



SENDERO
HEALTH PLANS

Q1 2021 Newsletter

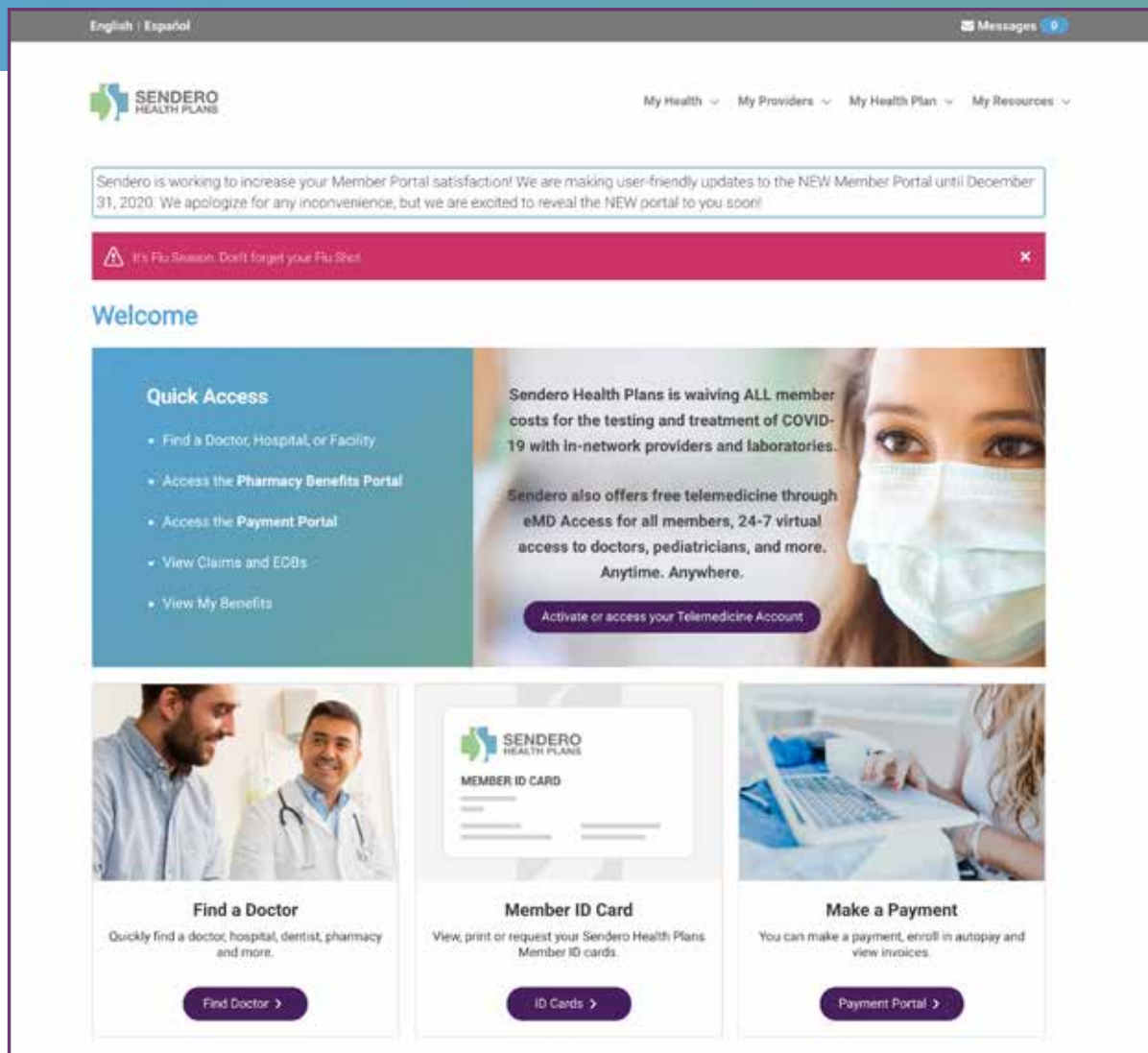


Announcements!

Direct Link to 2021 Portal: <https://sendero.healthtrioconnect.com/>

Need help registering for the new 2021 Member Portal?

Call the Help Desk at 1-877-814-9909, representatives are available to assist you, Monday – Friday from 7:00 AM - 7:00 PM.



