

THE SUN

MEMBER NEWSLETTER



Teresa
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
HEALTH CHOICE



COMMUNITY

Community Now!

We miss connecting with you, so we're doing something about it!

Introducing **Community Now**, our collection of interesting, helpful, and fun videos and live events.

UP FIRST IS AN EPISODE OF OUR BOOK CLUB SERIES.

Join your children and watch our President and CEO Lisa Wright read **The Joy in You** by Cat Deeley. David, one of our Kids' Club Kids, will be there with you!

<https://youtu.be/QNwbRCAYCVg>

We hope you enjoy it. Let us know what you think, and suggest more books in the comments. If we choose your book, we will mention you in our next Book Club video!

Follow Community Health Choice on all our social media accounts to keep up with Community Now and everything happening at Community Health Choice!

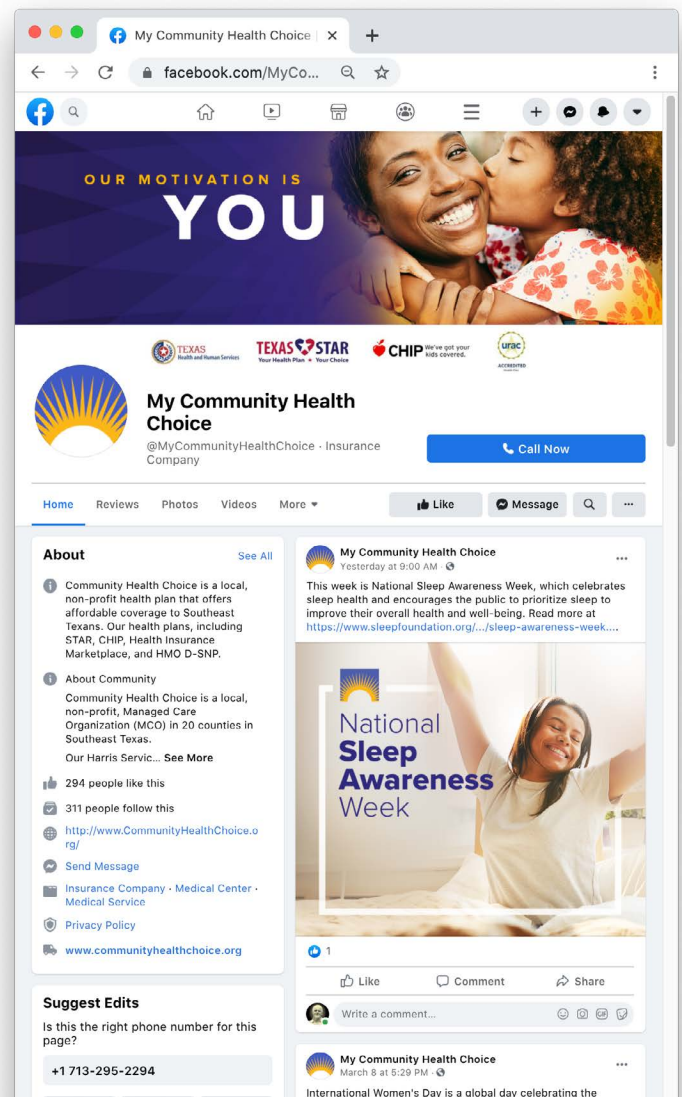
MY COMMUNITY HEALTH CHOICE: A FACEBOOK PAGE JUST FOR YOU

We are excited to announce that Community Health Choice now has a Facebook page just for our Medicaid and CHIP Members! My Community Health Choice will post about:

- Member events
- How to use your benefits
- Health education
- Fun activities
- Social services in your neighborhoods
- Informational and fun *Community Now* videos
- Much more!

Follow My Community Health Choice today.

<https://www.facebook.com/MyCommunityHealthChoice>



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

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CARE MANAGEMENT

What You Should Know About the HPV Vaccine

- HPV stands for the human papilloma virus. This harmful virus can cause many types of cancer.
- HPV affects the head and neck including the tonsils and tongue as well as the penis, anus, cervix, vulva, and vagina.

The HPV vaccine is safe for your child and effective at preventing HPV.

35,000

men and women in the U.S. are diagnosed with a cancer caused by HPV each year

8,000

people die each year from these cancers

All children ages 11-26 should get the HPV vaccine.

The age at which you get the vaccine will determine how many doses you will need.



ON TIME: Ages 11-12



LATE: Ages 15-26



CARE MANAGEMENT

Common Questions

1 Is the Vaccine safe?

Yes! The HPV Vaccine has been closely monitored and administered to 400 million people around the world without side effects.

2 Is the Vaccine effective?

Yes! The HPV Vaccine has been shown to prevent HPV related cancers and genital warts caused by HPV.

3 Is the Vaccine necessary?

Yes! HPV can result in a variety of cancers and the vaccine is the best way to prevent against these. This vaccine is cancer prevention.

4 When should my child get vaccinated?

Your child should get vaccinated before their 13th birthday for the best chance of the vaccine working. However, children ages 11-26 can still get the vaccine.

