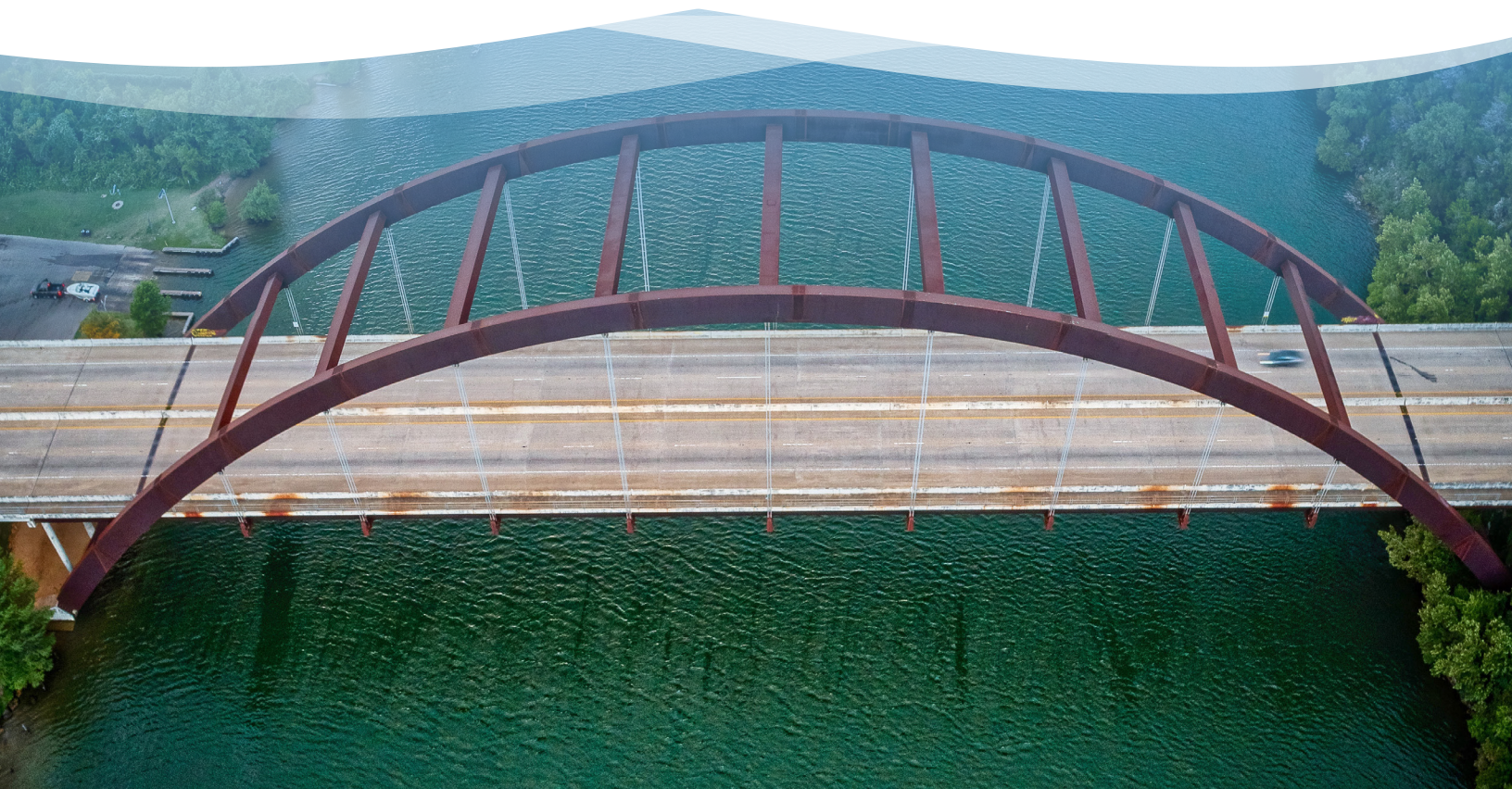




Q3 2021 Newsletter



Announcements!