What to Expect after Getting a COVID-19 Vaccine

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html>

COVID-19 vaccination will help protect you from getting COVID-19. You may have some side effects, which are normal signs that your body is building protection. These side effects **may feel like flu** and **may even affect your ability** to do daily activities, but they should go away in a few days.

Common side effects

On the arm where you got the shot:

- Pain
- Swelling

Throughout the rest of your body:

- Fever
- Chills
- Tiredness
- Headache

Helpful tips

If you have pain or discomfort, talk to your doctor about taking an over-the-counter medicine, such as ibuprofen or acetaminophen.

To reduce pain and discomfort where you got the shot:

- Apply a clean, cool, wet washcloth over the area.
- Use or exercise your arm.

To reduce discomfort from fever:

- Drink plenty of fluids.
- Dress lightly.

When to call the doctor

In most cases, discomfort from fever or pain is normal. Contact your doctor or healthcare provider:

- If the redness or tenderness where you got the shot increases after 24 hours
- If your side effects are worrying you or do not seem to be going away after a few days

Remember

- Side effects may feel like flu and even affect your ability to do daily activities, but they should go away in a few days.
- With most COVID-19 vaccines, you will need 2 shots in order for them to work. Get the second shot even if you have side effects after the first one, unless a vaccination provider or your doctor tells you not to get a second shot.
- It takes time for your body to build protection after any vaccination. COVID-19 vaccines that require 2 shots may not protect you until a week or two after your second shot.
- It's important for everyone to continue using all the tools available to help stop this pandemic as we learn more about how COVID-19 vaccines work in real-world conditions. Cover your mouth and nose with a mask when around others, stay at least 6 feet away from others, avoid crowds, and wash your hands often.



Ask your healthcare provider about getting started with v-safe

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second dose

Learn more about **v-safe**.

www.cdc.gov/vsafe

HEALTHCARE PROVIDER, PLEASE FILL IN THE INFORMATION BELOW:

If your temperature is ____ °F or ____ °C or higher or if you have questions, call your healthcare provider.

Tell your healthcare provider about: _____

Healthcare provider phone number: _____

Medication (if needed):

Take _____ every _____ hours as needed.

(type and dose or amount)



cdc.gov/coronavirus



When You've Been Fully Vaccinated

Source: www.cdc.gov

How to Protect Yourself and Others

[COVID-19 vaccines](#) are effective at protecting you from getting sick. Based on what we know about COVID-19 vaccines, people who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.

We're still learning how vaccines will affect the spread of COVID-19. After you've been fully vaccinated against COVID-19, you should keep taking [precautions](#) in public places like wearing a mask, staying 6 feet apart from others, and avoiding crowds and poorly ventilated spaces until we know more.

Have You Been Fully Vaccinated?



People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, like the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, like Johnson & Johnson's Janssen vaccine

If it has been less than 2 weeks since your shot, or if you still need to get your second dose, you are NOT fully protected. Keep taking all [prevention steps](#) until you are fully vaccinated.



In 2021, what do heart patients need to know about COVID-19?

By Michael Merschel, American Heart Association News

More than a year ago, when COVID-19 first appeared in the United States, doctors considered this disease a respiratory condition. However, that attitude did not last long.

Researchers have established direct links between the disease caused by the coronavirus and a variety of heart-related problems. Likewise, COVID-19 has also been a direct factor in the death of people who had heart problems and postponed their treatment.

Even at this time when vaccines are beginning to be distributed at different levels across the country, doctors and scientists alike continue to learn more about COVID-19 and cardiovascular health. Here's what people need to know today if they have heart conditions.

Conditions such as [heart failure](#) (with the heart not pumping blood effectively), coronary artery disease (blocked arteries) and [cardiomyopathies](#) (weakening, thinning and / or thickening of the heart muscle), make the cases of COVID-19 more serious, according to the "strongest and most consistent evidence" found by the [Centers for Disease Control and Prevention](#) (CDC).

The CDC noted that people with obesity, Type 2 diabetes, and high blood pressure related to the lungs known as pulmonary hypertension are also considered to be at higher risk. They added that high systemic blood pressure and cerebrovascular diseases (which affect the blood vessels of the brain, such as in a stroke) could put people in danger. Those statistics prompted the American Heart Association to issue a [statement](#) last January to encourage people to get vaccinated "as soon as possible" if they have cardiovascular risk factors, heart disease, or a history of heart or stroke.

