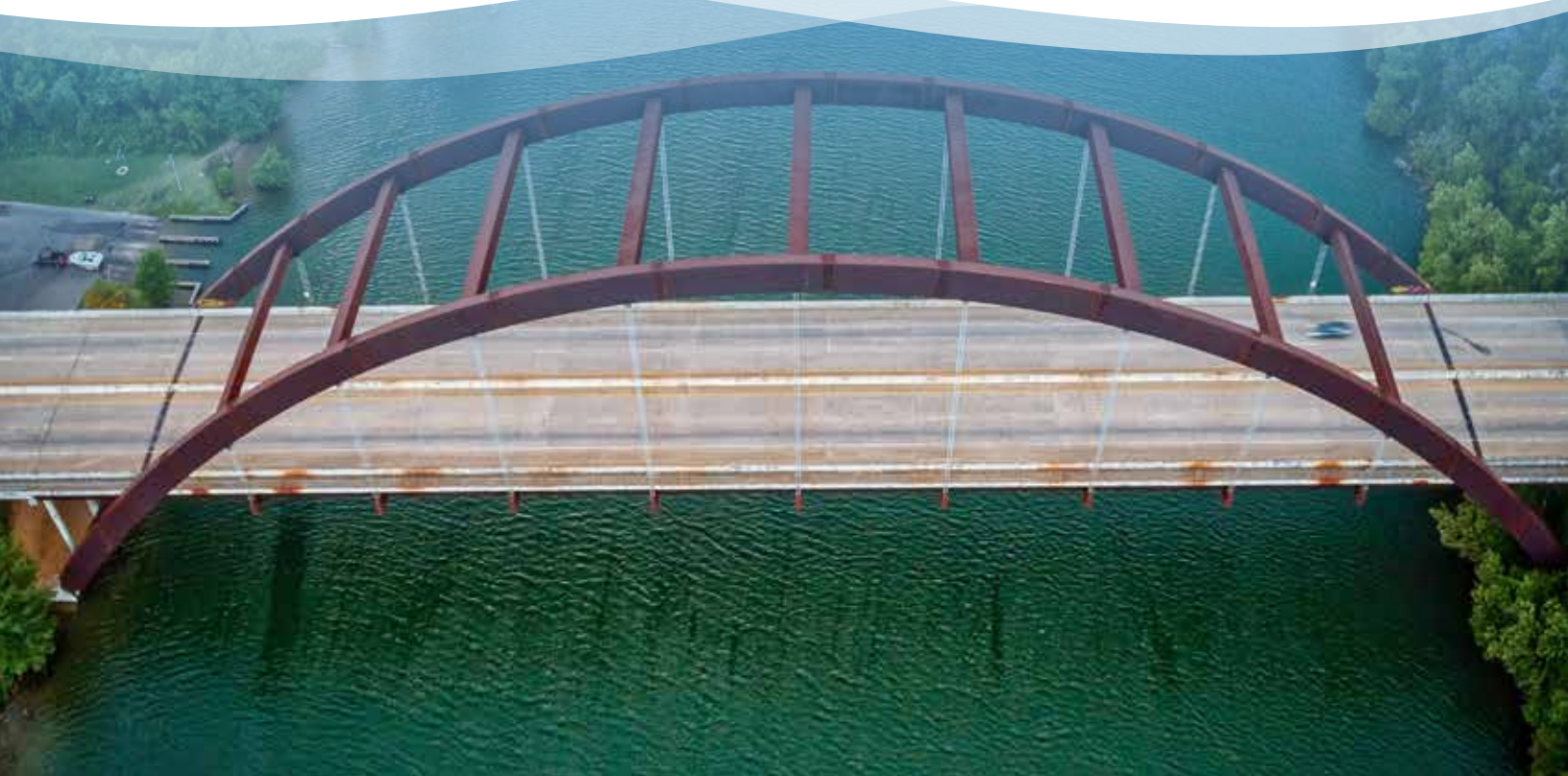




Q3 2022 Newsletter



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 is the Sendero Health Plans logo and navigation links: My Family, My Providers, My Health Plan, and My Resources. A red banner below the header reads: "It's Flu Season. Don't forget your Flu Shot." Below this is a "Welcome" section. 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. The main content area features a large banner with a woman wearing a face mask. The banner text 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 the banner is a button: "Activate or access your Telemedicine Account". At the bottom, there are three tiles: "Find a Doctor" (with a photo of two doctors and a button "Find Doctor >"), "Member ID Card" (with a placeholder for 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 >").

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

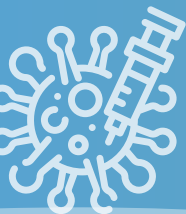
View, print or request your Sendero Health Plans Member ID cards.

[ID Cards >](#)

Make a Payment

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

[Payment Portal >](#)



Domestic Travel During COVID-19

Information for People Traveling within the United States and U.S. Territories

As a result of a court order, effective immediately and as of April 18, 2022, CDC's January 29, 2021, Order requiring masks on public transportation conveyances and at transportation hubs is no longer in effect. Therefore, CDC will not enforce the Order. CDC continues to recommend that people wear masks in indoor public transportation settings at this time.

What You Need to Know

- Make sure you are up to date with your COVID-19 vaccines before travel.
- Check your destination's COVID-19 situation before traveling. State, tribal, local, and territorial governments may have travel restrictions in place.
- Wearing a mask over your nose and mouth is recommended in indoor areas of public transportation (including airplanes) and indoors in U.S. transportation hubs (including airports).
- Do not travel if you have COVID-19 symptoms, tested positive for COVID-19, are waiting for results of a COVID-19 test, or had close contact with a person with COVID-19 and are recommended to quarantine.

Before You Travel

