

# Quick-Start Member Guide



**CCHP**  
Health Plan

## What's in this guide

Welcome and thank you for being a CCHP Member. Whether you are new to CCHP or one of our many renewing Members, this guide will help you get the most out of your health plan. Here is what you will find inside:

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Again, Welcome to your CCHP family. We are here to help.

Sincerely,

Member Services



## We are here to help.

We pride ourselves in our excellent Member service and we want to be accessible in ways that are convenient for you. Call, email or visit (that's right, we welcome walk-in visits!):

### MEMBER SERVICES CENTER

#### Call

**1-888-775-7888** (toll free)

1-877-681-8898 (TTY)

Monday to Friday from 8:00 a.m. to 8:00 p.m.

#### Email

**MemberServices@CCHPHealthPlan.com**

#### Or, Visit

##### In San Francisco

890 Jackson Street

San Francisco, CA 94133

Monday to Friday from 9:00 a.m. to 5:00 p.m.

Closed on Saturdays & Sundays

##### In Daly City

386 Gellert Boulevard

Daly City, CA 94015

Monday to Friday from 9:00 a.m. to 5:00 p.m.

Closed on Saturdays & Sundays

### LANGUAGE ASSISTANCE

If you need help in your own language, call us: 1-415-834-2118

### YOUR PRIMARY CARE PHYSICIAN (PCP)

When you have medical care needs or have medical questions, your PCP is the first person you should contact. Your PCP leads your care team, and keeps track of your overall health and medical history.

### SCHEDULE YOUR FIRST VISIT!

Whether your PCP is new to you or you're already a patient, you should get your FREE Annual Wellness Visit ASAP. This way, if you do have a need later, your doctor has a baseline to diagnose your condition.

### HOW TO CHANGE YOUR PCP

When you enrolled in CCHP you were asked to select your PCP. If you did not, we selected one for you. However, if you would like to make a change, you are free to do so. Simply contact Member Services and we are happy to assist.

### PROVIDER NETWORK

You can research your provider options by visiting this link:

**<https://cchphealthplan.com/provider-search/>**

# Let's get started!

We want to make accessing and keeping track of your health information easy and convenient. One way to do this is through our CCHP Member Portal. Below are examples of what you will find:

## ANY QUESTIONS?

**You can always contact our Member Services to get help:**

### Call,

**1-888-775-7888** (toll free)  
1-877-681-8898 (TTY)  
Monday to Friday from  
8:00 a.m. to 8:00 p.m.

### Email,

MemberServices@  
CCHPHealthPlan.com

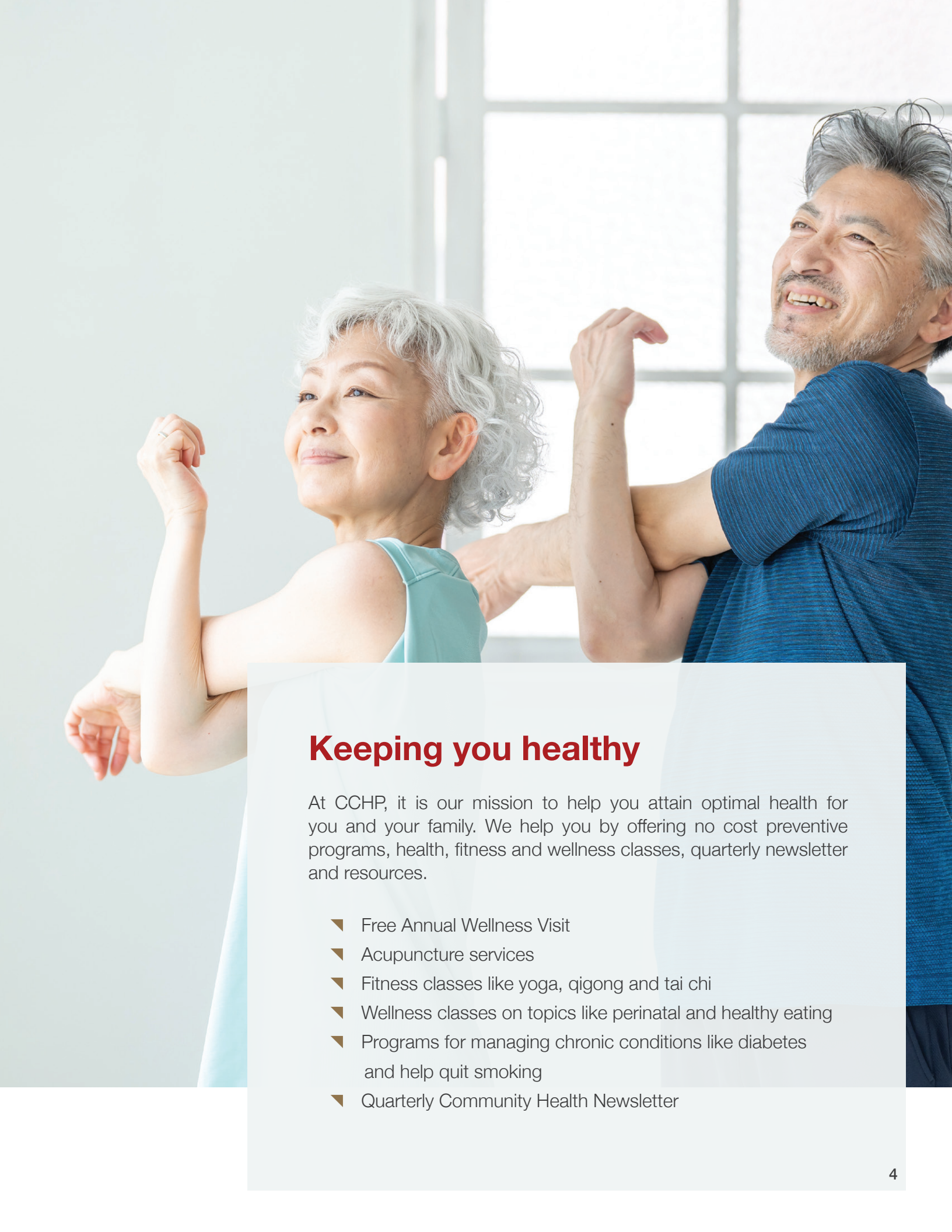
- **Information about your benefits, coverage and claims**
  - ▼ Get your deductible and out-of-pocket balances
  - ▼ Download and print a summary of what your plan covers
  - ▼ Review your current and past claims
  - ▼ Billing, paying and claims information
  - ▼ Set-up auto-pay
  - ▼ Send a message or questions to Member Services
- **Replacement and Digital Member ID Card**
- **Personalized preventive care recommendations & reminders**
  - ▼ See what annual screenings you have coming up
- **Find CCHP Providers**
  - ▼ Search for doctors and other providers by name, specialty or facility name
  - ▼ Find Covered California, Individual & Family, Employer Group, or Medicare Advantage Plan providers
  - ▼ You can also find providers by going to this page:  
<https://cchphealthplan.com/provider-search/>

