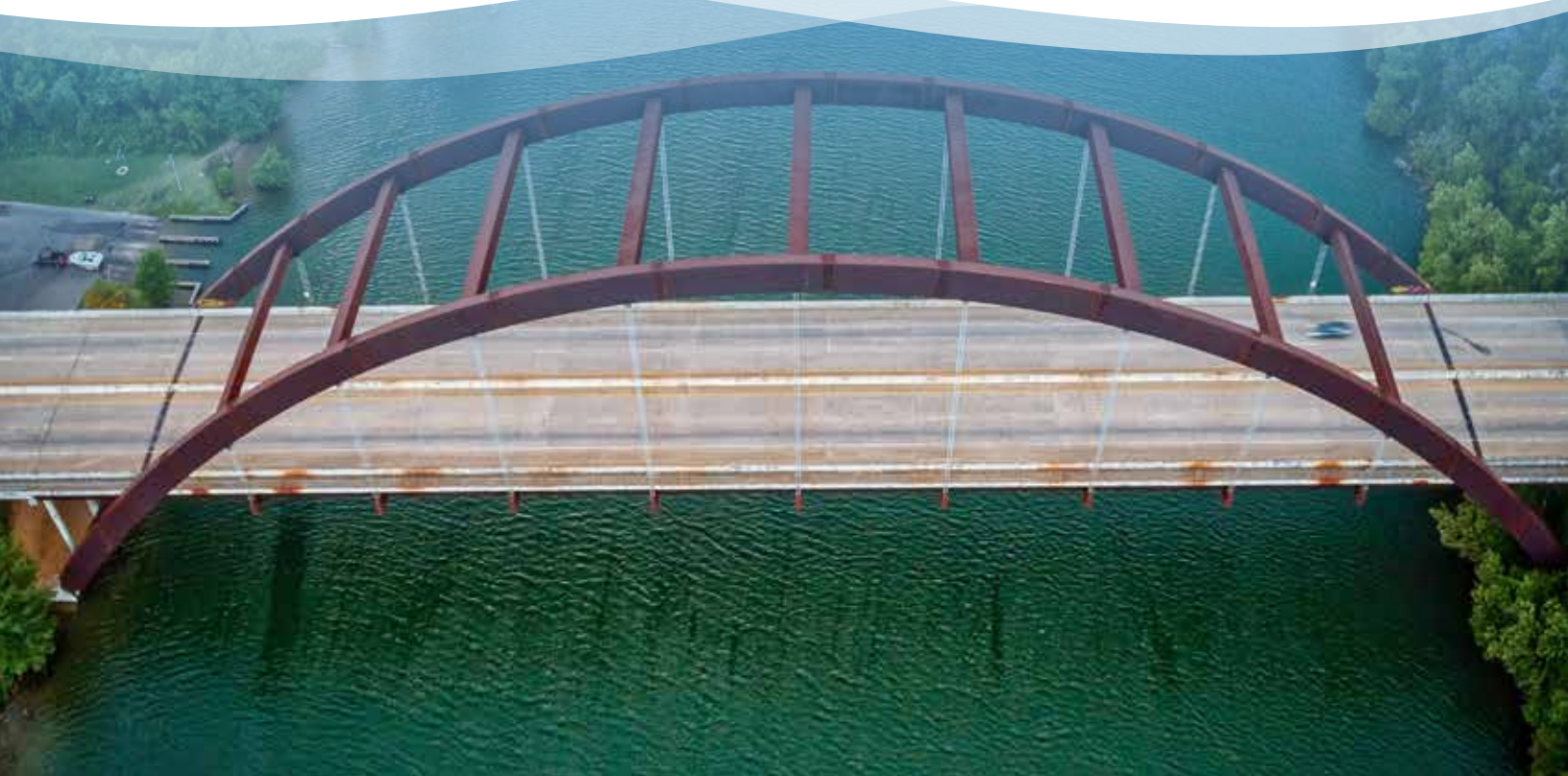




Q2 2022 Newsletter



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
- Update your Primary Care Physician
- And more!

