



June 25, 2020

Dear State of Texas GBP Participant:

Community First Health Plans (CFHP) is proud to be the Health Maintenance Organization (HMO) offered through the Texas Employees Group Benefits Program (GBP) in your service area for Plan Year (PY) 2021. For 25 years now, CFHP continues to be the only locally owned and managed HMO based in San Antonio. What this means to you is that our corporate offices are right here, and the people responsible for the services you receive are your neighbors. The fact that we are a non-profit/tax-exempt organization means revenues stay in your community and are used to improve our level of service to you.

You will find detailed information about our benefits on our website at members.cfhp.com. The Certificate of Group Health Care Coverage contains a complete description of how CFHP delivers its medical care and an explanation of our complaints and appeals process. The website also includes an updated Preferred Drug List, which indicates Tier 1, 2, and 3 medications.

To find a primary care physician (PCP) in the CFHP network:

1. visit the CFHP site through the ERS website at members.cfhp.com and
2. click on "Find a Provider" at the top of the page.

Important Announcements:

Value-added vision benefit – You have benefits to receive one eye exam per year. In addition to that benefit, CFHP offers you a value-added benefit which includes discounts on frames, lenses, and more.

A flyer with details on the enhanced benefit is included in the PY 2020 Annual Enrollment materials and is also available at members.cfhp.com.

- Provider Network – You and your covered family members have the option to see a First Health Network provider in an urgent or emergency care situation while traveling outside of the CFHP HMO service area. If you are in need of urgent or emergency care while you are traveling outside of the service area, you may contact First Health at (800) 226-5116 to locate a provider.
- Online Health Risk Assessment Program – CFHP is pleased to present this private and confidential opportunity for you to assess and make healthy behavioral changes to your lifestyle. We are offering you and your eligible dependents the opportunity to complete an online health risk/behavioral assessment at no cost to you.

ERS cannot and does not guarantee the length of time that a specific type of "Value-Added" product shall be offered.

Any questions or concerns about these products should be directed to the sponsoring HMO.

We look forward to being of service once again to the State of Texas and higher education employees, retirees, and dependents.

Sincerely,

Theresa Scepanski
Interim President and CEO