

Welcome to Community Health Plan of Imperial Valley

MAKE THE MOST OF YOUR NEW HEALTH PLAN!

Your health plan is packed with benefits designed to help you be as healthy as you can be. We don't want you to miss out on any of your benefits. This Welcome Kit will help you get to know Community Health Plan of Imperial Valley and get started on your journey to good health!

Here's a quick look at what's inside



How to get care

Follow this guide to start using your benefits.



Where to get care

Doctor's office, telehealth, urgent care or emergency room? Know your options and when it's best to choose one over the other.



What's covered

Take a closer look at your benefits:

- Medical
- Behavioral care
- Telehealth
- Transportation
- Vision
- And more



Programs to improve your health

Explore no-cost programs and services that help you make – and meet – health goals. We're here to help, from having a healthy pregnancy to changing an unhealthy habit!



Choosing or changing your doctor

Make sure you have the doctor you want. You can change doctors by calling Member Services.



Health information form

Fill out the health information form to help us understand the support and services you need to be the healthiest you can be.

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Contact us when you need to:

- Check on your ID card status.
- Find your benefit start date.
- Schedule your health appointment.
- Arrange no-cost transportation.
- Get answers to your questions.

Call (toll-free)

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

Online

www.chpiv.org

Schedule your Initial Health Appointment within the next 120 days!

Research shows that just **having** a Health Appointment can make you healthier! Scheduling your health appointment is a great first step toward better health.

Why is your health appointment so important?

1. You may not have seen a doctor in a while.

This is your chance to get preventive care services to help you stay healthy.

2. Your health changes from year to year.

Having a physical every year is a great way to catch health problems before they get serious.

3. Your doctor can help you manage serious health conditions.

That means finding treatment to help you feel better, so you can enjoy life more.



Need a ride? We can help!

Keep your plan for better health by scheduling a no-cost transportation to and from every health care appointment. This includes:

- Medical appointments
- Specialist appointments
- Dialysis and other ongoing care
- Medical equipment pick up
- Therapist (including substance use help appointments)
- Hospital discharge

Call Member Services to schedule a no-cost ride.



Call your doctor today to schedule your health appointment! Your doctor's name and phone number are listed on your member ID card.

When to start using your benefits

Your member ID card lists your coverage start date.

Where is my member ID card?

If you do not get your ID card after ten business days from the date of enrollment or the date the ID card was requested, please call Member Services toll-free, 24 hours a day, 7 days a week.