



## FACT SHEET

### What is Community Health Group?

Community Health Group is a nonprofit health plan operating in San Diego County. We have been providing health care services to San Diego County's growing and diverse population since 1982 and currently serve nearly 95,000 members. Our plan members have a wide network of healthcare practitioners, hospitals and ancillary providers from which to choose.

### Our Mission Statement

Community Health Group is a health plan that is dedicated to improvement and maintenance of health for our members to help them achieve optimum health while demonstrating **exceptional service** and competency in serving diverse population.

Approximately 160 Community Health Group employees serve our members who are enrolled in one of the four distinct programs:

#### Healthy Families Program

- ▶ The Program provides comprehensive health, dental and vision coverage at a low cost to children who do not qualify for no-cost Medi-Cal coverage.
- ▶ Community Health Group is San Diego County's Healthy Families *Community Provider Plan* for the fourteenth consecutive year. This means health coverage is available for children (newborn to nineteen years old) for \$4 to \$14 per child per month—up to a maximum of \$42 for all children in a family.

#### Medi-Cal

- ▶ We have provided a full scope of medical services for Medi-Cal members since 1986.
- ▶ Medi-Cal Coverage is available to qualified families and individuals who meet state eligibility requirements.
- ▶ There are no premiums or co-payments for coverage under the Medi-Cal plan.
- ▶ We have the largest Medi-Cal enrollment in San Diego.

#### Medicare Advantage – Special Needs Plan

- ▶ We received our Medicare contract in 2007 to serve the dual-eligible members in San Diego County.
- ▶ Our first member was active in January 2008.
- ▶ We offer Medicare Part A, B and D under one plan – CommuniCare Advantage.

#### Third Party Administration Services

- ▶ Community Administrators offers services to companies that self-insure health benefits for their employees. Services may include enrollment and eligibility administration, claims processing, utilization and case management and reinsurance management. These services are also available to insurance carriers or other HMOs. Additional services, such as those related to flexible spending accounts, are also available.
- ▶ Business benefits from Third Party Administration (Community Administrators) through reduced internal administration costs; the elimination of significant overhead expenses; access to a broader range of products; access to a proven solution-based expertise; and increased efficiency and speed of services.

*Please see reverse side for a historical timeline of the company*



# HISTORY OF COMMUNITY HEALTH GROUP

- 1982 ▶
  - Incorporated as a joint venture between SYHC and Bay General Hospital (Now Scripps Memorial Hospital Chula Vista). Gabriel Arce named Chief Executive Officer (CEO).
- 1983 ▶
  - Obtained first contract with State of California for Medi-Cal Primary Care Case Management (PCCM) program.
- 1984 ▶
  - Acquired first Contract with County of San Diego to manage care for medically indigent adults under County Medical Services (CMS) program.
- 1986 ▶
  - Issued Knox-Keene license by California Department of Corporations to operate as a health care service plan.
  - ▶
  - Contracted with California Department of Health Services to provide service to Medi-Cal members. PCCM contract folded into Medi-Cal prepaid health plan contract.
- 1992 ▶
  - Celebrated CHG's 10th Anniversary.
- 1994 ▶
  - Purchased CHG's new headquarters at 740 Bay Boulevard in Chula Vista.
- 1996 ▶
  - Granted approval by State of California to offer health coverage to employer groups.
- 1997 ▶
  - Obtained contract for California's Healthy Families Program (HFP) from Managed Risk Medical Insurance Board. CHG designated as HFP "Community Provider Plan" for San Diego County for 14 years in a row.
- 2000 ▶
  - Obtained Third Party Administration (TPA) license from California Department of Insurance. New TPA product called Community Administrators.
- 2001 ▶
  - Gabriel Arce retired as CEO after 19 years.
- 2002 ▶
  - Norma A. Diaz named new CEO.
  - ▶
  - Awarded by National Committee for Quality Assurance (NCQA) its highest accreditation status of "Excellent" to CHG for its Medi-Cal product line.
  - ▶
  - Celebrated CHG's 20th Anniversary.
- 2004 ▶
  - Received DMHC approval for service area expansion in Riverside County for Commercial and Healthy Families Products.
- 2005 ▶
  - Obtained Knox-Keene license from DMHC for CHG Foundation dba Community Health Group Partnership Plan (QIF).
  - ▶
  - Awarded NCQA accreditation status of Commendable for Medi-Cal & Healthy Families.
- 2006 ▶
  - Closed the Commercial line of business.
  - ▶
  - Achieved full DMHC compliance.
  - ▶
  - Received support from DMHC to apply for Medicare Advantage SNP.
- 2007 ▶
  - Received Medicare Advantage SNP contract.
  - Celebrated CHG's 25th Anniversary.
- 2008 ▶
  - Enrollment in Medicare Advantage SNP program went live.
  - ▶
  - Awarded NCQA accreditation status of Commendable for Medi-Cal & Healthy Families.
- 2010 ▶
  - Reached and exceeded 100,000 membership in Medi-Cal.
- 2011 ▶
  - Awarded NCQA accreditation status of Commendable for Medi-Cal & Healthy Families.
  - ▶
  - Awarded Most Improved Performance for HEDIS by MRMIB.
  - ▶
  - Ranked and tied for Number One Medicaid Health Plan in California by Consumer Reports.
- 2012 ▶
  - Awarded Most Improved Performance for HEDIS by MRMIB.
  - ▶
  - Celebrate CHG's 30th Anniversary.