Have you visited our member 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.

- Print an ID card
- Review your benefits
- View claims
- View Referrals and Authorizations
- Update your Primary Care Physician
- And more!

The screenshot shows the Sendero Health Plans Member Portal interface. At the top, there's a navigation bar with 'English | Español' on the left and 'Messages 0' on the right. Below this is a header with the Sendero Health Plans logo and four menu items: 'My Health', 'My Providers', 'My Health Plan', and 'My Resources'. A notification banner states: 'Sendero is working to increase your Member Portal satisfaction! We are making user-friendly updates to the NEW Member Portal until December 31, 2020. We apologize for any inconvenience, but we are excited to reveal the NEW portal to you soon!'. Below this is a red alert banner: 'It's Flu Season. Don't forget your Flu Shot.' The main content area starts with a 'Welcome' heading. On the left, a 'Quick Access' sidebar lists: 'Find a Doctor, Hospital, or Facility', 'Access the Pharmacy Benefits Portal', 'Access the Payment Portal', 'View Claims and EOBs', and 'View My Benefits'. To the right, a large banner features a woman wearing a face mask and text: 'Sendero Health Plans is waiving ALL member costs for the testing and treatment of COVID-19 with in-network providers and laboratories.' and 'Sendero also offers free telemedicine through eMD Access for all members, 24-7 virtual access to doctors, pediatricians, and more. Anytime. Anywhere.' with a button 'Activate or access your Telemedicine Account'. Below the banner are three main service tiles: 'Find a Doctor' (with a photo of two doctors and a button 'Find Doctor >'), 'Member ID Card' (with a photo of a Member ID Card and a button 'ID Cards >'), and 'Make a Payment' (with a photo of a person at a computer and a button 'Payment Portal >').

English | Español Messages 0

SENDERO HEALTH PLANS My Health My Providers My Health Plan My Resources

Sendero is working to increase your Member Portal satisfaction! We are making user-friendly updates to the NEW Member Portal until December 31, 2020. We apologize for any inconvenience, but we are excited to reveal the NEW portal to you soon!

It's Flu Season. Don't forget your Flu Shot.

Welcome

Quick Access

- Find a Doctor, Hospital, or Facility
- Access the Pharmacy Benefits Portal
- Access the Payment Portal
- View Claims and EOBs
- View My Benefits

Sendero Health Plans is waiving ALL member costs for the testing and treatment of COVID-19 with in-network providers and laboratories.

Sendero also offers free telemedicine through eMD Access for all members, 24-7 virtual access to doctors, pediatricians, and more. Anytime. Anywhere.

Activate or access your Telemedicine Account

Find a Doctor

Quickly find a doctor, hospital, dentist, pharmacy and more.

Find Doctor >

Member ID Card

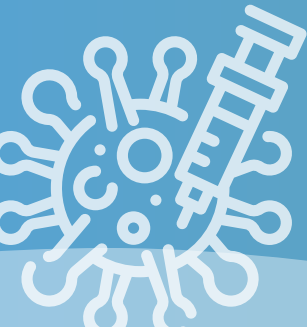
View, print or request your Sendero Health Plans Member ID cards.

ID Cards >

Make a Payment

You can make a payment, enroll in autopay and view invoices.

Payment Portal >



At Your Vaccination Appointment

Fast, Easy, Free, and Nearby COVID-19 Vaccination

The federal government is providing the vaccine **free of charge** to all people living in the United States, regardless of their immigration or health insurance status.

