

2024

EXTRA BENEFITS GUIDE



COMMUNITY FIRST

UNIVERSITY FAMILY
CARE PLAN

UniversityFamilyCarePlan.com

EXTRA BENEFITS

Community First Health Plans is proud to offer University Health employees and their families comprehensive health insurance through University Family Care Plan (UFCP), featuring an expansive network of world renowned doctors and specialists, plus several added benefits.

We are committed to helping you and your family stay healthy and well.

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DUAL NETWORK PLAN

(HMO & PPO Extended Network)



University Family Care Plan includes TWO networks for your health care needs.

1. University Health Network (HMO) \$0 DEDUCTIBLE

A large, high-quality, and reliable network of local doctors, specialists, and hospitals from University Medicine Associates (UMA) and UT Health San Antonio, servicing Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson Counties.

When accessing care from the University Health network, you'll experience the most cost-savings, including a \$0 deductible, and fully coordinated care.

2. First Health Network (PPO)

Extended network offering managed out-of-pocket costs and national coverage on health care services across the United States.

Members can see most First Health Network specialists without a referral.

Together, University Health Network and First Health Network provide you and your family both affordability and access.



VISION BENEFITS



It's clear, our vision coverage is worth a look. UFCP offers Members TWO vision plans for your vision needs.

Involve vision benefits are included in your plan at no cost.

Through Involve, UFCP Members get:

- \$10 copay for annual eye exam
- Free lenses (single, bifocal, trifocal, or lenticular) for glasses
- \$125 allowance for frames or contact lenses every 24 months

If you need extra vision coverage, you may also elect to join the EyeMed Vision plan for an additional semi-monthly charge.

With EyeMed, you are eligible for the following benefits:

- Free glasses frames and lenses at select retailers
- Additional benefits and discounts for contact lenses and glasses
- Discount on Lasik or PRK procedures

To learn more about vision benefits, view our vision plan comparison flyer at [UniversityFamilyCarePlan.com](https://www.universityfamilycareplan.com).



MENTAL HEALTH SERVICES



Mental health is essential. UFCP covers mental and behavioral health services you can access 24/7/365, including:

- Outpatient therapy services
- Inpatient therapy or alternative treatment services
- Residential stays for behavioral health/alternative treatments

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Deer Oaks Employee Assistance Program (EAP) offers a wide variety of counseling, referral, and consultation services designed to assist you and your family in resolving work and life issues in order to live happier, healthier, more balanced lives. Qualified professionals are ready to help with mental health issues, including:

- Stress
- Addiction
- Change management
- Financial challenges

This is a free, confidential service provided for you, your dependents, and household members by University Health. For more information, call 866-EAP-2400.

RESOURCES FOR YOUNG MINDS

Community First partners with local outreach programs to provide mental health resources for children. To learn more, go to UniversityFamilyCarePlan.com and click on "Healthy Mind."

You can also search for resources in your area that may offer reduced or no-cost mental health services at CommunityFirstResources.com.

HEALTH & WELLNESS PROGRAMS



**DID YOU
KNOW**

University Family Care Plan Members can join dedicated Health & Wellness Programs designed to help manage a medical condition and improve your overall health.

Our family of Health & Wellness Programs:

- 1 Asthma Matters:** Asthma Management Program
- 2 Diabetes in Control:** Diabetes Management Program
- 3 Healthy Mind:** Behavioral Health Management Program
- 4 Healthy Living:** Healthy Lifestyle Management Program
- 5 Healthy Heart:** Blood Pressure Management Program
- 6 Healthy Expectations:** Maternity Program

To get started, complete a quick General Health Assessment on the Member Portal or online at [UniversityFamilyCarePlan.com](https://www.universityfamilycareplan.com).

All of our programs are free for Members to join. To learn more, visit us online, email healthyhelp@cfhp.com or call 210-358-6055.

HEALTH & WELLNESS PROGRAMS, continued



ABOUT OUR PROGRAMS

Asthma Matters: Asthma Matters provides the tools you/your child needs to prevent asthma symptoms and improve your well-being. Join Asthma Matters to get educational information and access to community resources that provide in-person and virtual assistance.

Diabetes in Control: Diabetes in Control provides Members with education about diabetes, access to nutrition classes, continuous glucose monitor training, insulin use, and more.