5 How many doses of the vaccine are needed?

Two doses 6-12 months apart are required before the age of 15 and three doses at 0 months, 1-2 months, and 6 months are required after the age of 15.

6 What types of cancers are caused by HPV?

HPV can cause vaginal, cervical, anal, penile, and throat cancers. The vaccine can prevent these types of cancers!

7 Does the vaccine cause infertility?

No, the HPV vaccine does not cause infertility and is safe for your child.

8 Does my child need the vaccine even if they are not sexually active?

Yes, the vaccine is necessary regardless of sexual activity.

9 Is the vaccine for both boys and girls?

Yes! The HPV vaccine prevents cancers that occurs for both boys and girls.

10 Will getting the vaccine make my child think it's okay to have sex?

No, studies show that getting the HPV vaccine does not make children any more likely to engage in sexual activity.



BEHAVIOR HEALTH

Introducing Our Behavioral Health Case Management Team

Our Behavioral Health Care Management team serves Members with complex mental health or substance use issues and co-morbid medical needs. Our services are available to you at no charge if you're a Community Member. You do not need a referral for services.

Our licensed case managers are caring professionals and are here to offer support at every stage of your recovery:

- We connect you with agencies in the community that provide supportive services beyond behavioral health care like help paying for water, electricity, and rent.
- We will help you identify barriers to care and develop a plan of care to by creating goals and interventions.
- We will set up doctor appointments and transportation, if needed.
- We offer 24/7 toll-free urgent support if you are experiencing thoughts of harming yourself or others.

Community Health Choice: 1.844.297.4450
Monday - Friday 8 a.m. to 5 p.m.

24-hour Helpline: 1.877.343.3108. Press 1 for Behavioral Health Crisis line.

For more resources, including information on the importance of discharge follow-up care, please visit CommunityHealthChoice.org > Member Resources > Stay Healthy Links.



BEHAVIOR HEALTH

Coping with Stress

The COVID-19 pandemic has had a major effect on our lives. Many of us are facing challenges that can be stressful, overwhelming, and cause strong emotions in adults and children.

Public health actions, such as social distancing, are necessary to reduce the spread of COVID-19, but they can make us feel isolated and lonely and can increase stress and anxiety. Learning to cope with stress in a healthy way will make you, the people you care about, and those around you become more resilient.

Causes of Stress

- Feelings of fear, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, desires, and interests
- Difficulty concentrating and making decisions
- Difficulty sleeping or nightmares
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, alcohol, and other substances

It is natural to feel stress, anxiety, grief, and worry during the COVID-19 pandemic.

Healthy Ways to Cope with Stress

Take breaks from watching, reading, or listening to news stories, including those on social media. It's good to be informed, but hearing about the pandemic constantly can be upsetting. Consider limiting news to just a couple times a day and disconnecting from phone, tv, and computer screens for a while.

Take care of your body.

- Take deep breaths, stretch, or meditateexternal icon.
- Try to eat healthy, well-balanced meals.
- Exercise regularly.
- Get plenty of sleep.
- Avoid excessive alcohol, tobacco, and substance use.
- Continue with routine preventive measures (such as vaccinations, cancer screenings, etc.) as recommended by your healthcare provider.
- Get vaccinated with a COVID-19 vaccine when available.

Make time to unwind. Try to do some other activities you enjoy.

Connect with others. Talk with people you trust about your concerns and how you are feeling.

CARE MANAGEMENT

Vaping

Vaping reached epidemic status among teens in 2018, only about a decade after the devices hit the market.

Some teens developed severe lung illness after vaping for a short time, while others have suffered burns, seizures and the effects of nicotine addiction. More than 2,700 teens have been hospitalized with lung damage. Despite the dangers, vaping continues to grow in popularity. An estimated 5,700 young people start vaping every day!

Some reasons teens vape is because they believe it is safer than smoking cigarettes. Other reasons are:

- Vaping seems trendy and fashionable.
- They have friends or family members who vape.
- They like the variety of flavors.
- Vaping devices are small and easily concealed.

Millions of teens vape, but research shows most don't know vaping exposes them to addictive and dangerous chemicals. The more you know about vaping, the better you can help teens avoid its dangers.

In Texas, an individual must be at least 21 years old to legally buy or own tobacco products, including e-cigarettes or vape devices.

The Texas Department of State Health Services recommends that youth, young adults, pregnant women and all non-tobacco users avoid vaping because of the potential increased risk for viral infection and other diseases.

Read more about vaping health risks at <https://www.dshs.texas.gov/tobacco/vaping/Health-Issues---What-s-the-Harm-/>.

LIFE SERVICES

Community's CareerReady Job Program

Community is leading the way with a job and education program called **CareerReady**.

CareerReady connects high school seniors and pregnant woman who are Medicaid members with the resources they need to pursue an education that will enable them to be hired for a job that offers a livable wage.

