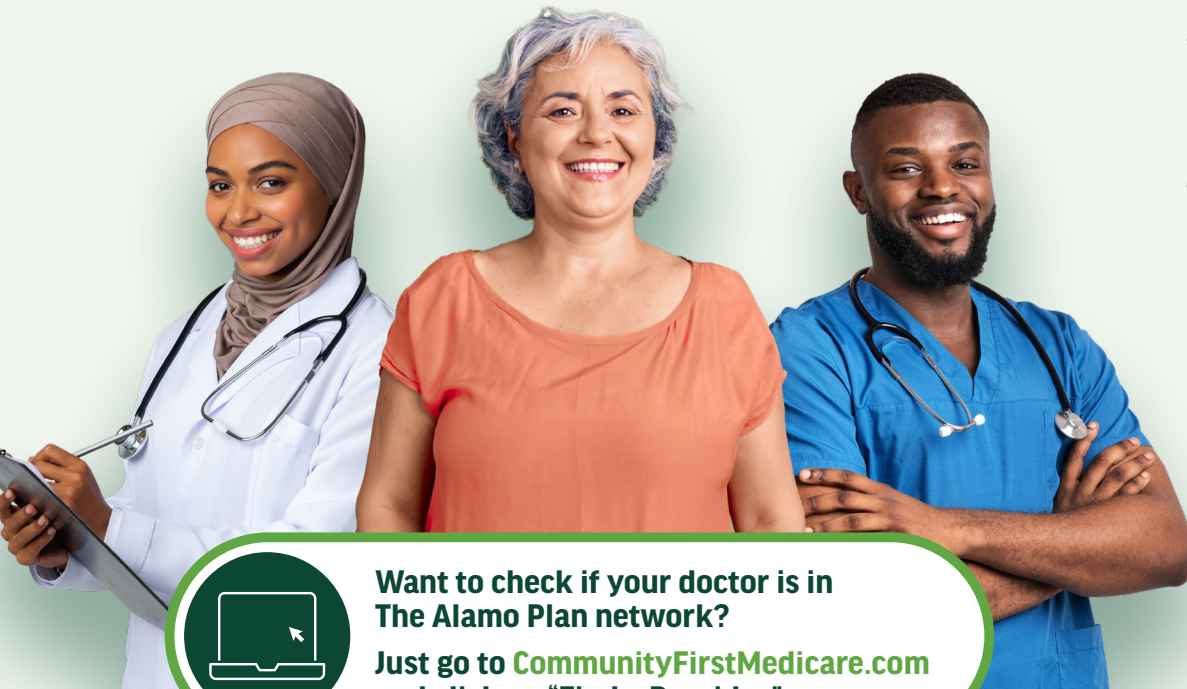


# Community First Medicare Advantage Our Network of Providers

## Community First Medicare Advantage Alamo Plan and D-SNP (HMO)

Members have access to a large provider network that includes primary care providers, specialists, outpatient facilities, hospitals and more.

Our providers are deeply invested in the communities they serve. They understand the unique health care challenges of the senior population residing in Bexar County and surrounding areas. We support our providers with access to information about your plan, Member benefits, news and updates, training materials, and other helpful resources so they can, in turn, deliver exceptional care.



Want to check if your doctor is in  
The Alamo Plan network?

Just go to [CommunityFirstMedicare.com](https://www.CommunityFirstMedicare.com)  
and click on "Find a Provider."

## ABOUT OUR NETWORK

- **Health Maintenance Organization (HMO).** As an HMO plan, generally, you must get your care and services from doctors, other health care providers, or hospitals in our network (excluding emergency care, out-of-area urgent care, or out-of-area dialysis).
- **Emergency coverage.** In an emergency, you have coverage anywhere in the United States.
- **Care coordination.** Your primary care provider (PCP) will act as your personal health advocate. This will give you and your family a valuable resource to help coordinate care with other providers and specialists. You can change your primary care provider at any time. Community First also offers additional care coordination services to help, anytime you need us.
- **Online doctor visits.** Many Providers in our network offer telehealth, making it possible to connect with your doctor by phone or video chat without leaving the comfort of your own home. Telehealth is a covered benefit for Alamo Plan Members.
- **Member Services.** Our Member Services team is ready to take your call to help you find a provider in-network, make a health care appointment, arrange for a translator, change your PCP, and more.
- **24/7 Nurse Advice Line.** Speak with a registered nurse 24/7/365 at no cost to help you understand health issues you might be experiencing, make informed decisions about home treatment options, explain instructions you received during a doctor's appointment, or find the right care in the right setting.

Community First Health Plans, Inc. is a HMO/HMO SNP with a Medicare and Texas State Medicaid Agency Contract. Enrollment in Community First Health Plans, Inc. depends on contract renewal. Community First markets under the names Community First Medicare Advantage Alamo Plan (HMO) and Community First Medicare Advantage Dual Eligible Special Needs Plan (HMO D-SNP). This information is not a complete description of benefits. Call 1-833-434-2347 or 711 for more information. You must continue to pay your Medicare Part B premium.

© 2023 Community First Health Plans, Inc.