The screenshot shows the Sendero Health Plans member portal. At the top, there's a navigation bar with the Sendero Health Plans logo and links for 'My Family', 'My Providers', 'My Health Plan', and 'My Resources'. Below this is a pink banner with a warning icon and the text 'It's Flu Season. Don't forget your Flu Shot.' with a close button. 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 main content area has a large image of a woman wearing a face mask. Text overlaying the image states: '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.' Below this is a button that says 'Activate or access your Telemedicine Account'. At the bottom, there are three tiles: 'Find a Doctor' with a photo of two doctors and a 'Find Doctor >' button; 'Member ID Card' with a placeholder for a member ID card and an 'ID Cards >' button; and 'Make a Payment' with a photo of a person at a computer and a 'Payment Portal >' button.

SENDERO HEALTH PLANS

My Family ▾ My Providers ▾ My Health Plan ▾ My Resources

⚠ 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 >](#)



KidCare



Dental Benefits for members (age 19 & below)

Clean Parents - clean your infant's mouth and gums regularly with water and a soft infant toothbrush or cloth.

Checkup Your infant's first dental checkup should be before he or she reaches one year old. This early dental visit can actually help your child be more comfortable at future visits and save you money. FACT: A study in the Journal of Pediatrics showed that children who have their first visit before age one have 40% lower dental costs in their first five years than children who do not, due to the increased cost of dental and medical procedures that may be necessary as a result of early poor oral health.

Brush Baby teeth should be brushed at least two minutes/ twice a day with an age-appropriate sized toothbrush.

IMPORTANT: Use only a small amount of fluoridated toothpaste the size of a pea. Check 2min2x.org for more children's oral health information



Prevent 1 in 4 elementary school children have tooth decay. Talk to your dentist about how you can help prevent cavities. Tooth decay is the most common and yet preventable disease in children.

American Academy of Pediatric Dentistry www.aapd.org

Fluids Parents - encourage your infant to drink from a cup as they approach their first birthday. Infants should be weaned off a bottle by 12-14 months of age. VERY IMPORTANT TIP: If you give your child a bottle at bedtime, only give water - no milk, formula, juice or sweet drinks because these fluids (even those that don't seem sweet) can cause widespread and serious tooth decay.

Fluoride Infants older than six months may need fluoride supplements if their drinking water does not contain enough fluoride. FACT: Fluoride supplementation for infants has been shown to reduce tooth decay by as much as 50%.

Earth Day is April 22, 2022

15 Things You Can Do To Protect The Earth

Smart Heating and Cooling

- 1. Weather seal your home.** This is a big one. So much of the energy most of us use to heat our homes just slips out through the cracks. Have an energy audit performed on your home—some communities and organizations even offer them for free—and insulate, insulate, insulate!
- 2. Put on a sweater.** Why heat up your whole home when you're just using one room? Dress for the season. Don't expect to be comfortable in shorts and a tank top when it's snowing outside. Put on layers, even indoors, and bundle up under blankets when you're not moving around.
- 3. Use your curtains and blinds.** Curtains are good for more than just privacy, they can also help you regulate the temperature inside your home. In the winter, open your curtains or blinds during the day to let in the sunlight and close them at night to keep in the heat. In the summer time, do the opposite.
- 4. Cool cooking.** During those Dog Days of Summer, try grilling outside or using the microwave more. It will help keep the heat out of the house, so you don't have to crank the A/C.

Reduce Waste

- 5. Reduce.** Try to fix old things before buying new things. Buy used items whenever possible. Say "no" to drinking straws at the restaurant and plastic cutlery at takeout.
- 6. Reuse.** Whenever possible, opt for reusable versions of popular disposable items, including water bottles, coffee cups, diapers, razors. Reuse plastic food containers for storage. Don't just throw away unwanted items. Donate them. Repurpose them. Turn them into craft projects. Be creative.
- 7. Recycle.** We all know to do it by now, but a reminder never hurts. It can be so easy to just toss that one tin can into the trash, just this one time. By being conscientious about everything you throw in the trash, recycling will become second nature.
- 8. Compost.** When you say "recycle," most people think of bottles, cans, and paper. Composting is nature's original way of recycling — turning "trash" into healthy new soil. You don't need a complicated bin, just set aside a corner of your yard to dump out food scraps and yard debris and turn it over every so often. Don't have a yard? Many cities, towns, and community gardens have a public compost pile. Or try worm composting!