Make sure to plan ahead:

- Check the current COVID-19 Community Level at your destination.
 - If traveling to an area with high or medium COVID-19 Community Levels, and you are, live with, or are visiting someone with a weakened immune system or at increased risk for severe disease, plan to take steps to prevent getting sick.
- Make sure you understand and follow all state, tribal, local, and territorial travel restrictions, including proper mask wearing, proof of vaccination, testing, or quarantine requirements.
 - For up-to-date information and travel guidance, check the state, tribal, local and territorial health department's website where you are, along your route, and where you are going.

- If you have a medical condition or are taking medication that weakens your immune system, you might NOT be fully protected even if you are up to date with your COVID-19 vaccines. Talk to your healthcare provider before travel. Even after vaccination, you may need to continue taking all precautions.
- If traveling by air, determine whether your airline requires any testing, vaccination, or other documents.
- Prepare to be flexible during your trip as restrictions and policies may change during your travel.

Testing

RECOMMENDED

- Consider getting tested for current infection with a viral test as close to the time of departure as possible (no more than 3 days) before travel.

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html#print>

Summer Safety & Disaster Preparedness

Steps You Should Take to Help Stay Out of Harm's Way

Reach or throw, don't go!

If someone is in trouble in the water, throw them a life preserver. Never go in!



**American
Red Cross**

The American Red Cross wants everyone to have a safe summer and offers tips and resources for the entire family.

WATER SAFETY

Before going in, on or around the water, every family member should become “water smart.” This starts with learning to be safe, making good choices, and learning to swim to at least achieve the skills of water competency. Everyone should be able to enter the water, get a breath, stay afloat, change position, swim a distance and then get out of the water safely. A variety of water safety courses and resources are available to help.

