
- Reading a book

10 Seek professional help if you need it. Despite your best efforts, you may find yourself feeling persistently sad or anxious, plagued by physical complaints, unable to sleep, irritable and hopeless, and unable to face routine chores. If these feelings last for a while, talk to your doctor or a mental health professional.

Take control of the holidays

Don't let the holidays become something you dread. Instead, take steps to prevent the stress and depression that can descend during the holidays. Learn to recognize your holiday triggers, such as financial pressures or personal demands, so you can combat them before they lead to a meltdown. With a little planning and some positive thinking, you can find peace and joy during the holidays.

<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress/art-20047544>

CARE MANAGEMENT

Five Ways to Fight the Flu

Getting the flu is worse than having a cold, and it can make a person sick for a week or more. So you'll want to do all you can to avoid it. These five tips can help:

1

Get the flu vaccine every year. It's the best way to protect yourself against the flu. Getting vaccinated doesn't just protect your own health. It also helps the people around you because there's less chance you'll catch the flu and pass it on.

2

Wash your hands well and often. Hand washing is an important defense against germs like flu viruses. Why? The body takes about two weeks to build immunity after a flu vaccine — and even a vaccine isn't foolproof if a new type of the virus starts making the rounds. Hand washing also helps protect against other germs and illnesses that there aren't vaccines for, like the common cold.

3

Wash your hands after using the bathroom; after coughing or sneezing; before putting in or removing contact lenses; before using makeup; and before eating, serving, or preparing food. If soap and water aren't handy, you can use hand sanitizer (with 60% alcohol).

4

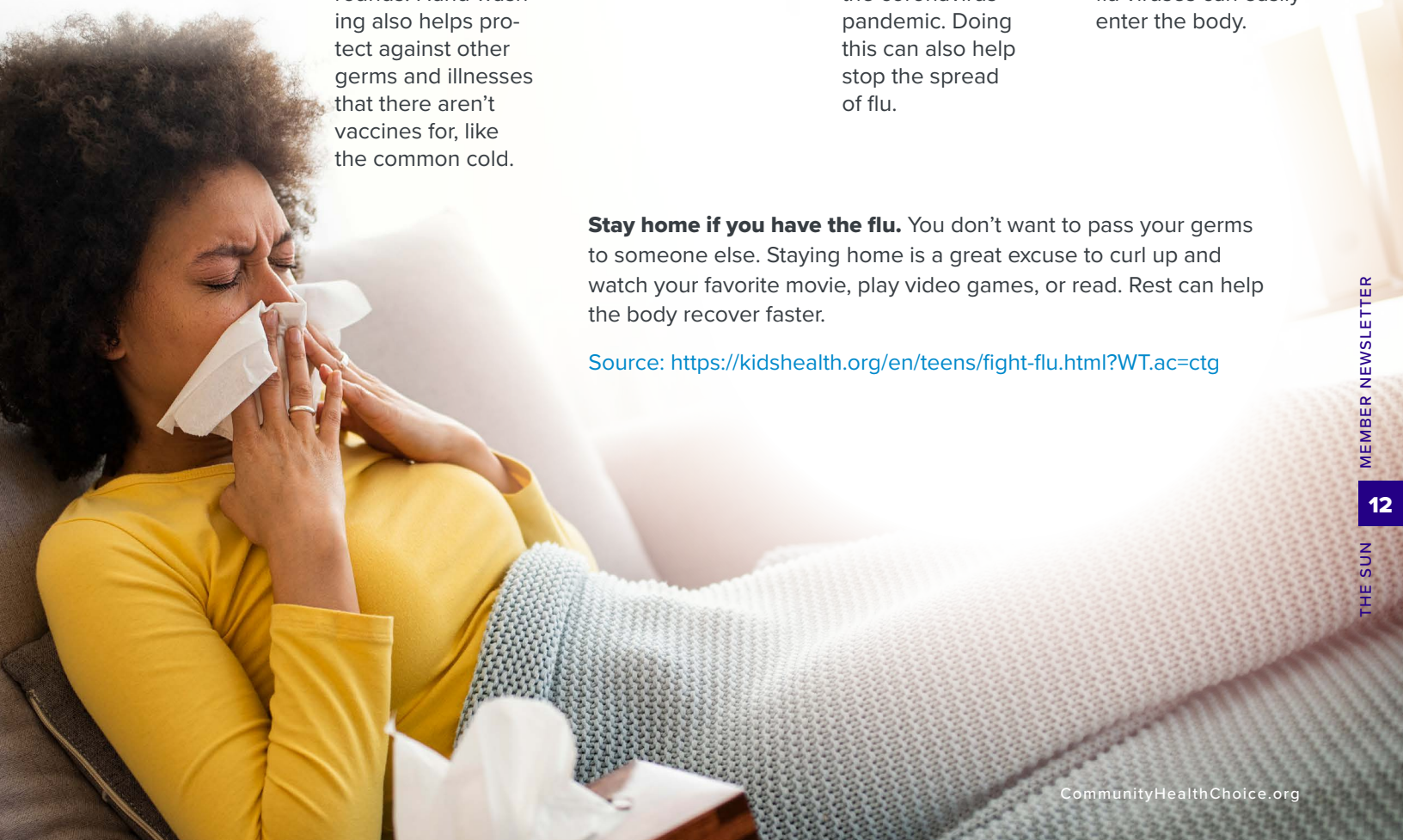
Steer clear of someone with symptoms. Flu viruses travel through the air, so try to stay away from people who look sick, or are coughing or sneezing. Note: Health experts recommend wearing masks in public during the coronavirus pandemic. Doing this can also help stop the spread of flu.

