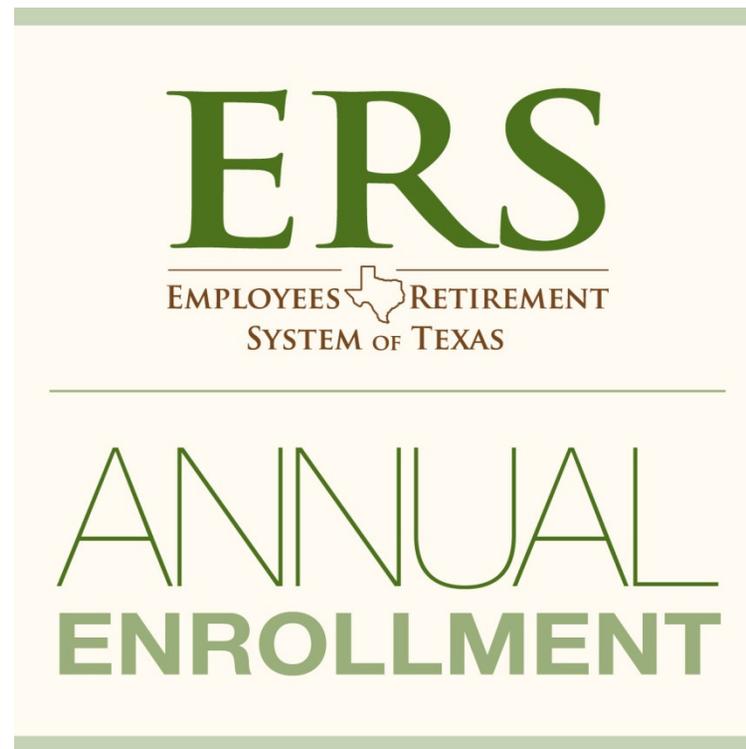


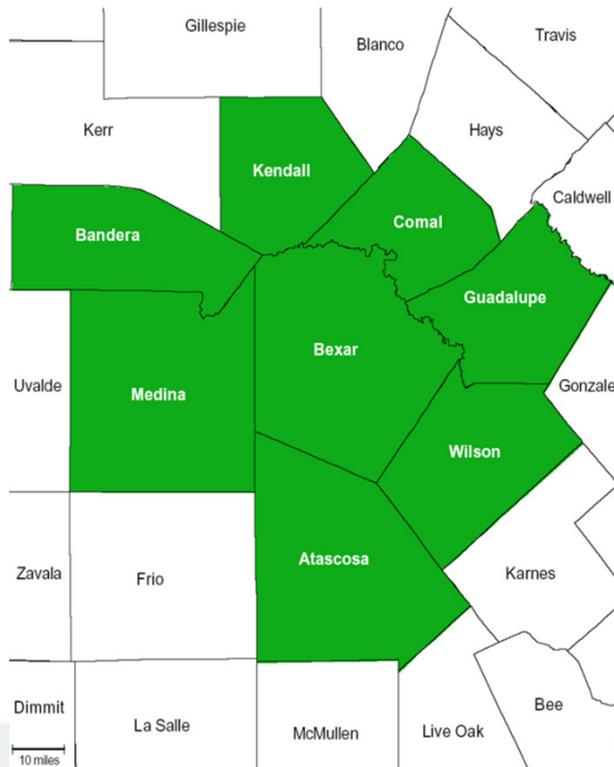
# Welcome to Community First Health Plans



*Working together to cover what's important in life.*

# Community First Health Plans

Community First is a locally owned and managed, non-profit HMO, serving the following counties:



- Atascosa
- Bandera
- Bexar
- Comal
- Guadalupe
- Kendall
- Medina
- Wilson

# Customer Service is the Core of Our Business

Our staff, including the Member Services Department, are located in San Antonio, providing you easy access to assistance.