Eat Green

- 9. Eat locally.** By eating foods that are in season, and grown in your local area, you not only support your local ecosystems, but your food will also be fresher and require less fuel (and carbon output) to get to you. If possible, grow your own vegetables.
- 10. Eat less meat.** Environmental advocates and health experts agree that Americans eat too much meat. Cutting out meat for even one day a week can help to reduce the environmental impacts of meat production, and it's good for your health.

Change Behind the Wheel

11. Drive less. Find ways to combine errands to make fewer trips. Most of us are working from home, so this is helpful.

12. Keep your car well maintained. A poorly running car is a gas-guzzling car, no matter what the owner's manual says. Keep your tires properly inflated, and your engine tuned up, and follow your recommended maintenance schedule.

Remember Mom's Advice

13. Turn it off. If you leave a room, turn off the lights. Same with the television, the stereo, or any other appliance. Switch to LED lights.

14. Be water wise. Take shorter showers. Wait until you have a full load of laundry. Shut off the water when brushing your teeth or hand washing dishes.

15. Hang it up. Instead of using the clothes dryer, hang clothes up to dry, whether inside or outside. You only need to toss clothes into the dryer for about 10 minutes if you miss that soft out-of-the-dryer feeling.

REDUCE.REUSE.RECYCLE



LET'S SAVE
THE WORLD



Every April Autism Speaks celebrates World Autism Month, beginning with the United Nations-sanctioned World Autism Awareness Day on April 2. This year marks the 15th annual World Autism Awareness Day.

Throughout the month, we focus on sharing stories and providing opportunities to increase understanding and acceptance of people with autism, fostering worldwide support. This year, we are committed to creating a world where all people with autism can reach their full potential.

Supporters can participate in World Autism Month by:

- Taking the pledge to create a world where all people with autism can reach their full potential by increasing understanding and acceptance. You'll receive free information, resources and tools to engage and advocate in your community and learn the impact of your support through Autism Speaks.
- Join our 2.8 million social followers and help foster understanding and acceptance by sharing the diverse stories of people on the spectrum or telling your own. Submit your story for our social media pages [here](#).
- Invite your colleagues, classroom and friends to join our Kindness Campaign and encourage acceptance, understanding and inclusion with daily acts of kindness at school, work or in your community. Together, we can create a world where all people with autism can reach their full potential.
- Make a meaningful, lasting impact for people with autism with your gift. It's one of the easiest and best ways to show your support. Donate today!
- Learn about all the ways you can fundraise on social media.
- Joined by the international community, hundreds of thousands of landmarks, buildings, homes and communities around the world come together on April 2, World Autism Awareness Day, to Light It Up Blue in recognition of people with autism and those who love and support them.

Everyone is encouraged to participate. Whether you have autism, love someone who does, or are looking to support a diverse, accepting and kind community – you're invited to take the pledge to help create a world where all people with autism can reach their full potential.

- Donate your Facebook Status to your local agency.
- Host a Coffee Party or social event with Friends.
- Get a local daycare involved in the Purple Day Bunny Hop Campaign
- Organize a local walk- or run-in support of Purple Day and Epilepsy
- Talk about epilepsy and/or Purple Day in your blog or vlog



Seasonal Allergies & Symptoms

Seasonal allergies can produce symptoms that are often mistaken for viral symptoms similar to a cold or the flu, but the treatment for allergies differs. If you are experiencing the symptoms below, it's likely you're suffering from seasonal allergies, which can happen even if you've never experienced allergies before.