Healthy Mind: Healthy Mind can help you determine the type of behavioral health assistance you may need and help you choose a professional counselor or doctor who can assist you with aggressive behavior, family violence, anxiety, grief, and more.

Healthy Living: Healthy Living is designed for Members who want to achieve and maintain a healthy lifestyle. Join to get information about weight management, healthy eating habits, and ways to stay active.

Healthy Heart: Healthy Heart can help you learn how to manage your blood pressure by taking medication and implementing healthy lifestyle changes.

Healthy Expectations: Healthy Expectations provides educational resources and support for expectant moms, including:

- Mommy & Me Baby Shower with giveaways*
- Prenatal and postpartum education
- Breastfeeding tips, newborn care, and more

**Eligibility restrictions apply.*

PRESCRIPTION DRUG COVERAGE



CLUB ZERO PRESCRIPTIONS

As a UFCP Member, you can experience immense cost savings by filling your prescriptions at any University Health Pharmacy at NO COST.

UH Pharmacy locations:

- University Hospital
- Robert B. Green Campus
- Texas Diabetes Institute
- Southeast Family Health Center
- Southwest Family Health Center

PHARMACY RX AND GO PROGRAM

Some medications are also eligible for the Pharmacy Rx And Go Program, a prescription mail-order program, at NO COST.

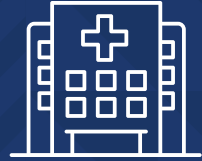
Enjoy the same high-quality service that you get from your local University Health pharmacy with the added convenience of your medications delivered right to your doorstep.

RETAIL PHARMACY ACCESS

As a UFCP Member, you also have access to a large number of retail pharmacies. You and your covered family members can use a retail pharmacy when filling a prescription at any time.

Prescriptions filled at a retail pharmacy are subject to copays.

MORE BENEFITS & WHAT'S NEW



FREE ANNUAL FLU SHOT

The flu shot comes to you during University Health's annual Flu Shot Drives at UH locations throughout the month of October.

ZUMBA CLASSES

UFCP Members are invited to join FREE in-person and virtual weekly Zumba classes. Show us your moves, get some exercise, and make new friends. Learn more at CommunityFirstHealthPlans.com/Events.

FINANCIAL WELLNESS CLASSES

Attend a series of FREE virtual financial wellness classes. Register at CommunityFirstHealthPlans.com/Financial-Wellness and take the first step to financial control.

24-HOUR NURSE ADVICE LINE

Our Nurse Advice Line is staffed with registered nurses who are trained to help you decide if you need to see a doctor, what to do if your symptoms get worse, and what you can start doing at home to feel better. Free translation services available.

24/7 Nurse Advice Line: 24/7/365

Local: 210-227-2347 | Toll-Free: 1-800-434-2347 | TTY: 711

NEW FOR PLAN YEAR 2024!

- In-Network Provider for Hospice Care Services
- Coverage for Lymphedema Compression Treatment
- Additional Coverage for Medical Foot Care Services

For more information about 2024 benefits and coverage, review the 2024 Summary of Benefits and Coverage at UniversityFamilyCarePlan.com.

MEMBER PORTAL

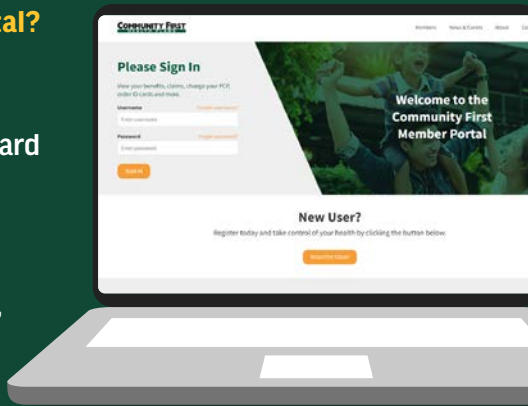
YOUR PERSONALIZED MEMBER EXPERIENCE

The Member Portal is a great tool to help you get the most out of your health care plan.

It's secure, easy to register, and works on any device.

What can I do on the Member Portal?

- > Review your benefits.
- > Access your digital Member ID card or request a new one.
- > Change your PCP.
- > Find network doctors, hospitals, and urgent care clinics.
- > Send a complaint.