To help keep your family safe, the Red Cross offers these tips:

1. Prevent unsupervised access to water. Fence pools and spas with adequate barriers and keep a constant eye for any water dangers such as portable splash pools/slides, buckets and bathtubs.
2. Adults should actively supervise children and stay within arm's reach of young children and new swimmers. Kids should follow the rules. Designate a “water watcher” to keep a close eye and constant attention on children and weaker swimmers in and around the water until the next water watcher takes over.
3. Always wear a properly fitted U.S. Coast Guard-approved life jacket when on a boat and if in a situation beyond someone's skill level.
4. Swim as a pair near a lifeguard's chair — everyone, including experienced swimmers, should swim with a buddy even in areas supervised by lifeguards. Always maintain constant attention and actively supervise children even when lifeguards are present.
5. Download the Red Cross Swim app, sponsored by The ZAC Foundation, for safety tips, kid-friendly videos and activities, and take the free Water Safety for Parents and Caregivers online course.

GRILLING SAFETY

Grilling food is so popular that more than three-quarters of U.S. adults have used a grill — yet, grilling sparks more than 10,000 home fires on average each year. To avoid this, the Red Cross offers these grilling safety tips:

1. Always supervise a barbecue grill when in use. Don't add charcoal starter fluid when coals have already been ignited.
2. Never grill indoors — not in the house, camper, tent or any enclosed area.
3. Make sure everyone, including pets, stays away from the grill.
4. Keep the grill out in the open, away from the house, deck, tree branches or anything that could catch fire.
5. Use the long-handled tools especially made for cooking on the grill to help keep the chef safe.





CMO PREVENTION CORNER

Dr. Mary Carol Jennings, Chief Medical Officer

It's hot out! But no matter the season, it's just as important as ever to get at least 150 minutes a week of exercise – exercise that gets your heart rate up enough to give it a medium-intensity workout, which helps keep you, and your whole cardiovascular system, healthy. But if summer in Central Texas means sweating from morning to night, even if you're just sitting still, does that count? Unfortunately, the beneficial health effects of exercise come from the activity – from getting your blood flowing and getting your muscles working. The most important changes to make for summertime exercise involve extra steps to protect your skin from the sun – by exercising in the shade; wearing loose, light-weight long-sleeved clothing; and wearing a wide-brimmed hat, sunglasses, and a sunscreen with an SPF of 15 or more.

Regular physical activity has a positive impact on all types of health outcomes – it can reduce the risk of dementia, some types of cancer, and depression – and even reverse or slow type 2 diabetes. Regular physical activity can add years back to your life – reducing death from heart disease by almost a third. What counts as exercise? If we're honest with ourselves, many of us aren't reaching the 150-minute-a-week goal – one in 4 Americans report they get no moderate exercise in an average week. But you don't need a new gym membership; you don't need a new pair of shoes; and when you do the math, 150 minutes a week translates to only 20-25 minutes each day. And you may not even need to find extra time in your busy day to set aside to work out. In fact, people who get the most physical activity, and the most benefit for reducing their individual risk of dying from a heart disease related complication, are those people who have found a way to build it into the daily routine – taking active transportation to run errands, taking a more active approach to housework.

If you have a chronic condition, such as diabetes or hypertension, it's important to talk with your provider before starting a new exercise program, so you can come up with a plan for a safe start to your new routine.

-The Chief Medical Officer's Prevention Corner is brought to you by Sendero's Quality Improvement and Population Health Department

https://www.cdc.gov/cancer/skin/basic_info/sun-safety.htm

[American Heart Association Recommendations for Physical Activity in Adults and Kids | American Heart Association](#)

Adult Services

Integral Care helps adults living with mental illness and substance use disorder rebuild and maintain their mental and physical health. We provide the tools everyone needs to maintain well-being, reach their full potential and contribute to our community.



Counseling &
Case Management



Mental & Primary
Health Care



Housing &
Homeless
Services



Drug & Alcohol
Treatment



Job Training &
Employment
Support



HIV Services

Services are available regardless of ability to pay
and can be provided in many languages.

