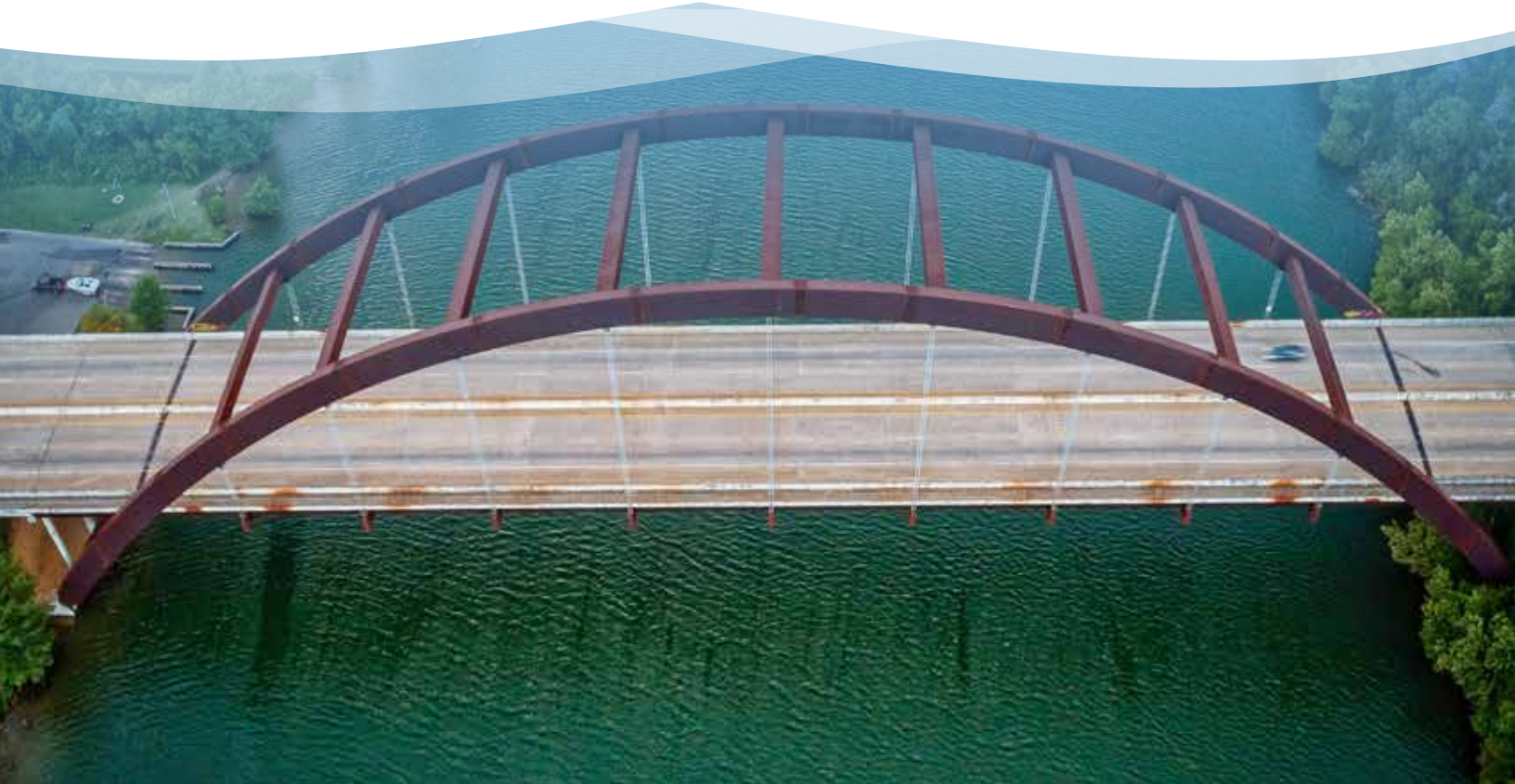




# Q4 2021 Newsletter



# 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!

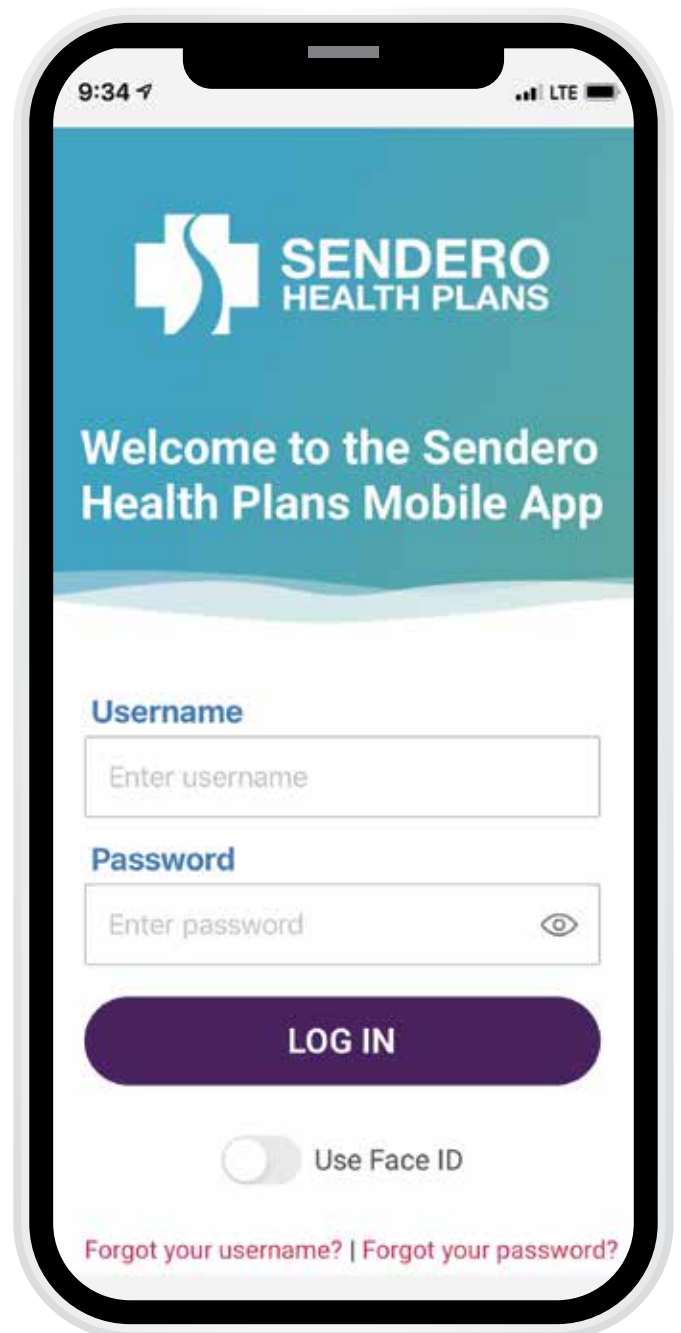
The screenshot shows the Sendero Health Plans member portal. At the top, there is a navigation bar with 'English | Español' on the left and 'Messages 0' on the right. Below the navigation bar is the Sendero Health Plans logo and a menu with 'My Health', 'My Providers', 'My Health Plan', and 'My Resources'. A notification banner at the top 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 banner with a warning icon and the text: 'It's Flu Season. Don't forget your Flu Shot'. The main content area starts with a 'Welcome' heading. On the left, there is a 'Quick Access' sidebar with links: 'Find a Doctor, Hospital, or Facility', 'Access the Pharmacy Benefits Portal', 'Access the Payment Portal', 'View Claims and EOBs', and 'View My Benefits'. On the right, there is a large image of a woman wearing a face mask. Text overlaying the image says: '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.' Below this text is a button that says 'Activate or access your Telemedicine Account'. At the bottom, there are three main service tiles: 1. 'Find a Doctor' with a photo of two doctors and the text 'Quickly find a doctor, hospital, dentist, pharmacy and more.' and a 'Find Doctor >' button. 2. 'Member ID Card' with a photo of a Member ID Card and the text 'View, print or request your Sendero Health Plans Member ID cards.' and an 'ID Cards >' button. 3. 'Make a Payment' with a photo of a person at a computer and the text 'You can make a payment, enroll in autopay and view invoices.' and a 'Payment Portal >' button.

# Announcements!

Look out for your **2022 plan year renewal letter** that should arrive no later than 10/31/2021. The renewal letter will include your estimated 2022 monthly premium rates and highlighted changes for the new plan year.