## Signing-up is easy and your information is secure

(Please be sure to have your member ID card or number handy)

### CCHP Member Portal

1. Go to [cchphealthplan.com](https://cchphealthplan.com)
  - Click on **“Member Log-in”** at the top right
  - Click on **‘Create New User’** to create an account
2. Follow instructions for creating a password and user ID



## Keeping you healthy

At CCHP, it is our mission to help you attain optimal health for you and your family. We help you by offering no cost preventive programs, health, fitness and wellness classes, quarterly newsletter and resources.

- ▼ Free Annual Wellness Visit
- ▼ Acupuncture services
- ▼ Fitness classes like yoga, qigong and tai chi
- ▼ Wellness classes on topics like perinatal and healthy eating
- ▼ Programs for managing chronic conditions like diabetes and help quit smoking
- ▼ Quarterly Community Health Newsletter



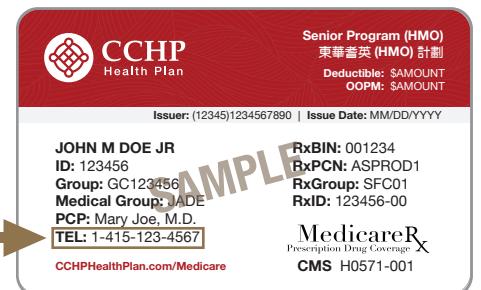
## Getting the right care at the right time

To get the most out of your CCHP health plan, we offer this simple guide to services for what care you need or want and the best way to get it.



### Your Primary Care Physician (PCP) – First Call Your PCP

Your doctor knows you best. He or she is the first person to call when you are having a medical event. Your PCP's phone number is conveniently located on the front of your Member ID card.





## 24/7 Nurse Advice Line – Help Is a Phone Call Away at 1-888-243-8310

During after hours or when your PCP is not readily available, our CCHP 24/7 Nurse Advice Line is staffed with experienced nurses to help advise on how urgent your health care issue is, and what your next step should be - self-care at home, seeing a doctor in person or going to urgent care. Our Nurse Advice Line supports you until you can reach your doctor.

**The CCHP 24/7 Nurse Advice Line number is also on the back of your Member ID card.**



## Urgent Care (UC) – Like Your Doctor’s Office, but Open Later

If you have non-life-threatening symptoms, consider a visit to an Urgent Care Center where no appointment is required. An urgent care visit is often faster and usually less expensive than a visit to an Emergency Room.

