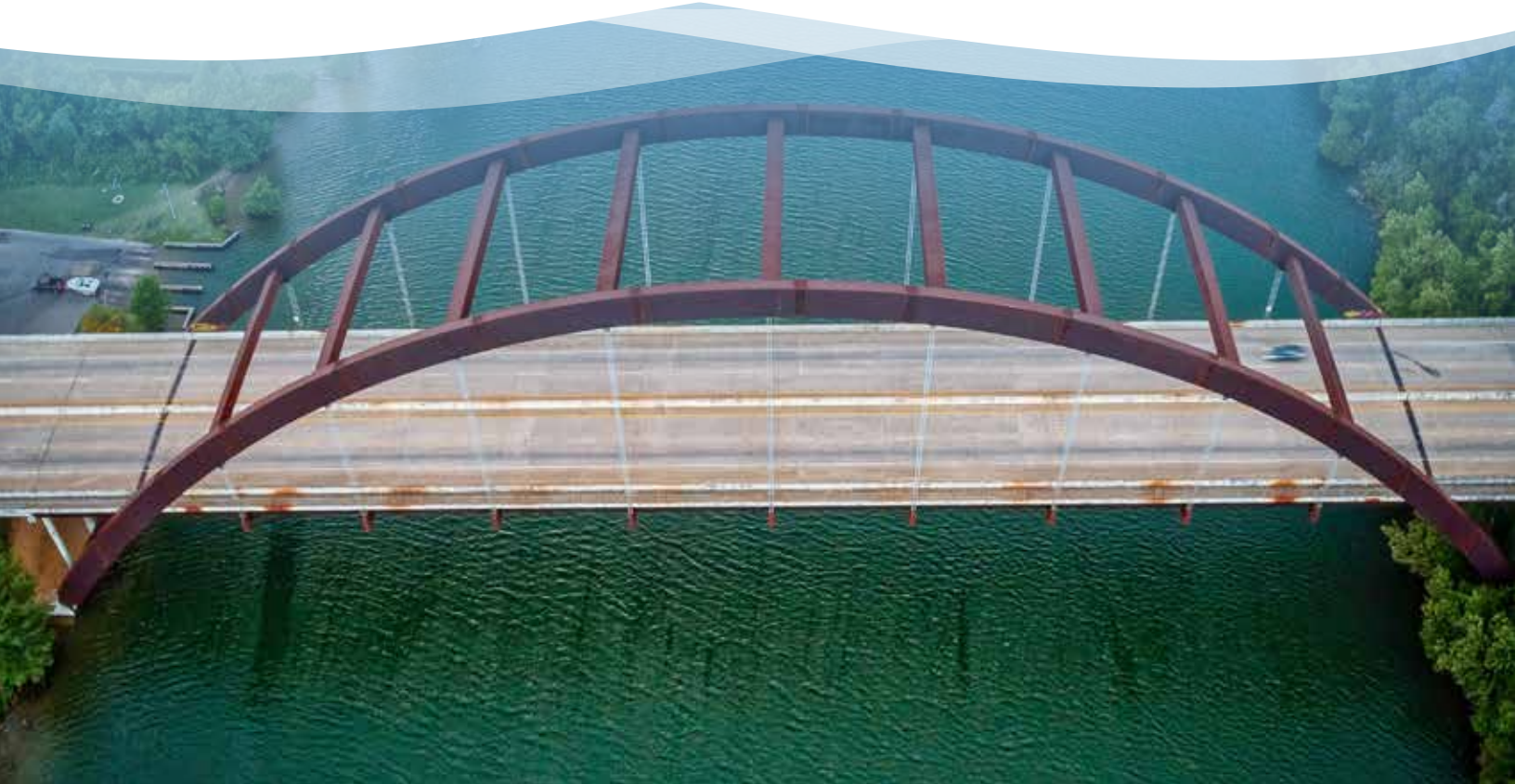




# Q1 2022 Newsletter



# Announcements!

## Have you visited our member portal?

<https://sendero.healthtrioconnect.com/>

Need help registering for the 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 are navigation links for '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: 'It's Flu Season. Don't forget your Flu Shot.' The main content area is titled 'Welcome' and features a 'Quick Access' sidebar with links to 'Find a Doctor, Hospital, or Facility', 'Access the Pharmacy Benefits Portal', 'Access the Payment Portal', 'View Claims and EOBs', and 'View My Benefits'. The central area contains a large image of a woman wearing a face mask, with text stating: '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 is a button: 'Activate or access your Telemedicine Account'. At the bottom, there are three main service tiles: 'Find a Doctor' (with a photo of two doctors), 'Member ID Card' (with a photo of a Member ID Card), and 'Make a Payment' (with a photo of a person at a computer). Each tile includes a brief description and a button to access the service.