TO REGISTER:

1. Visit UniversityFamilyCarePlan.com and click on "**Member Portal.**"
2. Click on "**Register Today.**"
3. Enter all required information, like your name, date of birth, and Member ID number.

LET'S STAY CONNECTED



NEW WEBSITE, NEW MEMBER EXPERIENCE

Our website provides a quick, easy browsing experience. Learn more about Community First and your health care plan. We're only one click away.

UniversityFamilyCarePlan.com

Visit our website to:

- Register and log in to the Member Portal.
- Access Member Resources, including plan documents.
- Read more about our no-cost Health & Wellness Programs and how to join.

SOCIAL MEDIA

We use our social media platforms to help our Members and the community at large access needed information and useful resources.

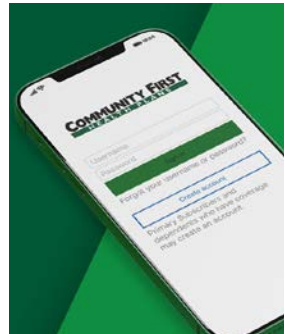
Follow, like, comment, and share with us at:

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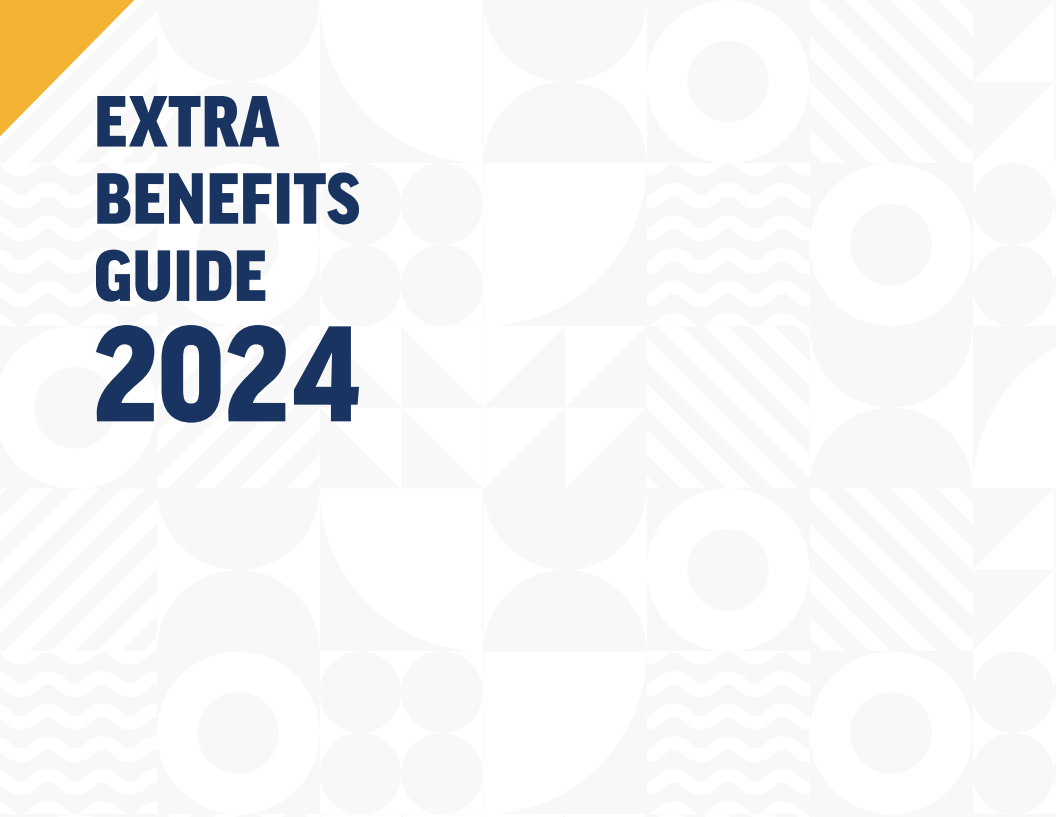
 @CommunityFirstHP
YouTube



MEMBER E-NEWSLETTER

Scan the QR code to sign up for our monthly Member e-newsletter and receive important Community First news delivered straight to your inbox, like exclusive Member events, offers, and tips to help you get the most out of your benefits.





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