Common seasonal allergy symptoms include:

- Aggravated asthma symptoms
- Headaches
- Itchy eyes, nose, mouth, throat, or ears
- Increased wheezing or coughing
- Nasal congestion
- Red, swollen, watery, or generally irritated eyes
- Runny nose
- Sneezing

How to Survive and Thrive During the Austin Allergy Madness

It's worth noting, in nature's defense, that pollen is not actually trying to harm you. In fact, it's harmless. However, when we breathe it in, our bodies are tricked into thinking the pollen is a foreign invader, causing our body to produce antibodies in response. So basically, our own defense system is what causes our symptoms...a unique human flaw. Lucky for us, over the years, scientists and doctors have discovered the best ways to treat allergies, so we can go about our lives and enjoy nature's gifts instead of loathing them. To ease your suffering during whatever season(s) triggers your allergies, begin treatment 2-4 weeks prior to when heightened levels of pollen are expected to be in the air.

Potential treatment options include:

- Taking combination medications (taking a decongestant and an antihistamine together is how the real magic happens)
- Taking decongestants
- Taking over-the-counter oral antihistamines
- Using steroid nasal sprays
- Using saline sinus wash
- Monitoring the pollen and mold counts (If a spike occurs, take some meds and stay indoors; you can check the daily allergy report [here](#).)
- Remaining indoors on dry, windy days when pollen is most likely to be in the air

When home remedies aren't enough, visit with your doctor. Allergy shots may also be an option if other treatments prove ineffective.

AUSTIN ALLERGIES

START ALLERGY
MEDICATIONS
2 - 4 WEEKS
BEFORE POLLENS
ARE IN THE AIR

AVOID BEING
OUTDOORS
FOR PROLONGED
PERIODS OF TIME

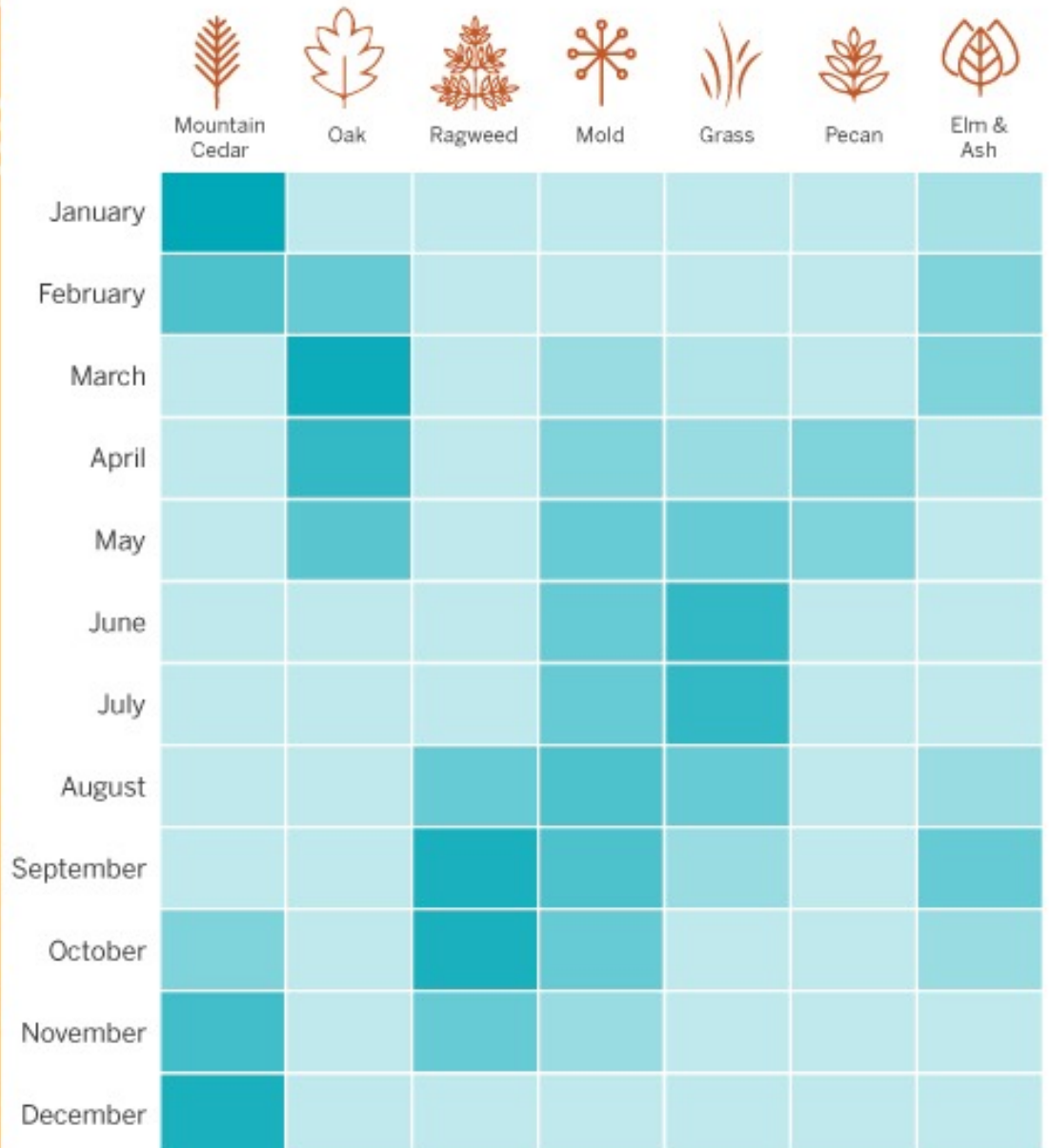
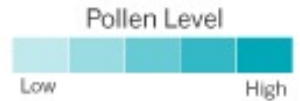
CLOSE WINDOWS
IN ORDER TO
KEEP INSIDE
AIR CLEAN