# Your Community First Network

## The Provider Network Includes:

- 23 Hospitals
- More than 550 Primary Care Physicians (PCPs)
- More than 1,700 Specialists
- 27 Urgent Care Clinics

# We're Here to Help (cont'd.)

## Dedicated Customer Service Lines

- (210) 358-6262, Toll-free (877) 698-7032
- TTY: (210) 358-6080,  
Toll-free (800) 390-1175
- Monday – Friday, 8:30 a.m. – 5 p.m.
- After-hours phone calls are routed to  
Community First's Nurse Advice Line

# New for PY2017

## **Out of Pocket Maximum Changes**

- From \$6,450 individual to \$6,550
- From \$12,900 per family to \$13,100

## **New Chiropractic Benefit**

- \$40 copay plus 20% coinsurance
- 30 visit maximum

## **Skilled Nursing Facility Benefit**

- No Visit Limitations

# Benefit Overview

## Physicians/Lab Services

- \*PCP Office Visit \$25
- \*Specialist Office Visit \$40
- \*Diagnostic X-rays, Mammography, Lab Tests 20% (unless provided during an office visit)
- \$2,000 Out-of-pocket coinsurance max per person per plan year (applies to all services)
- No maximum on out-of-pocket copayments
- \*Immunizations: no charge
- High Tech Radiology (CT scans, MRI, and nuclear medicine)  
\$100 copay plus 20%

## Hospital Services

- Inpatient Hospital
  - \$150 per day copayment per admission, (5 day copayment max) plus 20%
  - \$2,250 hospital copayment max per person per plan year
  - \$2,000 Out-of-pocket coinsurance max per person per plan year (applies to all services)
- Outpatient Day Surgery  
\$100 copayment plus 20%
- Urgent Care  
\$50 copayment plus 20%
- Emergency Care  
\$150 copayment plus 20%

*\*Under the Affordable Care Act, certain preventive services are paid at 100% (i.e., at no cost to the member) dependent upon physician billing and diagnosis. In some cases, you will be responsible for payment of some services.*

# Benefit Overview (cont'd.)

## Retail Pharmacy

### Non-maintenance Medication

(30-day supply)

Tier I \$10

Tier II \$35

Tier III \$60

### Maintenance Medication

(30-day supply)

Tier I \$10

Tier II \$45

Tier III \$75

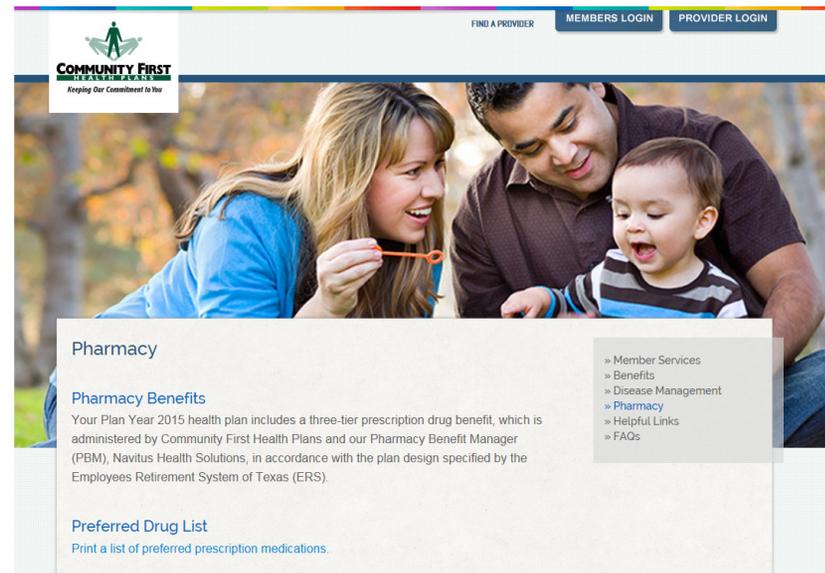
**Plan year deductible \$50**

# Benefit Overview (cont'd.)

Mail Order Pharmacy  
(90-day supply)

Tier I \$30  
Tier II \$105  
Tier III \$180

See our website at  
[members.cfhp.com](http://members.cfhp.com) for  
more information.



The screenshot shows the members.cfhp.com website. At the top, there are navigation links: "FIND A PROVIDER", "MEMBERS LOGIN", and "PROVIDER LOGIN". Below the navigation is the "COMMUNITY FIRST" logo with the tagline "Keeping Our Commitment to You". The main content area features a photograph of a family (a woman, a man, and a young child) smiling. Below the photo, the "Pharmacy" section is highlighted. It includes a "Pharmacy Benefits" heading and a paragraph explaining that the 2015 health plan includes a three-tier prescription drug benefit administered by Community First Health Plans and their Pharmacy Benefit Manager (PBM), Navitus Health Solutions, in accordance with the plan design specified by the Employees Retirement System of Texas (ERS). A "Preferred Drug List" section is also visible, with a link to "Print a list of preferred prescription medications". On the right side of the page, there is a sidebar menu with links: "Member Services", "Benefits", "Disease Management", "Pharmacy", "Helpful Links", and "FAQs".