# Cervical Cancer Awareness Month

The United States Congress has designated January as Cervical Health Awareness Month.

<https://www.cdc.gov/healthequity/features/cervical-cancer/>

## Prevent Cervical Cancer

Cervical cancer is the fourth most common cancer in women worldwide. It is the leading cause of cancer-related deaths among women. Sendero wants to help you protect yourself: Learn about the appropriate screening tests and the HPV vaccine to help prevent cervical cancer.

All women are at risk for [cervical cancer](#), but it's most commonly diagnosed in [women over the age of 30](#). Black and Hispanic women experience [higher rates of HPV-associated cervical cancer](#) than non-Hispanic women and women of other races and ethnicities. In 2018, there were an estimated 570,000 new cases of cervical cancer worldwide.<sup>1</sup> The common virus human papillomavirus (HPV) causes almost all cervical cancers. When found early, cervical cancer is [highly treatable](#) and associated with long-term quality of life.

<https://www.cdc.gov/healthequity/features/cervical-cancer/>

## Cervical Cancer Prevention

You can lower your risk for cervical cancer by getting screened regularly, starting at age 21.

Cervical cancer is a preventable and curable disease if detected early and managed effectively. CDC's Division of Cancer Prevention and Control (DCPC) leads CDC's efforts in preventing and detecting cancers early and improving the overall health of cancer survivors. For example, CDC's Inside Knowledge About Gynecologic Cancer Campaign shares educational materials with communities and healthcare providers on five types of cancers, including uterine sarcoma, vulvar, ovarian, vaginal, and cervical cancer.

- **Routine cancer screenings help prevent cervical cancer.** The United States Preventive Services Task Force (USPSTF) and World Health Organization both recommend that women receive appropriate cervical cancer screenings. These screenings help to identify precancers that may lead to cervical cancer. In the United States, women aged 18 – 65 years, who receive regular cervical cancer screenings (i.e., PAP and HPV tests) are less likely to get cervical cancer and less likely to die from it.<sup>5</sup> Women who are 65 years old or older should consult their healthcare provider to get recommended screenings for cervical cancer.

- **HPV Vaccination is safe and effective.** CDC recommends HPV vaccination at age 11 or 12 years (or can start at age 9 years) and for everyone through age 26 years, if not vaccinated already. For teens and young adults (15 – 26 years), who are not vaccinated, CDC recommends three doses of the vaccine. Three doses are also recommended for:
  - People with weakened immune systems aged 9 through 26 years
  - Some adults between the ages of 27 and 45 years, who are not already vaccinated, may decide to get the HPV vaccine after consulting with their medical provider about their risk for new HPV infections.

## Working Together to Reduce Cervical Cancer

We all play a role in preventing cervical cancer. Learn how you can support women in your life reduce their risk for cervical cancer. What can women do?

- Consult with your medical provider to understand the risk for new HPV infections and benefits of receiving the HPV vaccine.
- Ask your medical provider to screen for cervical cancer during gynecological visits.
- Receive both the PAP and HPV screening tests to detect cervical cancer early.
- Receive the HPV vaccine by age 26 to ensure protection against the HPV virus that may cause cervical cancer.
- Continue to receive cervical cancer screenings, even after obtaining all recommended doses of the HPV vaccine.
- Practice safe sex and routinely get screened for any sexually transmitted infections.
- Avoid smoking to reduce risk of cervical cancer.



# CMO PREVENTION CORNER

Dr. Mary Carol Jennings

Chief Medical Officer

As we kick off the new year and look back at the past decade of service to our community, Sendero is pleased to introduce a new column for our member newsletter, the “Chief Medical Officer’s Prevention Corner”. Our Chief Medical officer, Dr. Mary Carol Jennings, is an expert in disease prevention and health promotion, and we’ve asked her to share some of her advice, to help Sendero, help you, consider and work toward your own individual health goals for the coming year.