**The Sendero Mobile App is now available in the Apple and Android Store! Download it today!**

- Free Dedicated Healthcare Team
- Free Wellness and Preventive Screenings
- Free 24/7 Virtual MD visits through eMD



# Delta Variant

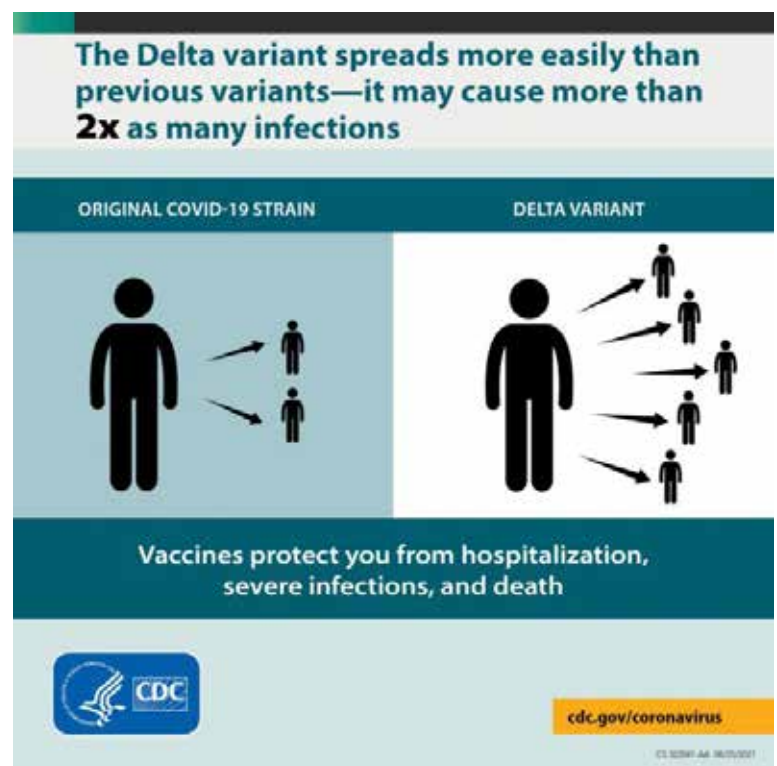
The Delta variant causes more infections and spreads faster than earlier forms of the virus that causes COVID-19. It might cause more severe illness than previous strains in unvaccinated people.

- Vaccines continue to reduce a person’s risk of contracting the virus that cause COVID-19, including this variant.
- Vaccines continue to be highly effective at preventing hospitalization and death, including against this variant.
- Fully vaccinated people with breakthrough infections from this variant appear to be infectious for a shorter period.
- Get vaccinated and wear masks indoors in public spaces to reduce the spread of this variant.

## Infections and Spread

The Delta variant causes more infections and spreads faster than early forms of SARS-CoV-2, the virus that causes COVID-19

- **The Delta variant is more contagious:** The Delta variant is highly contagious, more than 2x as contagious as previous variants.
- **Some data suggest the Delta variant might cause more severe illness than previous variants in unvaccinated people.** In two different studies from Canada and Scotland, patients infected with the Delta variant were more likely to be hospitalized than patients infected with Alpha or the original virus that causes COVID-19. Even so, the vast majority of hospitalization and death caused by COVID-19 are in unvaccinated people.
- **Unvaccinated people remain the greatest concern:** The greatest risk of transmission is among unvaccinated people who are much more likely to get infected, and therefore transmit the virus. Fully vaccinated people get COVID-19 (known as [breakthrough infections](#)) less often than unvaccinated people. People infected with the Delta variant, including fully vaccinated people with symptomatic breakthrough infections, can transmit the virus to others. CDC is continuing to assess data on whether fully vaccinated people with asymptomatic breakthrough infections can transmit the virus.
- **Fully vaccinated people with Delta variant breakthrough infections can spread the virus to others.** However, vaccinated people appear to spread the virus for a shorter time: For prior variants, lower amounts of viral genetic material were found in samples taken from fully vaccinated people who had breakthrough infections than from unvaccinated people with COVID-19. For people infected with the Delta variant, similar amounts of viral genetic material have been found among both unvaccinated and fully vaccinated people. However, like prior variants, the amount of viral genetic material may go down faster in fully vaccinated people when compared to unvaccinated people. This means fully vaccinated people will likely spread the virus for less time than unvaccinated people.