- **Before you arrive, contact the site where you will be vaccinated or review your appointment confirmation email for** details about what identification you may need to bring to your vaccination appointment.
- **When you get a vaccine, you and your healthcare provider will both need to wear masks that cover your nose and mouth.** Stay 6 feet away from others while inside and in lines. [Learn more about protecting yourself when going to get your COVID-19 vaccine.](#)
- **You should receive a paper or electronic version of a fact sheet that tells you more about the specific COVID-19 vaccine you receive.** Each authorized COVID-19 vaccine has its own fact sheet that contains information to help you understand the risks and benefits of receiving that specific vaccine. Learn more about [different COVID-19 vaccines.](#)
- **After getting a COVID-19 vaccine, you should be monitored on site for at least 15 minutes.** [Learn more about COVID-19 vaccines and rare severe allergic reactions.](#)
- **Ask your vaccination provider about getting started with v-safe,** a free, smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after you receive a COVID-19 vaccination. Through v-safe, you can quickly tell CDC if you have any [side effects](#) after vaccination. **V-safe** also reminds you to get your second dose if you need one. [Register](#) or [sign into v-safe](#). Learn more about [v-safe](#).
Watch Video: [Use v-safe to tell CDC how you're feeling after COVID-19 vaccination \[00:00:34\]](#)
- **You should get a vaccination card that tells you what COVID-19 vaccine you received,** the date you received it, and where you received it. Keep your vaccination card in case you need it for future use. Consider taking a picture of your vaccination card as a backup copy.
- **If you do not receive a COVID-19 vaccination card at your appointment,** contact the vaccination provider site where you got vaccinated or your state health department to find out how you can get a card.

Lost your vaccination card?

[Learn about what to do if you've lost your vaccination card.](#)



#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.



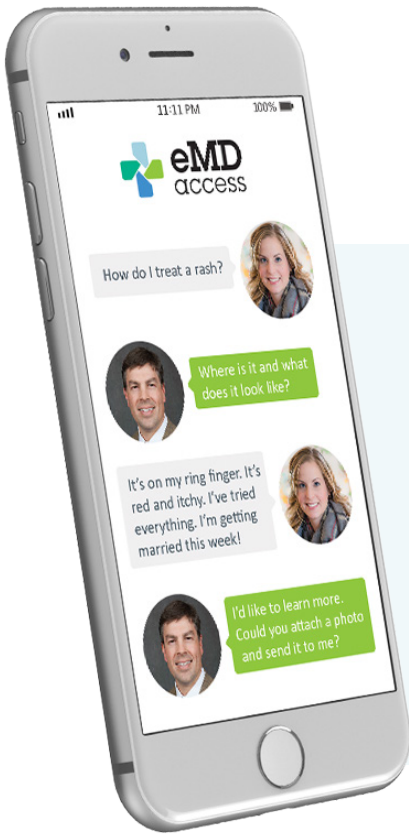
- **Alcohol and drug use.** Limit the amount of alcohol you drink or don't drink alcohol at all. Don't start drinking alcohol if you have not drunk alcohol before. Avoid using alcohol and drugs as a way of dealing with fear, anxiety, boredom and social isolation. There is no evidence of any protective 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.



Chat with a Doctor *Anytime, Anywhere*

Activate your FREE employee benefit.

You can instant message, video-chat, and upload images to a local doctor who will assist you with health-related decision-making, 24/7/365, even after hours. No copay.

It's like having a doctor in your pocket!



24/7 access to local family medicine or pediatric doctors



Get **medical advice**, treat common ailments, and more



No appointment needed. **No copay.**
Yes, really!

Why we *love* eMD Access

- ✓ **Always available 24/7/365**
Connect with a doctor anytime, anywhere, on any device in **under 3 minutes**.
- ✓ **Local doctors from Central Texas**
Who know YOUR community and the healthcare issues/ailments/allergies affecting you.
- ✓ **Pediatric & family doctors always available**
Help navigate ills, chills, and spills for peace of mind for your family, day or night.
- ✓ **\$0 copay. \$0 deductible.**
Really, we've got you covered!
- ✓ **On-demand, unscheduled visits**
Connect with a doctor, in under 15 minutes, even after hours.
- ✓ **Top-rated service**
98.2% of patients would use the service again.