## **Question: What’s your top health priority for our membership for 2022?**

Dr. Jennings: Well, COVID is going to remain front and center for all of us for some time. The new Omicron variant is, for many individuals, milder than we saw in previous surges, but because it spreads so quickly, Travis County is seeing a whole lot of people getting sick, and going to the hospital. Infectious disease specialists are predicting we’ll see the greatest strain on our hospitals and health care systems around mid-February – and Sendero is here for you through the long haul ahead. There are new variants on the horizon, and so much else we can’t predict about how COVID will affect our communities over the coming year, but what we do know is that the basics, work really well to keep us healthy: Masks, handwashing, physical distancing, and quarantining when you get sick, really work to drive down the spread of COVID. Testing is also a great tool, to know when you’ve got COVID, so that you can stay home and avoid spreading an infection to neighbors and family members. Testing kits have been in short supply recently, but Sendero’s staff can do our part to help our members find a place to get tested. Here’s the number to call for help: (844)-800-4693. And it’s important not to delay the care that you need – for more information, take a look at the Norman MD telemedicine service that’s part of your member benefit package with Sendero.

## **Question: What else are you and Sendero’s care management team doing to help our membership stay healthy in 2022?**

Dr. Jennings: Our job is often to stay behind the scenes, but we’re doing so much! We’re expanding our Passport to Health program, which gives incentives to members for completing preventive health goals, like getting a mammogram, a colonoscopy, or completing the recommended series of vaccines for your age. We’re rolling out a new collaboration with our in-network providers, to put preventive services front-and-center during routine clinic visits. And we’re looking into when and how it makes sense for our nurses, social workers, and community health workers, to outreach directly to our members who are overdue for a group of preventive health goals – for example, we’re starting up an initiative to help our pregnant members and new moms get to their prenatal and postnatal visits, so their new family members can put their best foot forward in this new year.

## Question: What's going to be your greatest challenge for this coming year?

Dr. Jennings: As Austin expands, affordable housing options are squeezing everyone – and if your housing is unstable, you can't spend the time and energy you need to take care of your health. And our transit system, which other cities rely upon to get to clinic appointments and access health services, just isn't keeping up. We are a small team at Sendero, but we are doing our part to link members who are experiencing housing-related stress, to local services; and we've brought on new transportation partners, to help us ensure that our members can see their doctors, and get the health services they need to stay healthy, even if a bus line doesn't run near their house. So, staying on top of these priorities as the face and infrastructure of our community change, that's part of what we're prioritizing to help us continue serving our community for the next decade, and beyond.





# Omicron in the United States

CDC is working with state and local public health officials to monitor the spread of Omicron. As of December 20, 2021, Omicron has been detected in most states and territories and is rapidly increasing the proportion of COVID-19 cases it is causing.

## **What We Know about Omicron**

CDC has been collaborating with global public health and industry partners to learn about Omicron, as we continue to monitor its course. We don't know all the details yet about how easily it spreads, the true severity of illness it causes, or how well available vaccines and medications will end up working against it.

### **Spread**

The Omicron variant is so far spreading more readily than the original SARS-CoV-2 virus; and how easily Omicron spreads compared to Delta is still being studied. CDC expects that anyone with Omicron infection can spread the virus to others, even if they are vaccinated or don't have symptoms.

### **Severe Illness**

The data are starting to suggest that Omicron infections are on average milder than with previous variants, but more data are needed to know if Omicron infections, and especially reinfections and breakthrough infections in people who are fully vaccinated, truly cause more severe illness or death than infection with other variants.

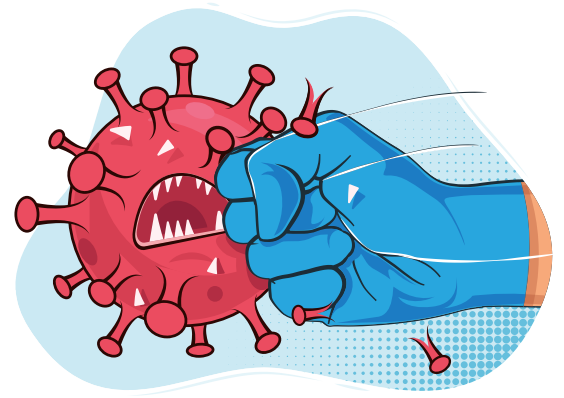
### **Vaccines**

Current vaccines are expected to protect against severe illness, hospitalizations, and deaths due to infection with the Omicron variant. However, breakthrough infections in people who are fully vaccinated are likely to occur. With other variants, like Delta, vaccines have remained effective at preventing severe illness, hospitalizations, and death. The recent emergence of Omicron further emphasizes the importance of vaccination and boosters.