The main concern for people with underlying heart conditions is that COVID-19 could cause respiratory stress that could worsen their conditions, said Dr. Nisha Parikh, a clinical cardiologist and associate professor of medicine at the University of California, San Francisco. For example, you could put too much stress on the heart of someone with a cannula (stent) or someone who has had coronary bypass surgery. Even if the person has heart failure and develops a lung infection, it "could be quite difficult to treat."



(sorbetto / DigitalVision Vectors, Getty Images)

COVID-19 patients also face long-term problems.

Research has been inconclusive, but Parikh has seen so-called long-term patients present with a “constellation of symptoms, some of a cardiac nature,” which persist even when the person is no longer infected with the virus. Those symptoms range from dizziness to heart palpitations to chest pains. “We are trying to determine what could be causing this.”

The doctor noted that some studies have found that certain COVID-19 patients have scarred their hearts. Excessive blood clotting is a serious concern, as is the effect the virus has on the inner layers of blood vessels.

So those with underlying conditions need to be much more careful, Parikh said, and that means following advice that is now constant.

“Wear a mask. Maintain social distance and get vaccinated if you have that option,” said Parikh, who has already been vaccinated. “That will be the fastest way for all of us to go through this situation with the greatest security.”

Heart patients should continue to take their usual medications. Early in the pandemic, ACE inhibitors and angiotensin receptor blockers used to treat conditions like high blood pressure and heart failure were scrutinized, but studies have revealed good news.

“These do not affect the severity of COVID-19 in people with mild to moderate symptoms, and several studies suggest that they might even serve as protection,” Parikh said.

The doctor added that anyone with symptoms of a heart attack or stroke, or another symptom that requires emergency care, should not hesitate to get help.

“I think the chance of getting COVID-19 while in a hospital environment is quite low in view of the security measures that have been put in place.” Delaying medical care, as many people did, could be fatal. Studies have shown that the initial wave of the coronavirus led to increases in [fatal heart attacks](#), perhaps in part because medical care was delayed.

Parikh worries that that could be happening again. “It’s anecdotal, but I am a little concerned that with the recent rise in COVID-19, people are again avoiding going to the hospital.”

People must also take care of their mental health, he added. The pandemic has confronted us all with “enormous levels of psychological stress. The situation includes our heart patients and I think it is important to admit and acknowledge this.”

With the social isolation, he commented that “there is a lot of anxiety and even depression. All of these are risk factors for any heart disease to get worse, or for a heart condition to happen.”

The [experts also say](#) that staying connected virtually, or find ways to meet others safely, can help.

Finally, Parikh indicated that we should all look forward to better days. “I have great faith in vaccines and how they will change the trajectory of the pandemic very soon,” he added. “I see light at the end of the tunnel.”

Editor’s Note: Due to the rapidly evolving events surrounding the coronavirus, the facts and advice presented in this story may have changed since its publication. Visit [Heart.org](https://www.heart.org) for the latest information and check with the Centers for Disease Control and Prevention and local health officials for the latest guidance.

If you have a question or comment about this article, please email editor@heart.org.

Spring Break Travel

Before You Consider Traveling

Travel increases your chance of spreading and getting COVID-19. CDC recommends that you do not travel at this time. **Delay travel and stay home to protect yourself and others from COVID-19.**

If you **must** travel, here are some important questions to ask yourself and your loved ones beforehand.

- Are you, someone in your household, or someone you will be visiting at [increased risk](#) for getting very sick from COVID-19?
- If you get infected you can spread the virus to loved ones during travel and when you return, even if you don't have symptoms. If your household includes one or more individuals at increased risk for severe illness, **all family members should act as if they, themselves are at increased risk**. Learn how to [protect yourself and others](#).
- Are hospitals in your community or your destination overwhelmed with patients who have COVID-19? To find out, check [state, territorial, and local](#) department websites.
- Does your home or destination have requirements or restrictions for travelers? Check [state, territorial, and local](#) requirements before you travel.
- During the 14 days before your travel, have you or those you are visiting had close contact with people they don't live with?
- The following activities can put you at higher risk for COVID-19:
 - » Going to a large social gathering like a wedding, funeral, or party.
 - » Attending a mass gathering like a sporting event, concert, or parade.
 - » Being in crowds like in restaurants, bars, fitness centers, or movie theaters.
 - » Taking public transportation like planes, trains, or buses, or being in transportation hubs like airports.
 - » Traveling on a cruise ship or riverboat.
- Do your plans include traveling by bus, train, or air, which might make staying 6 feet apart difficult?
- Are you traveling with people who don't live with you?