### Some of the common reasons to go to the Urgent Care?

- ▼ Fever, flu or cold
- ▼ Animal or insect bites
- ▼ Minor sprain and broken bones
- ▼ Ear infections
- ▼ Seasonal allergies
- ▼ Minor back or stomach pain
- ▼ Cuts requiring stitches



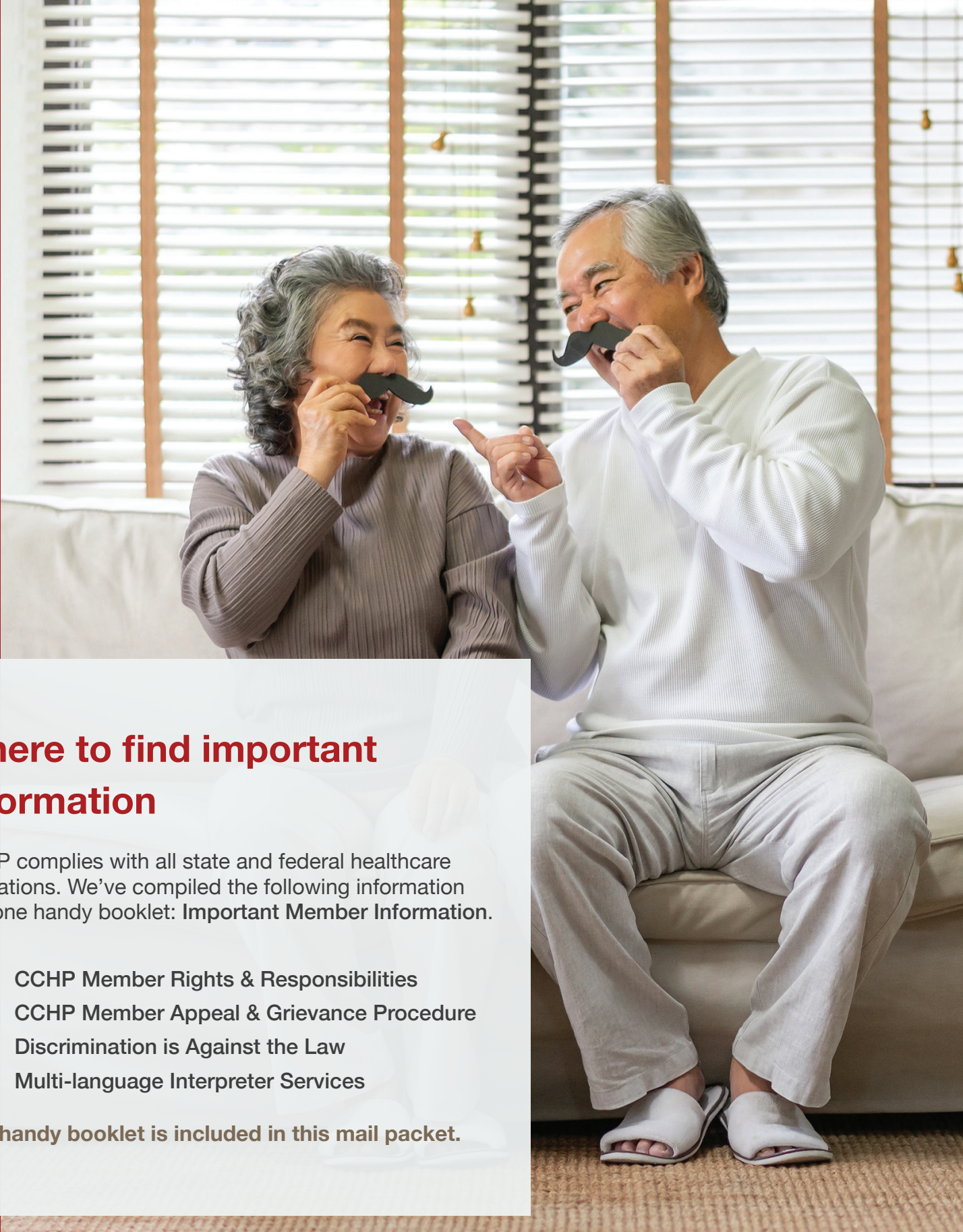
## Emergency Room (ER) – When Timing Is Essential

If you think your symptoms could be the sign of a heart attack, have a hard time breathing or another life-threatening condition, you should get to an Emergency Room immediately or call 9-1-1.

### Common reasons to go to the Emergency Room?

- ▼ Severe chest or stomach pain
- ▼ Unconsciousness
- ▼ Vomiting blood or dark, coffee ground like stool
- ▼ High fevers or rash, especially with children
- ▼ Hard time breathing
- ▼ Repeated vomiting or poisoning
- ▼ Paralysis
- ▼ Allergic reactions
- ▼ Severe head or eye injury

**NOTE: If you plan to travel outside the service area,** please refer to your Evidence of Coverage for specifics on what is covered and what is not. This will ensure right medical care and avoid any unexpected charges which you may be responsible for.



## Where to find important information

CCHP complies with all state and federal healthcare regulations. We've compiled the following information into one handy booklet: **Important Member Information**.

- CCHP Member Rights & Responsibilities
- CCHP Member Appeal & Grievance Procedure
- Discrimination is Against the Law
- Multi-language Interpreter Services

**This handy booklet is included in this mail packet.**

Chinese Community Health Plan (CCHP) is a Medicare Advantage HMO plan with a Medicare contract and a California Medicaid program contract for our HMO D-SNP Plan. Enrollment in CCHP depends on contract renewal. CCHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.