### **Treatments**

Scientists are working to determine how well existing treatments for COVID-19 work. Based on the changed genetic make-up of Omicron, some treatments are likely to remain effective while others may be less effective.

# We have the Tools to Fight Omicron



CDC is working with state and local public health officials to monitor the spread of Omicron. As of December 20, 2021, Omicron has been detected in most states and territories and is rapidly increasing the proportion of COVID-19 cases it is causing.

## Vaccines

Vaccines remain the best public health measure to protect people from COVID-19, slow transmission, and reduce the likelihood of new variants emerging.

- COVID-19 vaccines are highly effective at preventing severe illness, hospitalizations, and death.
- Scientists are currently investigating Omicron, including how protected fully vaccinated people will be against infection, hospitalization, and death.
- CDC recommends that everyone 5 years and older protect themselves from COVID-19 by getting fully vaccinated.
- CDC recommends that everyone ages 16 years and older get a booster shot after completing their primary COVID-19 vaccination series. You are eligible for a booster at 5 months after completing Pfizer-BioNTech primary series, 6 months after completing Moderna primary series, and 2 months after the initial J&J/Janssen vaccine. Individuals ages 16-17 are only eligible for the Pfizer-BioNTech COVID-19 vaccine.

## Masks

Masks offer protection against all variants. CDC continues to recommend wearing a mask in public indoor settings in areas of substantial or high community transmission, regardless of vaccination status. CDC provides advice about masks for people who want to learn more about what type of mask is right for them depending on their circumstances.

## Testing

Tests can tell you if you are currently infected with COVID-19.

- Two types of tests are used to test for current infection: nucleic acid amplification tests (NAATs) and antigen tests. NAAT and antigen tests can only tell you if you have a current infection.



- Individuals can use the COVID-19 Viral Testing Tool to help determine what kind of test to seek.
  - Additional tests would be needed to determine if your infection was caused by Omicron.
- Visit your state, tribal, local, or territorial health department's website to look for the latest local information on testing.
- Self-tests can be used at home or anywhere, are easy to use, and produce rapid results.
  - If your self-test has a positive result, stay home or isolate for 10 days, wear a mask if you have contact with others, and call your healthcare provider.

[Omicron Variant: What You Need to Know | CDC](#)



# 24/7 Helpline – Integral Care – Mental Health Services

## NON-CRISIS SERVICES CRISIS SERVICES

Call us at **512-472-HELP (4357)**.

We are here 24 hours a day, 7 days a week. Press 1 for English, then 1 for mental health crisis support.

Toll Free: **844-398-8252** / TTY: **512-703-1395**

Call Us At **512-472-Help (4357)**

To Get Help With:

### Integral Care

Programs and Services

(You are new to Integral Care)

Press 1 for English, then 3

### Follow-up Mental Health

Appointments With Your  
Healthcare Provider

(Current Integral Care Clients)

Press 1 for English, then 4

### Community Resources

(We will connect you to 2-1-1)

Press 1 for English, then 5

### Billing Questions

Press 1 for English, then 6

## PSYCHIATRIC EMERGENCY SERVICES

You can also visit our Integral Care's Psychiatric Emergency Services clinic, a walk-in clinic for adults and children having a mental health crisis. We are here to help 7 days a week.

Richard E. Hopkins Behavioral Health Building  
1165 Airport Blvd., Second Floor, Austin, TX 78701

Hours: Monday – Friday, 8am to 10pm,  
Saturday, Sunday and Holidays, 10am to 8pm



# Other Non-integral Care Crisis Resources

## **National Suicide Prevention Lifeline Chat**

connects people to counselors for emotional support.  
Web chat 24 hours a day, 7 days a week.

