INSIDE:

• Member Spotlight
• New Benefit: In-Home Retinal Eye Exams

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This August, Community Health Group hosted its 1st Annual CHG Health Fair for our Cal MediConnect members! The fair was held at our beautiful building in Chula Vista.

The fair was a wonderful opportunity for members to get important services like their initial health exams, retinal tests and mammograms... and have fun! A pharmacist was also on hand to review medicines and answer questions.

Thank you to all members who attended. We appreciate your membership with Community Health Group!
Q: How long have you been a member of Community Health Group?

A: I have been a member of Community Health Group since 2011. Before becoming a member of the Cal MediConnect program, I was also enrolled in the Dual Eligible Special Need Plan (D-SNP) through Community Health Group.

Q: How would you describe your outlook on life?

A: I describe myself as an optimist. As a child, I was misdiagnosed with a fatal heart condition and was told I would not live past the age of 30. It wasn’t until I was 33 years old that my cardiologist told me I had an “innocent” heart murmur that posed no danger. This was a relief for myself and my mother who had believed I could pass away at any moment. I felt like I had been reborn and was lucky to live a second life.

Q: Tell us about your experience at Community Health Group.

A: Community Health Group has been an invaluable healthcare company for me. The staff is uniformly supportive, genuine, and exemplifies professionalism in every contact.

Q: Is there any wisdom that you would like to share?

A: I am passionate about motivating everyone to continue improving themselves and to keep learning. I would advise everyone to learn new things that will help enrich their lives.
NEW BENEFIT: IN-HOME RETINAL EYE EXAMS

We are happy to offer a new service to you! Using a small camera, your case manager can take a picture of your eye in the comfort of your own home. CHG will then give this picture to your doctor to use as a ‘retinal eye exam.’ This does not require using drops to dilate your eyes. It is quick, pain-free, and easy!

How does it work? In a semi-dark room, an eye camera will take a picture of the back of your eye. Afterwards, CHG will send a copy to a retinal (eye) specialist and your doctor.

Can I get one? All Cal MediConnect members that have diabetes can get this in-home service at no cost.

Should I get one? If you have diabetes, yes. People who have diabetes have a higher chance of getting a disease called ‘retinopathy.’ This can cause problems with your vision. Therefore, it is important to get a retinal eye exam one time every year so that your doctor can see if there are any changes to your eye(s).

Please note that this in-home retinal exam does not replace a full eye exam by an eye doctor.

IMMUNIZATIONS AND THE FLU

Immunizations are one of the safest ways to protect your health. Immunizations reduce your chance of spreading certain diseases.

Flu season runs from October to May. Every flu season is different, which is why it is important to get a flu shot every year!

Infants, older adults, and people with weakened defenses are especially at risk when it comes to diseases and the flu.

Adults and children can get immunizations at doctor offices, pharmacies, workplaces, community clinics, and health departments.

If you would like to schedule this in-home service, please call our Customer Service Department at 1-888-244-4430.

If you would like to schedule a full eye exam by an eye doctor, please call Vision Service Provider (VSP) at 1-800-438-4560.
## APPOINTMENT TIME STANDARDS

<table>
<thead>
<tr>
<th>Appointment Type</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent Care (prior authorization not required by health plan)</td>
<td>48 hours from request</td>
</tr>
<tr>
<td>Urgent Care (prior authorization required by health plan)</td>
<td>96 hours from request</td>
</tr>
<tr>
<td>Non-Urgent Doctor Appointment (primary care physician)</td>
<td>10 business days</td>
</tr>
<tr>
<td>Non-Urgent Doctor Appointment (specialty physician)</td>
<td>15 business days</td>
</tr>
<tr>
<td>Non-Urgent Mental Health Appointment (non-physician)</td>
<td>10 business days</td>
</tr>
<tr>
<td>Non-Urgent Appointment (ancillary provider)</td>
<td>15 business days</td>
</tr>
</tbody>
</table>

## MEMBER BILLS

If you get a medical bill in the mail, don’t ignore it! Call Customer Service.

