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Community Health Plan

Member News...

The Community Health Plan is a state-licensed (1985), federally-qualified Health Maintenance Organization (1988)

OCTOBER 2002 COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES

Proposal Will Not Affect CHP Members' Care

On June 19, 2002, the Los Angeles County Board of Supervisors approved initial plans to make changes to the County health care system. The changes include the possible closure of some County health care sites and a decrease of services at other County sites.

How will these closures affect you, the Community Health Plan (CHP) member? CHP will continue to provide you with the best care possible. Should you be affected by a closure, you will be transferred to a Primary Care Site (PCS) close to your home. If you are reassigned, you will receive a letter from CHP 30 days before the change occurs.

If you are not satisfied with your new PCS, CHP will do everything possible to see that you are assigned to a provider that will make you happy.

As well as a network of County health care sites, CHP contracts with a large number of private physicians. CHP is committed to maintaining superior continuity of care and seeing that you always receive quality health care.

If you receive a letter stating that you have been transferred to a new PCS and you have any questions, please contact the CHP Member Services Department at 1-800-475-5550. For TTY/TDD access, please dial 1-626-299-7265 or 1-626-299-7266.

Things to Remember:

If you change your contact information (i.e. telephone number, mailing address, etc.) please call your Eligibility Worker at DPSS, CHP Member Services and your PCP with your new information.

The Official CHP Website

On Friday July 12, 2002, the official website of the Community Health Plan (CHP) was launched.

The website was designed to be easy to use. It allows you to go to specific areas for your specific needs. CHP members can go directly to the Member's Section and view a copy of the CHP Member Handbook. Links to other Department of Health Services (DHS) websites are available.

Other sections within the site offer information on Public Transportation and upcoming CHP events. Please take the time to visit us at **www.ladhs.com/chp**.

Community Health Plan *Member News...*

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It is our mission to assure that the health services provided to the communities we serve are through a managed integrated delivery system, which assures access, quality and cost effectiveness.

This publication is designed to inform and advise members of current events and human interest stories only and should not be considered as policy or used as medical advice.

Also, look for the Community Health Plan ***Health News***, a quarterly publication to provide members with health education articles.

L.A. Care HEALTH PLAN Los Angeles County - Community Health Plan is an affiliate of L.A. Care Health Plan
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