

**Welcome
to your **new**
health plan!**

**¡Bienvenido
a tu **nuevo**
plan de salud!**



**UNIVERSITY COMMUNITY
CARE PLAN
COMMUNITY FIRST**

A new plan on the Health Insurance Marketplace®

UNIVERSITY COMMUNITY
— CARE PLAN —
COMMUNITY FIRST



Welcome to University Community Care Plan by Community First, a qualified health plan through the Health Insurance Marketplace®.

Community First has been providing Bexar County families with high-quality health insurance coverage for over 27 years. We are proud to be your only local, non-profit health plan. Here's a look at your new benefits and services as a University Community Care Plan Member.

Access To The Best Providers

University Community Care Plan (UCCP) is an Exclusive Provider Organization (EPO) which means our area's top providers are in your network, including:

- University Medicine Associates primary care providers
- UT Health specialty providers
- Outpatient health care centers across Bexar County, including University Health Texas Diabetes Institute
- Level I Trauma Center at University Hospital

No Referrals

UCCP does not require a referral to see a specialist in your network. No referral means you can access the care you need, when you need it, removing roadblocks to better health.

Telehealth Services

Visit your provider from the comfort of your own home using telehealth services. Telehealth is a great option when you have general health questions, need to request a prescription refill, discuss lab results, or when you're just not feeling your best. Your couch can be your waiting room with telehealth. Just ask your provider about the virtual health care options they offer.

In-Home Urgent Care Services

You can feel better faster when using in-home urgent care services provided by **DispatchHealth**, 7 days a week (including holidays) from 8:00 a.m. to 10:00 p.m. Book your appointment, and a professional medical team will come to your home to provide treatment for a wide range of non-life-threatening medical conditions.

Free Prescription Delivery

Save time and gas money by avoiding a trip to the pharmacy to pick up your medication or refill. University Health Pharmacies offer mail-order prescriptions delivered to your door at no extra charge.

Comprehensive Coverage

Your benefits include a full range of covered services to help you get healthy, stay healthy, and support you when facing a serious illness or emergency.

Your coverage includes:

- Primary care and specialist visits
- Preventive care and screenings
- Immunizations
- Diagnostic services (i.e., X-rays, blood work, imaging)
- Chiropractic care
- Urgent care
- Emergency services
- Pediatric vision exams & eyewear
- Hearing aids
- And more!

To review a complete list of your benefits, visit us online at [CommunityFirstMarketplace.com](https://www.communityfirstmarketplace.com) to access your plan documents.

Added Benefits

As a University Community Care Plan Member, you can also enjoy access to additional benefits at no cost.

24/7 Nurse Advice Line

Community First's Nurse Advice Line, staffed by Registered Nurses, is available 24 hours a day, 7 days a week. Our Nurse Advice Line can help when you:

- Have questions about your health
- Are worried about a sick child
- Have questions about your pregnancy
- Are unsure about how much medicine to take
- Need to decide if you have a real emergency, if you should go to an Urgent Care Center, or if you can wait to see your doctor



Health & Wellness Programs

Our Health & Wellness Programs are designed to help you manage a chronic illness, like asthma, and provide support during big changes in your health, like a pregnancy or new diagnosis. Join the program that fits your needs and gain access to resources, education, and support from qualified Community First Health Educators:

- Healthy Expectations Maternity
- Asthma Matters: Asthma Management
- Diabetes in Control: Diabetes Management
- Healthy Mind: Behavioral Health Management
- Healthy Living: Healthy Lifestyle Management
- Healthy Heart: Blood Pressure Management

To get started, fill out our General Health Assessment at [CommunityFirstMarketplace.com](https://www.communityfirstmarketplace.com).

Education & Scholarships

Community First also offers educational opportunities to Members, including a family of scholarship programs, financial literacy classes, and more.

Connectivity & Support

At Community First, we care deeply about your health and wellness. We have the tools and technology to empower you in your journey toward better health, and the support you need when you have a question.

The support you need to prioritize your health is just a click or a phone call away!

Member Services

Our Member Services Department is here to make health care easier. Speak with a helpful bilingual Member Services Representative when you have questions about your plan.

CALL 1-888-512-2347
MONDAY – FRIDAY, 8:30 A.M. TO 5 P.M.
(TTY 1-800-390-1175)

Member Portal

The Community First Member Portal is a great tool to help you get the most out of your health care plan. It's secure, easy to create an account, and works on any device. Get access to the following information and more without ever having to make a phone call:

- List of benefits and covered services
- Digital copy of your Member ID card
- Provider Directory of network doctors, specialists, health care centers, and hospital
- Claim status

MyChart

Access your health records and communicate directly with your providers through the free MyChart app. You can also use MyChart to:

- Manage and schedule appointments
- See test results immediately
- Request prescription refills



Member E-Newsletter

Sign up for our Member E-Newsletter and receive important Community First news monthly, delivered straight to your inbox, including:

- Exclusive Member events and offerings
- Tips on how to get the most out of your benefits
- Member activities and rewards
- New available benefits

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Learn More About Your 2023 Benefits

Your new Member ID card and other plan materials will be mailed to you before the end of the year.

In the meantime, learn more about UCCP online at [CommunityFirstMarketplace.com](https://www.communityfirstmarketplace.com). Here you can:

- View plan documents, including your Member Handbook and Provider Directory
- Get answers to Frequently Asked Questions
- View a full list of plan benefits and find network providers
- Pay your monthly plan premium

Explore additional plan options from Community First offering upgraded coverage and benefits.

Finalize any changes by **December 15** for coverage beginning **January 1, 2023**.

27 YEARS

3 MILLION
lives impacted

COMMUNITY FIRST
HEALTH PLANS

PROUD
TO BE LOCAL
PROUD TO BE YOUR PLAN.