CHANGE AIR
FILTERS IN THE
HOME REGULARLY

SHOWER WHEN
COMING INSIDE
TO REMOVE
EXCESS POLLEN

THERE ARE AIR
FILTERS, PILLOWS,
MATTRESSES, AND
VACUUMS FOR
HOME ALLERGEN
REDUCTION

Seasonal allergies happen every season in Austin. Use this guide to learn when certain allergens are in the air and how best to combat them.



The University of Texas at Austin
UT Health Austin



CMO PREVENTION CORNER

Dr. Mary Carol Jennings, Chief Medical Officer

With our April newsletter, Sendero continues to reflect on our past decade of helping prevent disease and promote health in partnership with our community, with a new edition of our “Chief Medical Officer’s Prevention Corner” column. Our Chief Medical officer, Dr. Mary Carol Jennings, is an expert in disease prevention and health promotion. This month, our Director of Quality Improvement and Population Health Programs, Ms. Allegra Hastings-Martinez, sat down with Dr. Jennings to share some prevention-focused tips for members dealing with a diagnosis of high blood pressure.



Did you know? Nearly 1 out of every 2 adults in the United States has high blood pressure.

Ms. Hastings-Martinez: As you know, the Centers for Disease Control and Prevention (CDC) and the National Heart, Lung, and Blood Institute (NHLBI) have designated May as National High Blood Pressure Education Month. What is important for our members to know about hypertension?

Dr. Jennings: High blood pressure, which your provider may also refer to as “hypertension”, is an extremely common disease that is diagnosed when blood flows through your arteries at higher-than-normal pressures. Your blood pressure is measured with two numbers: systolic and diastolic. Systolic pressure is the pressure when the ventricles pump blood out of the heart. Diastolic pressure is the pressure between heartbeats when the heart is filling with blood. Hypertension increases a person’s risk of heart disease and stroke – two of the leading causes of death across the United States. For people with a hypertension diagnosis, keeping the blood pressure controlled can decrease that risk.

Ms. Hastings-Martinez: Thanks for that insight. So -- what specifically does that mean, to keep your pressure under control?

