

Welcome Booklet

LEARN ABOUT YOUR NEW HEALTH PLAN AND BENEFITS







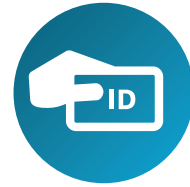
Take a look inside to find:

- 1** Plan Overview
- 2** Find Your Primary Care Physician
- 3** Meet Your Doctor
- 4** Where to Go for Care

1 Plan Overview

A quick preview of your coverage

Your Community Health Plan of Imperial Valley plan comes with a large network of doctors and hospitals who are licensed in the State of California. Your plan also offers a variety of no-cost programs and services to help you get healthy and stay healthy.



Here are some of the features of your plan:

Medical

- Doctor visits and hospital care
- Wellness services
- Pregnancy and newborn care
- Lab tests and X-rays
- Nurse Advice Line
- Telehealth

Care for mental health conditions such as depression, anxiety, ADHD, and Autism in the form of:

- Outpatient therapy
- Psychiatric medication management
- Behavioral services for children and youth with Autism Spectrum Disorders and related conditions

Eye care

- Eye exams
- Glasses

A healthier life is waiting for you!
Call your doctor and schedule an appointment. You'll find their phone number on your ID card.

Special services and programs

- **Care and disease management programs**

Get special help if you're living with a complex health condition, like diabetes, COPD, sickle cell anemia, HIV/AIDS, or other.

- **Care coordination services**

Find out how to connect with resources and services in your community.

- **No-cost transportation services**

Schedule a no-cost ride to your doctor, dentist or specialist.

- **Video doctor visits**

Speak to a doctor without leaving the house! Get same day doctor visits by phone or video chat, using telehealth services.

- **Interpreter services for sign language or non-English speaking persons**

Request an interpreter to assist you during your medical appointments.

- **Health Education programs**

Get help and support to eat better, manage weight, get fit, quit smoking and more. We also have programs for new moms, children and teens.

- **Continuity of care**

If you were seeing a doctor that isn't in our network, you may still be able to see them. In some cases, you may continue to receive care with them for up to 12 months.



Want more details about your coverage?

- Explore your Member Handbook. It includes your rights and responsibilities.
- Call Member Services toll-free at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.
- Go online: www.chpiv.org.

2 Find Your Primary Care Physician

Your primary care physician (PCP) is your doctor. We have doctors who:

- Have convenient office hours
- Can take care of you and your whole family
- Understand your unique cultural needs
- Speak your preferred language

Your doctor is your partner in health. They're there to listen, give advice and help. Choosing the right doctor can make a big difference in your health.

If you need to choose a new doctor, here are some things to think about:

Is the doctor part of your network and taking new patients?

Call Member Services to find out. You can also visit our website at www.chpiv.org and click Find a Provider.

Note: If you had a doctor before you became a Community Health Plan of Imperial Valley member, and that doctor is not in our network, you may be able to keep seeing them for a limited time. Please call Member Services to speak to them about your specific situation.

How easy is it to get an appointment?

Make sure they offer appointment times that work for you. For example, you might need to come in to see your doctor before or after work or on weekends.

Think about where the doctor's office is located.

- How long will it take you to get there, from home or work?
- Is it easy to find parking?
- Can you take a bus or train?



Need a no-cost ride? If getting to any doctor appointment is a problem, our no-cost ride service can help. To arrange a no-cost ride, call Member Services.

Does this doctor offer online tools and phone or video visits?

Patient portals and apps can make it easy to:

- Email your doctor
- Check lab results
- Make online appointments
- Refill prescriptions

With phone or video visits, you can talk to a doctor from the comfort of your home.

Does this doctor meet your specific needs?

Think about what you're looking for in a doctor:

- Would you like to see a doctor who understands your culture and speaks your language?
- Do you want doctors who can take care of you and your family at the same location?
- Do you need to see a specialist or need care for special health issues?

The right doctor can help you and your family stay healthier. So, before you choose a new doctor, get the answers you need.

By phone (toll-free)
1-833-236-4141 (TTY: 711)
24 hours a day, 7 days a week

Online
Go to www.chpiv.org
Click "Find a Provider"



3 Meet Your Doctor

Your doctor is your partner in health. It's important to set up your first visit, so you can get to know each other. That may help you feel more comfortable talking about your health.



Your doctor will



Give you routine care, including:

- Yearly checkups
- Immunizations (shots)
- Treatment
- Prescriptions
- Medical advice
- Cancer screenings
- Diabetes and asthma management



Keep your health records.



Refer (send) you to specialists if needed.



Order X-rays, mammograms or lab work if you need them.

Contact us:

By phone (toll-free)
Call Member Services toll-free
1-833-236-4141 (TTY: 711)
24 hours a day, 7 days a week

Online
Go to www.chpiv.org
Click "Find a Provider"

Your annual wellness exam

A yearly checkup with your doctor helps you stay informed about your health. You can share changes you've noticed and bring up any health concerns. Your doctor can help you make a care plan to help you stay healthy. And, it's an ideal chance to ask questions about your health or about your medications. Call to set up your first visit and wellness exam.

Change your doctor

If you didn't choose a doctor when you enrolled, we chose one for you. If you'd like to change your doctor, give us a call.

4 Where to Go for Care

YOUR PLAN OFFERS A VARIETY OF WAYS TO GET THE CARE YOU NEED, WHEN YOU NEED IT.



At a doctor's office

Your doctor

Go to your doctor for routine and preventive care. This includes annual wellness exams, illness, immunizations, and general medical care.

Other in-network providers

Get care from other doctors, specialists or providers (like urgent care or hospitals) in your network. To find a doctor in your network, visit www.chpiv.org and click on the Find a Provider link.

Mental health services

Your plan includes coverage for:

- Counseling.
- Psychiatric services.

You don't need a referral from your doctor.

Find a therapist or psychiatrist at www.chpiv.org and click Find a Provider. You can also call Member Services and select Behavioral Health.



At home

Anytime video appointments

Can't meet your doctor or need help when their office is closed? Use telehealth services for online video visits with a board-certified doctor 24 hours a day, 7 days a week. Telehealth services offers an easy option for non-emergency care. Telehealth doctors can prescribe medications when necessary. Your telehealth services contact information is listed on the back of your member ID card.

Anytime phone appointments

If you want to get mental health or substance use disorder services through a video or phone appointment please call Member Services and select Behavioral Health.

Nurse Advice Line

For real-time support to help understand symptoms and determine the level of care needed, call our nurse advice line and speak to a clinician 24 hours a day, 7 days a week. The telephone number is listed on the back of your member ID card and below.



In a clinic

Urgent care centers

Get same-day care for non-emergency, non-life threatening illnesses or injuries. Many urgent care centers now offer X-rays and lab tests.

Visit www.chpiv.org and click Find a Provider to find an urgent care center near you.

Note: Go straight to the nearest emergency room or call 911 if you have an emergency.

Emergency care is for life-threatening medical conditions or severe accidental injuries.



For more information please contact

Community Health Plan of Imperial Valley
512 W. Aten Road
Imperial, CA 92251

Member Services

Toll-free 1-833-236-4141 (TTY: 711)
24 hours a day, 7 days a week

Enrollment Services

Toll-free 1-888-972-0394 (TTY: 711)
7:30 a.m. to 6:00 p.m., Monday-Friday

www.chpiv.org

Welcome
to Community
Health Plan of
Imperial Valley!