

Welcome to Community First Health Plans



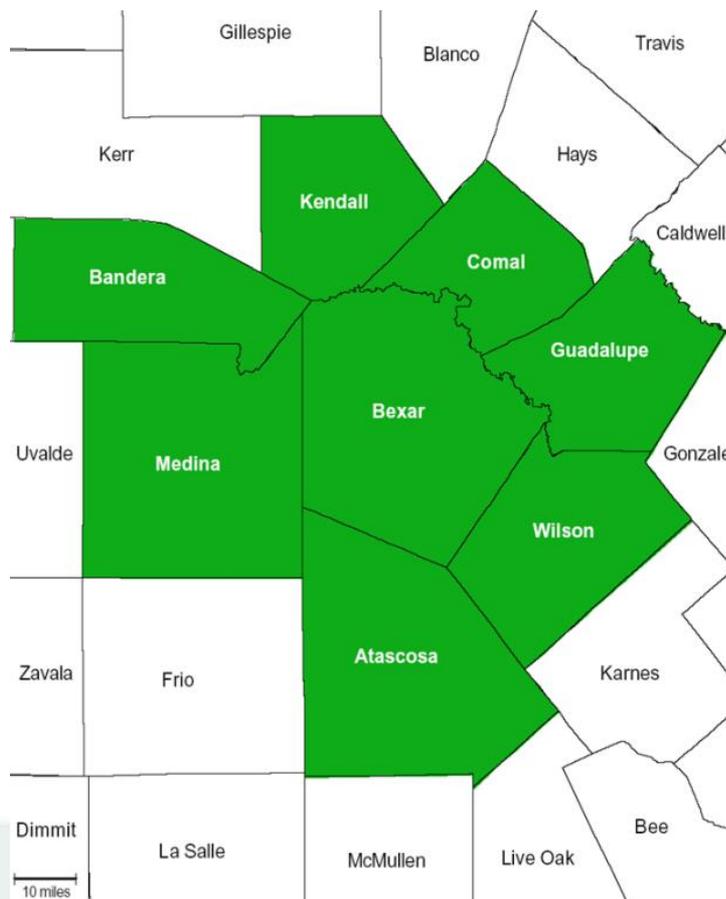
COMMUNITY FIRST
HEALTH PLANS

Keeping Our Commitment to You

Working together to cover what's important in life.

Community First Health Plans

Community First is a locally owned and managed, non-profit HMO, serving the following counties:



Atascosa
Bandera
Bexar
Comal
Guadalupe
Kendall
Medina
Wilson

Customer Service is the Core of Our Business

Our staff, including the Member Services Department, are located in San Antonio, providing you easy access to assistance.



CHIP and Medicaid Value-Added Services

- Enhanced Vision Benefits
- A Prescription Discount Card your whole family can use
- Free Sports Physicals
- 24-hour Nurse Advice Line
- Member Gift Programs
- Expectant Mommy Baby Shower
- Birthing Classes
- New Mommy Mingle & Advice Meetings with Free Toddler Booster Seat
- Newborn & Postpartum classes for new fathers
- Smoking Cessation Program
- Asthma Kit
- Asthma Pillow Cover
- Help with getting a ride to medical appointments or Health Classes
- Diabetes Program Incentive
- Adult Healthy Lifestyles classes
- Weight Management Program
- MP3 Player with Health Podcast
- Temporary Phone Help
- Gift cards for members who attend follow up appointment with provider after being released from an inpatient behavioral health hospital visit
- Online Mental Health Resources
- Notary Services
- Zumba Classes
- Bike Safety and Repair Classes



Your Community First Network

The Provider Network Includes:

- Hospitals
- More than Primary Care Physicians (PCPs)
- More than Specialists
- Urgent Care Clinics

Outreach Office

Our office offers assistance with:

- New and Renewing application questions
- Faxing paperwork
- Requesting a Primary Care Physician (PCPs) changes
- Requesting New ID Cards
- Reporting a change of address
- Any general questions

Electronic Resources



Through our Community First Health Plans website (www.cfhp.com) you can:

- Look up providers
- Find a brief description of what is covered
- Digital copy of your Member Handbook.
- List of prescriptions that are covered.
- Events
- Contact numbers

Electronic Resources



Welcome to
Community First Health Plans
Member Portal

username:

password:

Login

Click [here](#) to create your user account.
If you forgot your username or password, click [here](#)

Community First Health Plans secure member portal is Health Insurance Portability and Accountability Act (HIPAA) compliant.

[Provider Directory](#)

Through our Member Portal, members can:

- Request a Primary Care Physician (PCP) Change
- Request an ID Card
- View Claims Status
- Verify Eligibility
- Communicate in a secure environment with our Member Services Department

We're Here to Help

Dedicated Customer Service Lines

- (210) 358-6300, Toll-free (800) 434-2347
- TTY (210)358-6080,
- Toll-free (800) 390-1175
- Monday – Friday, 8:30 a.m. – 5 p.m.
- After-Hours phone calls are routed to
Community First's Nurse Advice Line

Any Questions?



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