# Electronic Resources

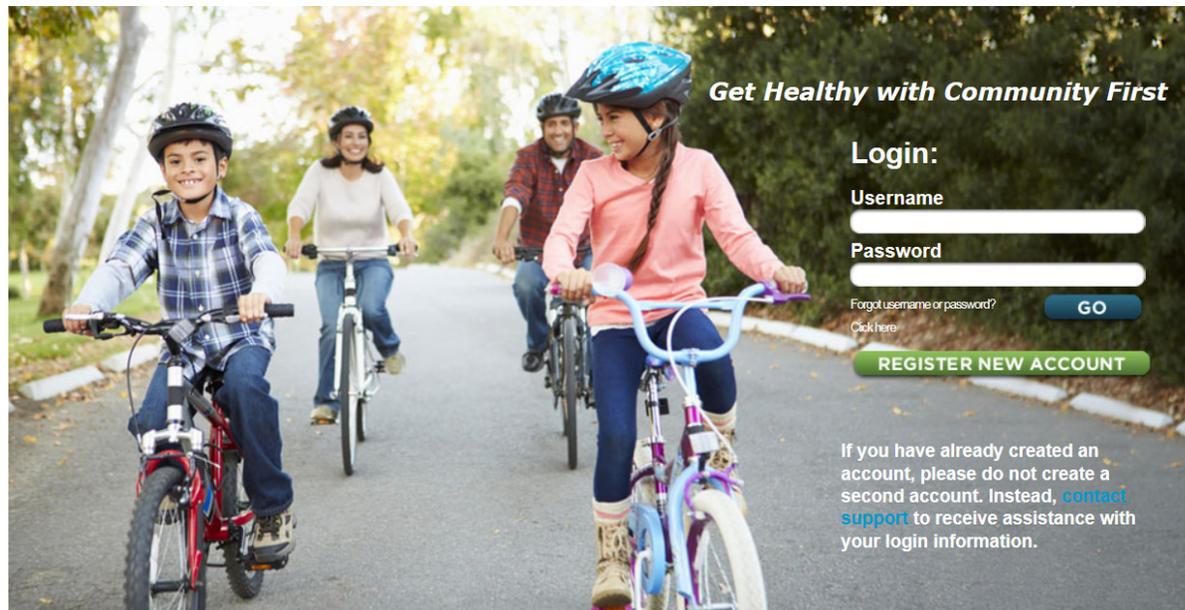


## Through our Member Portal, members can:

- Look up eligibility information
- Check claims status
- Communicate with our Member Services Department in a secure environment

# Electronic Resources (cont'd.)

Our web-based health risk assessment program assists in managing our members' health.



*\*ERS cannot and does not guarantee the length of time that a specific type of "Value-Added" product shall be offered. Any questions or concerns about these products should be directed to Community First Health Plans.*

# Enhanced Vision Benefit

**Enhanced vision benefit through an agreement with Envolve Benefit Options that includes an eye exam plus the following:**

- Lenses (single, bifocal, trifocal, lenticular)
- \$125 allowance on frames OR
- \$125 allowance for fitting and contact lenses in lieu of glasses
- A 15% discount on LASIK at LasikPlus

*\*ERS cannot and does not guarantee the length of time that a specific type of "Value-Added" product shall be offered. Any questions or concerns about these products should be directed to Community First Health Plans.*

# Value-Added Benefits

- **Free flu shots** for GBP participants through PCP offices and area pharmacies.
- **Prescription medication discount card** for any family members who do not have pharmacy benefits.
- **Enhanced Travel Network** through First Health covering Urgent and Emergency Care while traveling outside the CFHP service area.
- **No referral** required from PCP to visit specialist.

*\*ERS cannot and does not guarantee the length of time that a specific type of "Value-Added" product shall be offered. Any questions or concerns about these products should be directed to Community First Health Plans.*

# Community First Health Plans

***THANK YOU***

For more information, visit the  
Community First website at  
[members.cfhp.com](https://members.cfhp.com)





**COMMUNITY FIRST**  
**HEALTH PLANS**

*Keeping Our Commitment to You*