Source: [www.cdc.gov](http://www.cdc.gov)



# Who Is Eligible for a COVID-19 Vaccine Booster Shot?

## What You Need to Know

COVID-19 Vaccine booster shots are available for the following Pfizer-BioNTech vaccine recipients who completed their initial series at least 6 months ago:

- 65 years and older
- 18+ who work in [high-risk settings](#)
- 18+ who have [underlying medical conditions](#)
- 18+ who live in [high-risk settings](#)

## Data Supporting Need for a Booster Shot

Studies show that after getting vaccinated against COVID-19, protection against the virus may decrease over time and be less able to protect against the Delta variant. Although COVID-19 vaccination for adults aged 65 years and older remains effective in preventing severe disease, [recent data pdf icon](#)[4.7 MB, 88 pages] suggest vaccination is less effective at preventing infection or milder illness with symptoms. Emerging evidence also shows that among healthcare and other frontline workers, vaccine effectiveness against COVID-19 infections is decreasing over time. This lower effectiveness is likely due to the combination of decreasing protection as time passes since getting vaccinated (e.g., waning immunity) as well as the greater infectiousness of the Delta variant.

Data from a small clinical trial show that a Pfizer-BioNTech booster shot increased the immune response in trial participants who finished their primary series 6 months earlier. With an increased immune response, people should have improved protection against COVID-19, including the Delta variant.

## Occupations at increased risk for COVID-19 exposure and transmission include front line essential workers and health care workers as previously detailed by the CDC<sup>[1]</sup>

- First responders (healthcare workers, firefighters, police, congregate care staff)
- Education staff (teachers, support staff, daycare workers)
- Food and agriculture workers
- Manufacturing workers
- Corrections workers
- U.S. Postal Service workers
- Public transit workers
- Grocery store workers

# Coping with Stress

The COVID-19 pandemic has had a major effect on our lives. Many of us are facing challenges that can be stressful, overwhelming, and cause strong emotions in adults and children. Public health actions, such as social distancing, are necessary to reduce the spread of COVID-19, but they can make us feel isolated and lonely and can increase stress and anxiety. Learning to cope with stress in a healthy way will make you, the people you care about, and those around you become more resilient.

## Stress can cause the following:

- Feelings of fear, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, desires, and interests
- Difficulty concentrating and making decisions
- Difficulty sleeping or nightmares
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, alcohol, and other substances



# Healthy Ways to Cope with Stress

It is natural to feel stress, anxiety, grief, and worry during the COVID-19 pandemic. Below are ways that you can help yourself, others, and your community manage stress.

- Take breaks from watching, reading, or listening to news stories, including those on social media. It's good to be informed, but hearing about the pandemic constantly can be upsetting. Consider limiting news to just a couple times a day and disconnecting from phone, tv, and computer screens for a while.
  - Take care of your body
  - Take deep breaths, stretch, or meditate
  - Try to eat healthy, well-balanced meals
  - Exercise regularly
  - Get plenty of sleep
  - Avoid excessive alcohol, tobacco, and substance use
  - Continue with routine preventive measures (such as vaccinations, cancer screenings, etc.) as recommended by your healthcare provider
  - Get vaccinated with a COVID-19 vaccine
- Make time to unwind – Try to do some other activities you enjoy
- Connect with others – Talk with people you trust about your concerns and how you are feeling
- Connect with your community- or faith-based organizations – While social distancing measures are in place, try connecting online, through social media, or by phone or mail



TAKE 3 ACTIONS TO

# FIGHT FLU



**Influenza (flu) is a contagious disease that can be serious.**

Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands to tens of thousands of people die from flu. CDC urges you to take the following actions to protect yourself and others from flu.



## GET YOURSELF AND YOUR FAMILY VACCINATED!

**A yearly flu vaccine is the first and most important step in protecting against flu viruses.**

Everyone 6 months or older should get an annual flu vaccine. Protect yourself. Protect your family. Get vaccinated. #FightFlu

## STOP THE SPREAD

**Take everyday preventive actions to help stop the spread of flu viruses!**

Avoid close contact with sick people, avoid touching your eyes, nose and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).



## ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

**Take antiviral drugs if your doctor prescribes them!**

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.





# IT IS TIME FOR YOUR SCREENING MAMMOGRAM!



The Centers for Disease Control and Prevention recommends a screening mammogram every two years for women 50 to 74 years old. Early detection is key, 20 minutes can save your life. Your covered benefits include FREE\* screening and diagnostic mammograms at no cost to you.