Call us to learn how we can help you.
512-472-HELP (4357)

Child & Family Services

Healthy families are the cornerstone of a strong community. Integral Care makes sure families have the skills and resources they need to thrive. We help families build their health and well-being so they can meet their everyday needs at all stages of life.



Counseling &
Case Management



Medical
Services &
Medications



Family Education
& Support



Therapy for
Infants and
Toddlers



Suicide
Prevention



Support for
Children on
Probation

Services are available regardless of ability to pay
and can be provided in many languages.

Call us to learn how we can help you.
512-472-HELP (4357)



24/7 on-demand urgent care from local doctors you trust

NormanMD family doctors and pediatricians are here to help 24/7/365 because nobody waits for business hours to get sick or injured. Get answers right away from anywhere in Texas via messaging, audio or video chat, and image sharing.

[Get Started](#)

Care for you and the ones you love most

\$0 copay

Make your health care costs more predictable

Quick answers

Talk to family medicine and pediatric doctors within minutes via messaging, audio or video chat and image sharing

Visit summaries

Summaries are viewable in your account and are sent to your primary care doctor



Prescriptions

Get prescriptions delivered right to your door in many cases

Care plan

Our doctors guide you through follow-up care, including OTC and Rx medications

No appointments

Get care from a doctor in minutes, no need to schedule

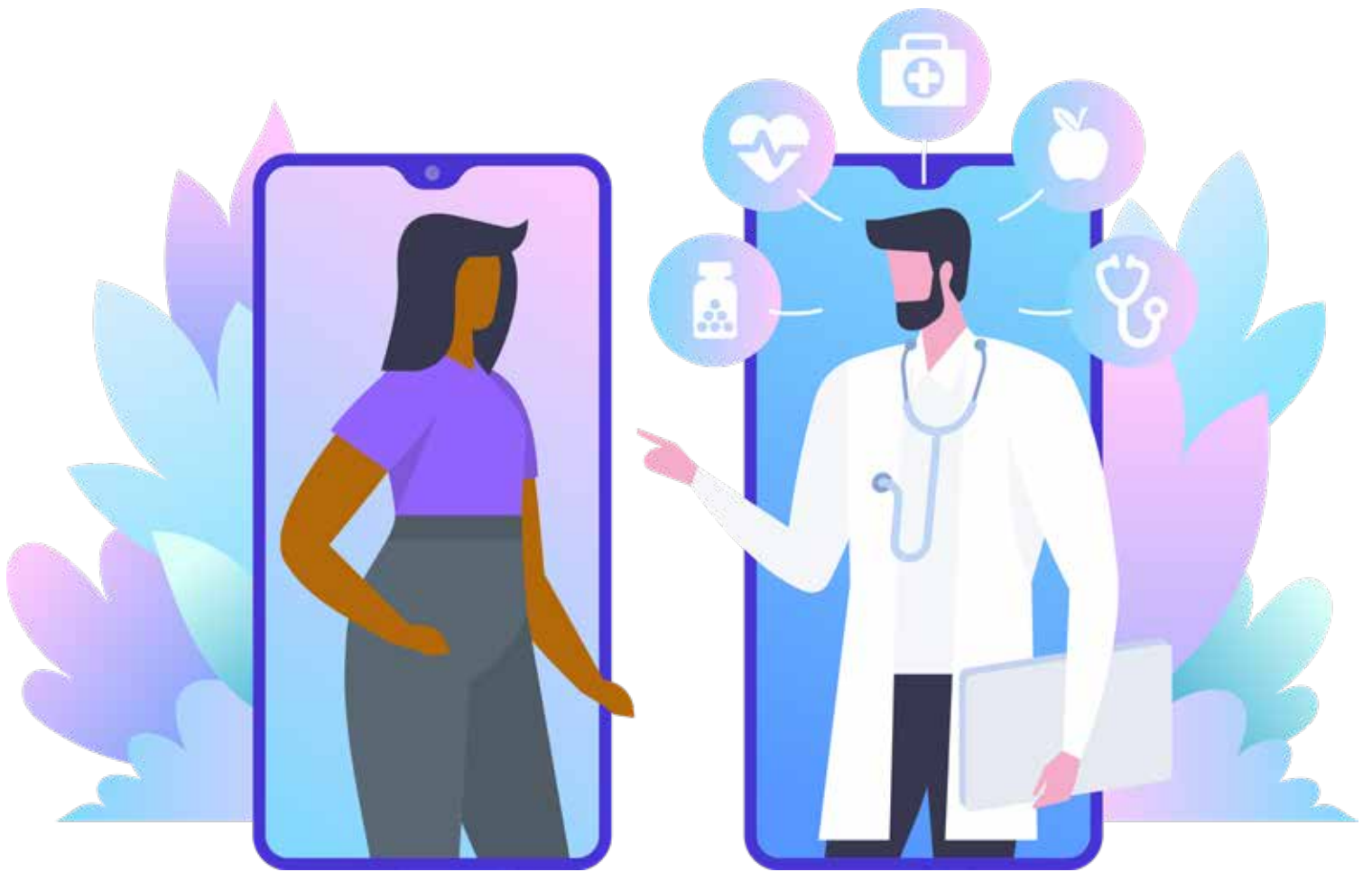


Special Programs To Help You With Your Health

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 1-844-800-4693