Through the scholarship, Community will cover tuition and supplies for a job certification at Houston Community College or San Jacinto College. Students who meet the eligibility requirements for the CareerReady Scholars program will be matched with a Life Coach who will support the student in completing their certification program and reaching their career

goals. The application process is open all year both high school seniors and pregnant woman.

Community will begin actively recruiting for the 2021 cohort beginning March 19th through April 30th. Women that delivered in 2020 and who have delivery dates in 2021 are eligible to apply for the CareerReady Scholars program. Be on the lookout for Post-cards that will be mailed out March 19, 2021. Follow Community on social media to be up to date on the CareerReady Scholars program.

For more information on the CareerReady program for **high school seniors**, visit <https://www.communityhealthchoice.org/life-services/careerready-scholarship-for-high-school-seniors/> or call 281.384.0551.

For more information on the CareerReady program for **pregnant women**, visit <https://www.communityhealthchoice.org/life-services/careerready-scholarship-for-pregnant-women/> or call 713.295.2437.

Email: LifeServices@CommunityHealthChoice.org

Congratulations, CareerReady Scholars!

They have completed job certification programs at Houston Community College!

► **Ilesha Cheeks**
graduated
December 2020
with a Logistics
and Global Supply
Chain Management
Specialist
Certification.

► **Rachel Galan**
graduated
December 2020
with a Pharmacy
Technician
Associates
Certification.

► **Jessy Sanchez**
graduated
December
2020 with a
Payroll Specialist
Certification.

► **Jenifer Solis**
graduated
December 2020
with a Medical
Business Office
Professional
Certification.

► **Karina Melendrez**
graduated May
2020 with a Child
Development
Associate
Certification.



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/>



WELLNESS CORNER

Healthy Living in the New Year

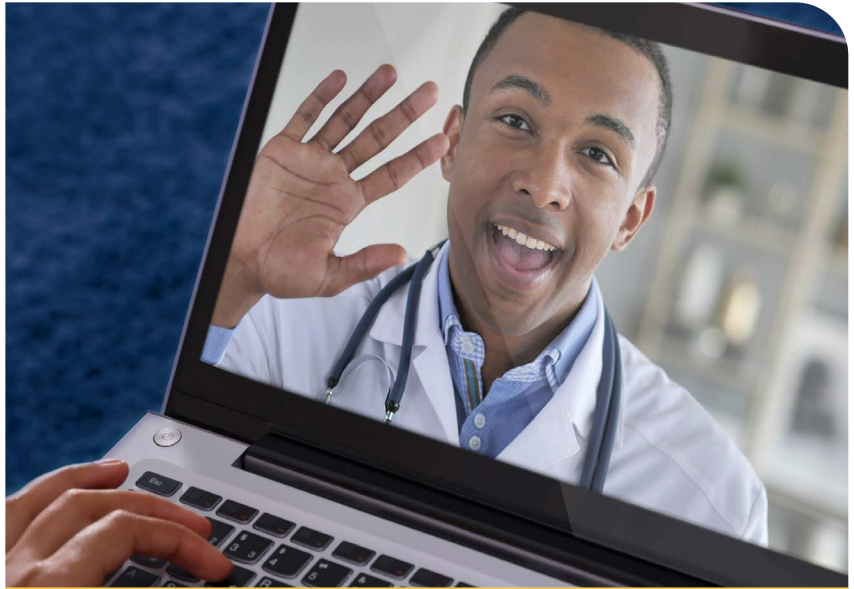
Texas Health Steps Checkups and Well-Child checkups, also known as wellness checkups, are the best way to help your child stay healthy as they grow. Medicaid Members get Texas Health Steps Checkups from birth through 20 years of age. CHIP Members get Wellness Checkups from birth through 18 years of age. These checkups are at no cost to Medicaid and CHIP Members.

When are the checkups due?

- Within five days after being born
- Within 60 days after each checkup age listed below:

2 weeks	12 months
2 months	15 months
4 months	18 months
6 months	2 years
9 months	2½ years

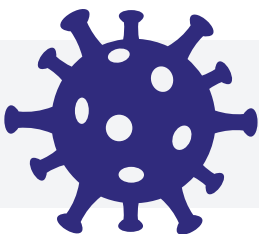
- Once a year between 3 – 20 years of age, on or after each birthday



THSteps Checkup via Telemedicine Services

During the current COVID-19 pandemic, Community offers telemedicine services and encourages members to use these services whenever possible. A Provider can screen for certain components of the wellness checkup over the phone, and later ask you to return for in-person visit to complete the remaining components of the checkup; such as, physical exam and immunizations, if needed.

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 at 713.295.6789 or toll-free at 1.844.882.7642 or email us at MemberServices@CommunityHealthChoice.org.



For more information on Coronavirus (COVID-19) visit
<https://www.communityhealthchoice.org/en-us/coronavirus/>

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, and your children are STAR program Members who are between the ages of birth through age 17, they are considered children of traveling farmworkers. Your children can receive their wellness checkup before they travel with you to the next farm job. Call your 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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