We will find out why you received the bill and help resolve the issue. If the bill is for a service covered by your health plan, you should not be billed.

Don’t let unpaid medical bills get reported to a collection agency and show up on your credit report. Call Customer Service as soon as you can.

Call Customer Service  
**1-888-244-4430**  
24 hours a day, 7 days a week
YOUR PRIVACY

The privacy of your Protected Health Information is important. We safeguard this information as it is collected, used and disclosed. We protect information that is spoken, written or put into electronic form. These rules apply throughout our health plan and at provider offices.

We use and disclose your health information to:
• Provide treatment
• Pay providers for health care services
• Conduct usual health plan operation

If we want to share information with anyone else or use or disclose it for any other reason, we ask for your permission in writing. The only exceptions are those required or allowed by law.

You have the right to:
• Limit the use and sharing of your Protected Health Information beyond the reasons of treatment, payment or usual health plan operations.
• Review your health information and ask for changes or additions to it.
• Ask for a list of providers or others we have shared your Protected Health Information with.
• Receive a copy of our Notice of Privacy Practices.

REPORT HEALTH CARE FRAUD, WASTE AND ABUSE

Community Health Group has the responsibility to report fraud, waste and abuse. We need our members to alert us if such acts are happening. For example, if you think someone is using your health care card and posing as you, all you need to do is call CHG’s Compliance Hotline at: 1-800-651-4459. We will take it from there. We want to be sure your identity is protected and that if there is a problem you know who to call.

HEALTH EDUCATION CLASSES

Did you know that Community Health Group offers health education classes at no cost to you? We offer different types of classes in San Diego County. These classes can help you learn how to take control of your health. Call our Customer Service Department at 1-888-244-4430 today for more information or visit our website for a listing of classes at: http://www.chgsd.com/healthEducation.aspx.
COMMUNITY HEALTH GROUP has a formulary for each health plan we offer. A formulary is a list of drugs that are covered by your health plan. We review and revise this list monthly to stay up-to-date. To see the current formulary for your health plan:

- Visit our website at www.chgsd.com, or
- Call Customer Service at 1-888-244-4430 to have a copy mailed to you or to ask questions about your formulary or drug benefit.

YOUR BEHAVIORAL HEALTH BENEFITS

Community Health Group Cal MediConnect members have behavioral health benefits and can easily find a provider by calling our Behavioral Health Services Department at 1-800-404-3332. Behavioral health benefits mean treatment for mental health and substance abuse problems. These benefits include inpatient treatment, outpatient counseling, medication management with a psychiatrist, substance abuse detoxification and counseling. We have a large network of behavioral health providers throughout San Diego County and also work with County Mental Health providers.

LANGUAGE ASSISTANCE PROGRAM

Community Health Group offers language assistance services for our members at no cost to the member. This includes translation into certain languages (Spanish, Vietnamese, Tagalog, and Arabic), large print, audio recordings, and/or Braille.

We also offer over the phone interpreter services in other languages, as well as teletypewriter (TTY) services.

If you are in need of language assistance services, please call our Customer Service Department toll free at 1-888-244-4430.

To access our toll free teletypewriter (TTY) services, please call 1-855-266-4584.
The Community is what counts!

Don’t miss out on your $50 gift card!

Every Cal MediConnect member needs an annual health assessment every year! All new members need to have their initial health assessment within 90 days of joining the health plan and annually thereafter.

The assessment includes a check of your:
- Height, weight, and blood pressure
- Past and current health issues
- Current medicines that you are taking
- Needed tests, shots, and/or screenings
- Family health history

This is an in-home exam at no cost to you done by one of Community Health Group’s physicians.

As an added benefit to this service, Community health Group will reward you with a $50 gift card.

Don’t miss out on this opportunity.