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.

Sendero 2022 SUMMER

Weekly Events – JOIN US!!



Sendero Weekly Events	Location	Start Time	End Time
Travis County Community Center-Pflugerville	15822 Foothill Farms, -Pflugerville, TX 78660	06/29/2022 9:00AM	06/29/2022 12:00PM
COA Metz Rec Center – Movies under the Stars	2407 Canterbury St, Austin, TX 78702	07/01/2022 7:00PM	07/01/2022 9:00PM
Star Spangled Independence Event	10621 Pioneer Farms, Austin, TX 78754	07/02/2022 10:00AM	07/02/2022 3:00PM
Hillside- @ Pan AM Rec Center	2100 E 3rd Street, Austin, TX 78702	07/05/2022 5:00PM	07/05/2022 9:00PM
Travis County Community Center-Pflugerville	2100 E 3rd Street, Austin, TX 78702	07/05/2022 5:00PM	07/05/2022 9:00PM
Child Booster Vaccine – JD Supermarket	15822 Foothill Farms, -Pflugerville, TX 78660	07/06/2022 10:00AM	07/06/2022 1:00PM
Summer Youth Summit- Austin Area Urban	8807 Cameron Rd, Austin, TX 78754	07/07/2022 5:30PM	07/07/2022 8:30PM
Hillside- @ Pan AM Rec Center	900 Chicon Street, Austin, TX 78702	07/11/2022 8:00AM	07/11/2022 10:00AM
Child Booster Vaccine – JD Supermarket	2100 E 3rd Street, Austin, TX 78702	07/12/2022 5:00PM	07/12/2022 9:00PM
COA Metz Rec Center – Movies under the Stars	8807 Cameron Rd, Austin, TX 78754	07/14/2022 5:30PM	07/14/2022 8:30PM
Hillside- @ Pan AM Rec Center	2407 Canterbury St, Austin, TX 78702	07/15/2022 7:00PM	07/15/2022 9:00PM
Hillside- @ Pan AM Rec Center	2100 E 3rd Street, Austin, TX 78702	07/19/2022 5:00PM	07/19/2022 9:00PM
COA Metz Rec Center – Movies under the Stars	2407 Canterbury St, Austin, TX 78702	07/29/2022 7:00PM	07/29/2022 9:00PM
Sendero Fest “A Back-to-School Health and Wellness Event for the Whole Family” @ Allison Elementary	515 Vargas Rd, Austin, Tx 78741	07/30/2022 10:00AM	07/30/2022 1:00PM