If the answer to any of these questions is “yes,” you should delay your travel.

COVID-19: TESTING BEFORE TRAVEL

Get tested **no more than 3 days before** you travel.

Postpone travel if you are waiting for test results.

Watch for symptoms of COVID-19.

If you test **NEGATIVE**...



Keep a copy of your test results with you during travel



Take precautions to protect yourself and others from getting COVID-19

If you test **POSITIVE** or develop symptoms of COVID-19...



Do NOT travel



Immediately isolate yourself



Follow public health recommendations

If you fly to the US from a foreign country, you **must** provide a negative COVID-19 test result or documentation of recovery from COVID-19 before boarding your flight.



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www.cdc.gov/covid19travel

COVID-19: TESTING AFTER TRAVEL

Get tested **3-5 days after** you travel.

If you test **NEGATIVE**...



Stay home for 7 days and self-quarantine



Watch for symptoms of COVID-19



Take precautions to protect others

If you test **POSITIVE** or develop symptoms of COVID-19...



Do NOT travel



Immediately isolate yourself



Follow public health recommendations

If you don't get tested...



Stay home for 10 days and self-quarantine



Watch for symptoms of COVID-19



Take precautions to protect others

If you fly to the US from a foreign country, you **must** provide a negative COVID-19 test result or documentation of recovery from COVID-19 before boarding your flight.



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www.cdc.gov/covid19travel



#HealthyAtHome - Mental health

Looking after our mental health

As countries introduce measures to restrict movement as part of efforts to reduce the number of people infected with COVID-19, more and more of us are making huge changes to our daily routines.

The new realities of working from home, temporary unemployment, home-schooling of children, and lack of physical contact with other family members, friends and colleagues take time to get used to. Adapting to lifestyle changes such as these, and managing the fear of contracting the virus and worry about people close to us who are particularly vulnerable, are challenging for all of us. They can be particularly difficult for people with mental health conditions.

Fortunately, there are lots of things that we can do to look after our own mental health and to help others who may need some extra support and care.

Here are tips and advice that we hope you will find useful.

- **Keep informed.** Listen to advice and recommendations from your national and local authorities. Follow trusted news channels, such as local and national TV and radio, and keep up-to-date with the latest news from @WHO on social media.
- **Have a routine.** Keep up with daily routines as far as possible, or make new ones.
 - » Get up and go to bed at similar times every day.
 - » Keep up with personal hygiene.
 - » Eat healthy meals at regular times.
 - » Exercise regularly.
 - » Allocate time for working and time for resting.
 - » Make time for doing things you enjoy.
- **Minimize newsfeeds.** Try to reduce how much you watch, read or listen to news that makes you feel anxious or distressed. Seek the latest information at specific times of the day, once or twice a day if needed.
- **Social contact is important.** If your movements are restricted, keep in regular contact with people close to you by telephone and online channels.