5

Cough or sneeze into a tissue or your elbow — not your hands. That way, you're not spreading the virus when you touch surfaces that other people may touch too. It's also a good idea to avoid touching your nose, eyes, and mouth, three places where flu viruses can easily enter the body.

Stay home if you have the flu. You don't want to pass your germs to someone else. Staying home is a great excuse to curl up and watch your favorite movie, play video games, or read. Rest can help the body recover faster.

Source: <https://kidshealth.org/en/teens/fight-flu.html?WT.ac=ctg>



WELLNESS CORNER

Use this Service to Keep Track of your Child's Shot Records

Texas Department of State Health Services (DSHS) offers a no-cost service, ImmTrac2, to help you store all immunization that your child had from multiple doctors.

All you have to do is register your child in ImmTrac2. During the checkup, be sure to ask the doctor so he/she can help you register your child in ImmTrac2, if you have not done so.

Once your child is registered, the doctor will be able to record all immunization history in this one single source. This allows you to access your child's immunization history when it is needed for school, child-care, college entrance, travel or employment. In addition, this helps make sure your child is not over- or under- vaccinated since the doctor can see the immunization history.

The ImmTrac2 Registration forms are here:

<https://www.dshs.texas.gov/immunize/immtrac/forms.shtm>



WELLNESS CORNER

Growing Strong

A guide to keeping kids on a healthy track.

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- 1 Choose** a primary care doctor.
- 2 Complete** a wellness check-up **within 90 days** of enrollment.
- 3 Ask** your health plan about getting a ride to the doctor's office at **no cost**.
- 4 Remember** to re-certify for your benefits.



Infancy (Birth to 1 year)

Check-ups needed at Newborn, 3-5 days, 2 weeks, and at 2, 4, 6, 9, and 12 months

SCREENINGS

Anemia	Lead
Dental	(between 9 & 12 months)
Growth Measurements	Maternal Depression
Hearing	Vision, alignment, and eye diseases
Hepatitis C (risk based)	

IMMUNIZATIONS

Annual Flu Vaccine (starting at 6 months)	Hib
DTaP	IPV
Hep B	Pneumococcal Vaccine
	Rotavirus



Early Childhood (1 to 4 years)

Check-ups needed at 15, 18, 24, 30 months, and ages 3 & 4

SCREENINGS

Autism Spectrum Disorder	Hepatitis C (risk based)
Blood Pressure (beginning at age 3)	Lead (risk based)
Cholesterol (risk based)	Nutrition and Physical Activity Counseling
Dental	TB (risk based)
Growth and BMI	Vision and screening for Strabismus (lazy eye)
Hearing	

IMMUNIZATIONS

Annual Flu Vaccine	Hib
Chicken Pox	IPV
DTaP	MMR
Hep A/Hep B	Pneumococcal Vaccine



Middle Childhood (5 to 10 years)

Check-ups needed once a year

SCREENINGS

Blood Pressure	Lead (before entering kindergarten)
Cholesterol (risk based until age 8)	Nutrition and Physical Activity Counseling
Dental	TB (risk based)
Hearing	Vision
Hepatitis C (risk based)	

IMMUNIZATIONS

Annual Flu Vaccine	HPV (starting at age 9)
Chicken Pox	IPV
DTaP (Catch up)	MMR
	Tdap (over age 7)



Adolescence (11 to 20 years)

Check-ups needed once a year

SCREENINGS

Anemia	HIV (risk based)
Blood Pressure	Nutrition and Physical Activity Counseling
Cholesterol	Sexually Transmitted Infections
Dental	TB (risk based)
Depression (start at age 12)	Tobacco, Alcohol or Drug Use
Growth and BMI	Vision
Hearing	
Hepatitis C (risk based periodic testing)	

IMMUNIZATIONS

Annual Flu Vaccine	Meningococcal Vaccine (at ages 11 or 12)
HPV (at ages 11 and 12)	Tdap (at ages 11 or 12)

WELLNESS CORNER

Do you Travel for Farm Work?

If you are planning to travel this summer or have travelled to work on a farm or fields to prepare crops, grow fruits and vegetables, plant trees, raise or care for livestock, or prepare dairy products in the past two years, your children enrolled in STAR program, birth through age 17, are considered children of traveling farmworkers. Your children can receive their wellness checkup before they travel with you to the next farm job. Call you child's doctor today or Wellness Services at **713.295.6789**.

NEED A RIDE TO THE DOCTOR?

CHIP Members

Call Community Member Services for help. Call toll-free 1.888.760.2600, Monday to Friday, 8:00 a.m. to 5:00 p.m.



Medicaid Members

Call Medical Transportation Program (MTP) Call at least 48 hours before your appointment at 1.855.687.4786, Monday to Friday, 8:00 a.m. to 5:00 p.m.

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Visit our Wellness Corner for even more helpful information!

<https://www.communityhealthchoice.org/wellness-corner/>

COMMUNITY HEALTH CHOICE

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