- When scheduling your appointment, ask about any safety procedures and how to prepare for the screening mammogram.
- Make sure to provide Austin Radiological Association with your most up-to-date contact information as they may contact you with further instructions on how to prepare for your appointment.
- A screening mammogram is an X-ray image of your breasts.
- Screening mammograms are safe and effective methods that help your doctor identify possible breast cancer before it can be detected during a physical exam.

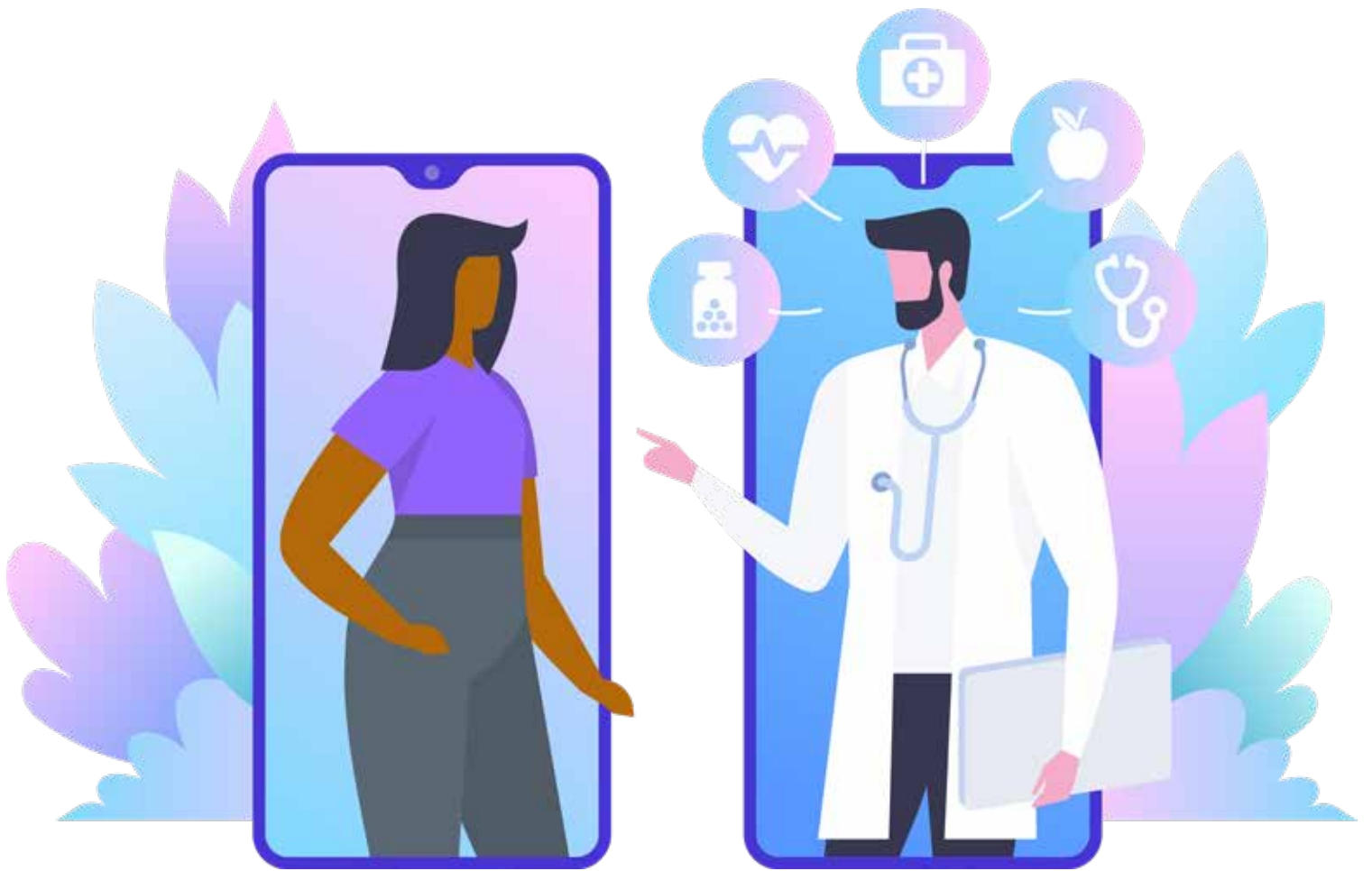


# Special Programs To Help You With Your Health

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.