Activate your FREE account today at eMDaccess.com/activate

Questions? Call Customer Support: 512-421-5678

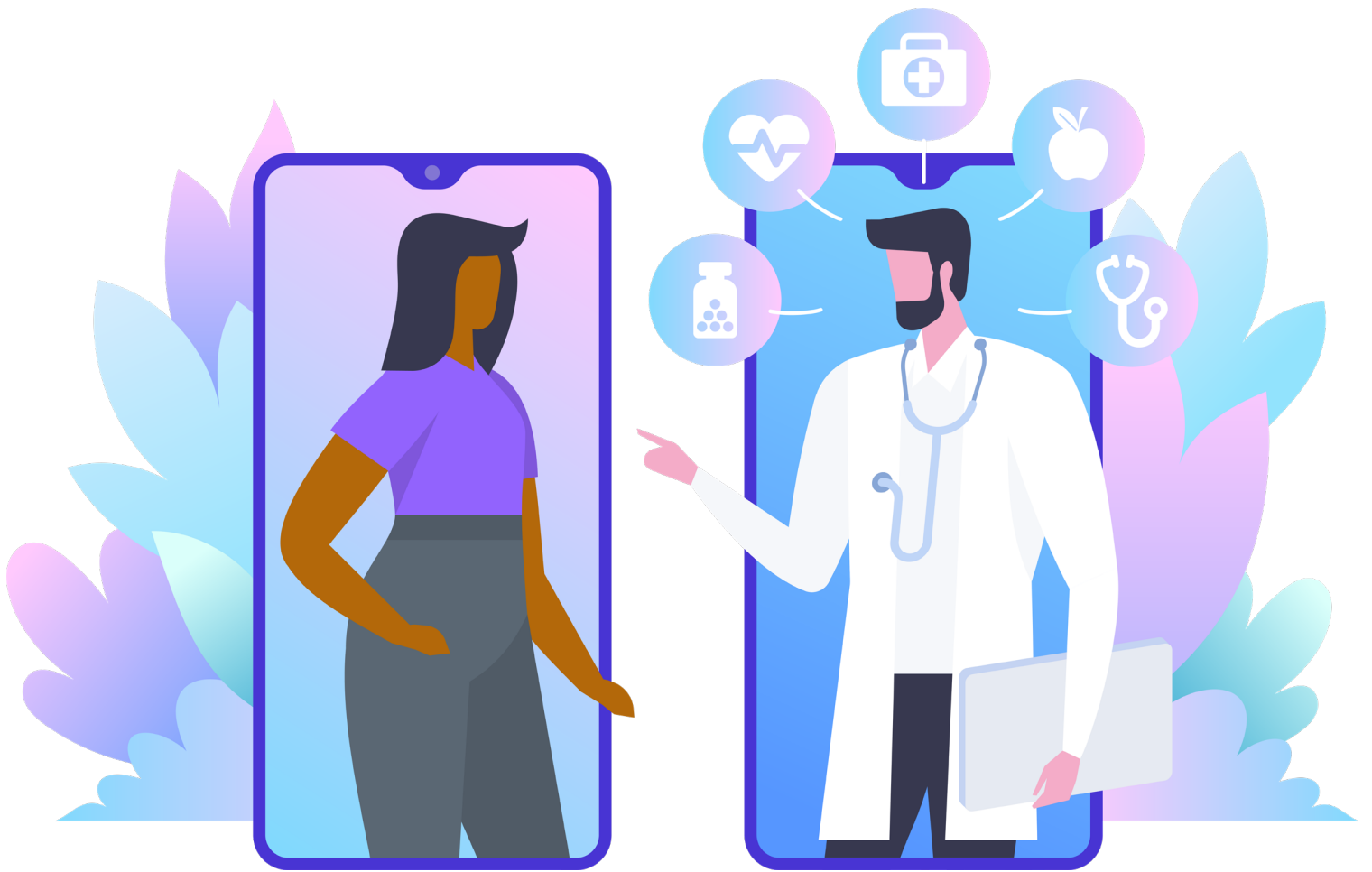


Special Programs To Help You With Your Health

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.