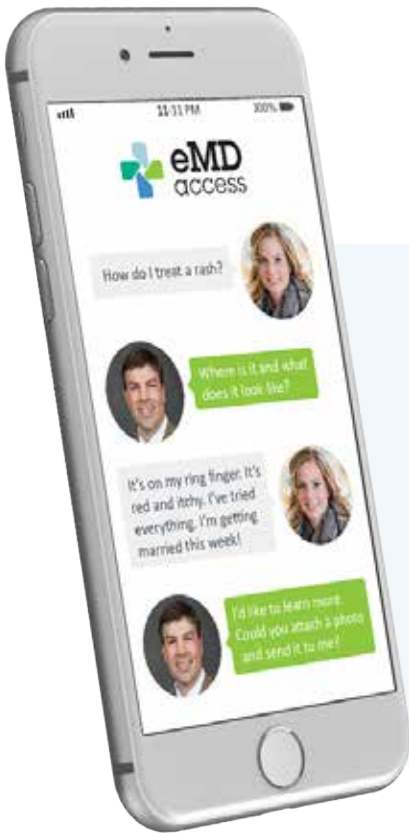
- **Alcohol and drug use.** Limit the amount of alcohol you drink or don't drink alcohol at all. Don't start drinking alcohol if you have not drunk alcohol before. Avoid using alcohol and drugs as a way of dealing with fear, anxiety, boredom and social isolation. There is no evidence of any protective effect of drinking alcohol for viral or other infections. In fact, the opposite is true as the harmful use of alcohol is associated with increased risk of infections and worse treatment outcomes. And be aware that alcohol and drug use may prevent you from taking sufficient precautions to protect yourself against infection, such as compliance with hand hygiene.
- **Screen time.** Be aware of how much time you spend in front of a screen every day. Make sure that you take regular breaks from on-screen activities.
- **Video games.** While video games can be a way to relax, it can be tempting to spend much more time on them than usual when at home for long periods. Be sure to keep the right balance with off-line activities in your daily routine.
- **Social media.** Use your social media accounts to promote positive and hopeful stories. Correct misinformation wherever you see it.
- **Help others.** If you are able to, offer support to people in your community who may need it, such as helping them with food shopping.
- **Support health workers.** Take opportunities online or through your community to thank your country's health-care workers and all those working to respond to COVID-19.



Don't discriminate

Fear is a normal reaction in situations of uncertainty. But sometimes fear is expressed in ways which are hurtful to other people. Remember:

- Be kind. Don't discriminate against people because of your fears of the spread of COVID-19.
- Don't discriminate against people who you think may have coronavirus.
- Don't discriminate against health workers. Health workers deserve our respect and gratitude.
- COVID-19 has affected people from many countries. Don't attribute it to any specific group.



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phone or computer.

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headaches, sprains,
rashes, allergies, sinus
infections and other
unexpected illnesses
and minor injuries.*



PCP

\$\$\$

(office visit copay)

Appointment
needed. Clinic visit.

Manage overall health
and stay up to date
on recommended
screenings.

*For preventive and
well care visits,
routine care, referrals/
authorizations,
vaccines, medication
refills, minor injuries
and illnesses.*



Urgent Care

\$\$\$

(urgent care copay)

No appointment
needed. Office visit.

Immediate care
when your primary
care physician isn't
available and you just
can't wait for regular
office hours.

*For nonemergency
issues such as fever,
broken bones,
lacerations, vomiting.*



ER

\$\$\$

(ER copay)

No appointment
needed. Hospital visit.

Emergency care for
serious, potentially
life-threatening and
traumatic symptoms.

*For chest pain
or pressure, head
injuries, seizures,
severe abdominal
pain, shortness of
breath, pneumonia,
sudden or severe
headaches, paralysis,
or weakness.*

**GO TO YOUR
NEAREST HOSPITAL**

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Special Programs To Help You With Your Health

IdealCare has an array of services to help you become educated about health care conditions, coordinate your care, and manage your medical conditions. We have programs that provide support and education if you have diabetes or asthma.

We also offer case management to help coordinate your care and to provide advice on managing your medical conditions. This program is especially useful if you have multiple medical conditions or if you have recently experienced a major challenge to your health. If you would like to be considered for one of these programs, you or someone who helps you, can

call us at 1-855-297-9191



Nurse Advice Line

Call toll free 1-855-880-7019

Do you have questions about your health?
Do you need advice from a caring and experienced nurse?

IdealCare offers a toll-free Nurse Advice Line that you can call at any time, 24 hours a day, 7 days a week with questions about your health. Call toll free 1-855-880-7019.



IMPORTANT PHONE NUMBERS

Member Services

1-844-800-4693

Monday through Friday, 8:00 A.M to 5:00 P.M.

Hearing Impaired (TTY)

7-1-1

Nurse Advice Line

1-855-880-7019

Dental Benefits Line

1-866-609-0426

Pharmacy Benefits Line

1-866-333-2757

Behavioral Health Crisis Hotline

1-855-765-9696

Vision Line

1-800-334-3937

Utilization Management

1-855-895-0475

Monday through Friday, 8:00 A.M to 5:00 P.M.

If you call after hours or over the weekend and leave a voice message, you will receive a return call on the next business day.



In case of an emergency
call 9-1-1 or go to
the closest hospital
emergency room to you.