Dr. Jennings: Your blood pressure changes throughout the day based on your activities. For most adults, a normal blood pressure is less than 120 over 80 millimeters of mercury, which is written as your systolic pressure reading over your diastolic pressure reading—120/80 mm Hg. Your blood pressure is considered high when you have consistent systolic readings of 130 mm Hg or higher or diastolic readings of 80 mm Hg or higher. If you are one of our members living with high blood pressure, I hope you take the opportunity this May to talk with your provider to make a plan that may include medication, healthy lifestyle changes, and regular blood pressure checks. Sendero is working to improve the health of our members with high blood pressure by collaborating with large clinic groups to monitor members and ensure they get the right treatment they need as well as covering the cost of blood pressure cuffs (with a physician order) so members can self-monitor.

May is Mental Health Awareness Month

Social Withdrawal

- ✓ Sitting and doing nothing for long periods of time
- ✓ Losing friends, unusual self-centeredness and self-absorption
- ✓ Dropping out of previously enjoyed activities
- ✓ Declining academic, work or athletic performance

Irregular Expression of Feelings

- ✓ Hostility from one who is usually pleasant and friendly
- ✓ Indifference to situations, even highly important ones
- ✓ Inability to express joy
- ✓ Laughter at inappropriate times or for no apparent reason

Mood Disturbance

- ✓ Deep sadness unrelated to recent events or circumstances
- ✓ Depression lasting longer than two weeks
- ✓ Loss of interest in activities once enjoyed
- ✓ Expressions of hopelessness
- ✓ Excessive fatigue, or an inability to fall asleep
- ✓ Pessimism; perceiving the world as gray or lifeless
- ✓ Thinking or talking about suicide

Thought Disturbances

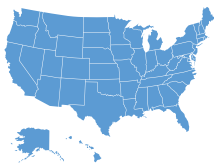
- ✓ Inability to concentrate
- ✓ Inability to cope with minor problems
- ✓ Irrational statements
- ✓ Use of peculiar words or language structure
- ✓ Excessive fears or suspiciousness, paranoia

Changes in Behavior

- ✓ Hyperactivity, inactivity, or alternating between the two
- ✓ Lack of personal hygiene
- ✓ Noticeable and rapid weight loss or gain
- ✓ Involvement in automobile accidents
- ✓ Drug and alcohol abuse
- ✓ Forgetfulness and loss of personal possessions
- ✓ Moving out of home to live on the street
- ✓ Not sleeping for several nights in a row
- ✓ Bizarre behavior, e.g. skipping, staring, strange posturing, grimacing
- ✓ Unusual sensitivity to noises, light, clothing

5

Action Steps for Helping Someone in Emotional Pain



Suicide is a major public health concern and a leading cause of death in the United States. Suicide affects people of all ages, genders, races, and ethnicities.

Suicide is complicated and tragic, but it can be preventable. **Knowing the warning signs for suicide and how to get help can help save lives.**

Here are 5 steps you can take to #BeThe1To help someone in emotional pain:



1. ASK:

“Are you thinking about killing yourself?” It’s not an easy question but studies show that asking at-risk individuals if they are suicidal does not increase suicides or suicidal thoughts.



2. KEEP THEM SAFE:

Reducing a suicidal person’s access to highly lethal items or places is an important part of suicide prevention. While this is not always easy, asking if the at-risk person has a plan and removing or disabling the lethal means can make a difference.



3. BE THERE:

Listen carefully and learn what the individual is thinking and feeling. Research suggests acknowledging and talking about suicide may in fact reduce rather than increase suicidal thoughts.



4. HELP THEM CONNECT:

Save the National Suicide Prevention Lifeline number **(1-800-273-TALK)** and the Crisis Text Line **(741741)** in your phone so they’re there if you need them. You can also help make a connection with a trusted individual like a family member, friend, spiritual advisor, or mental health professional.



5. STAY CONNECTED:

Staying in touch after a crisis or after being discharged from care can make a difference. Studies have shown the number of suicide deaths goes down when someone follows up with the at-risk person.

For more information on suicide prevention:
www.nimh.nih.gov/suicideprevention
www.bethe1to.com



National Institute
of Mental Health



Special Programs To Help You With Your Health

Sendero Health Plans offers services to help you become educated about health care conditions, coordinate your care, and manage your medical conditions.

We offer case management services to help coordinate your care and to provide education 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 case management, for you or someone who helps you, 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?**

Sendero 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.