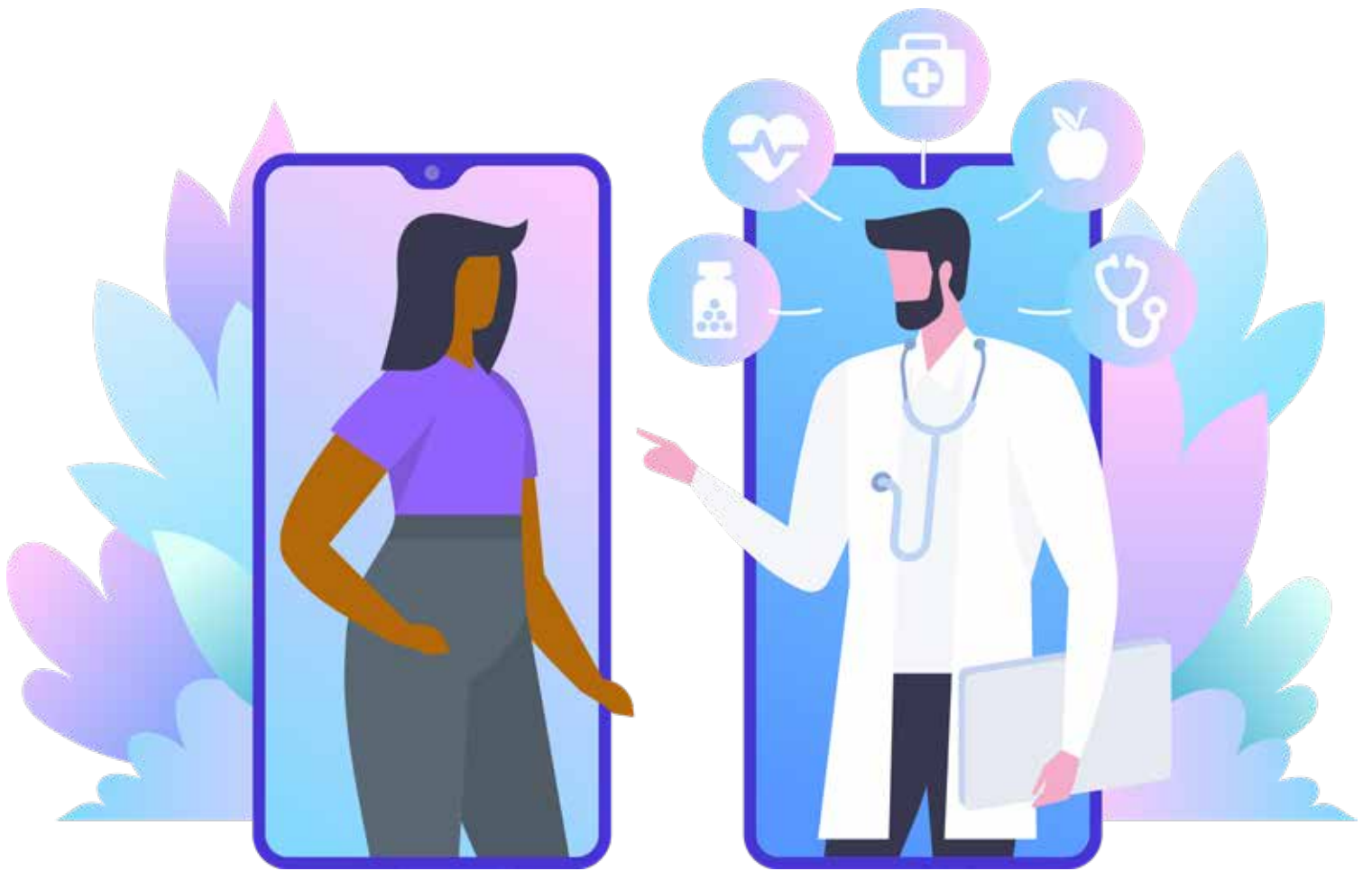
**Crisis Text Line** provides free, 24/7 crisis support via text. Text TX to 741741 to connect to Crisis Text Line.

## **What Can A Mental Health Crisis Look And Feel Like?**

- Feeling like you can no longer deal with life
- Giving away things that mean a lot to you
- Seeing or hearing things that others don't
- Having thoughts of killing yourself or others
- Feeling people are out to get you
- Pulling away from family and friends
- Using drugs and alcohol

[24/7 HELPLINE - Integral Care](#)





# 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.