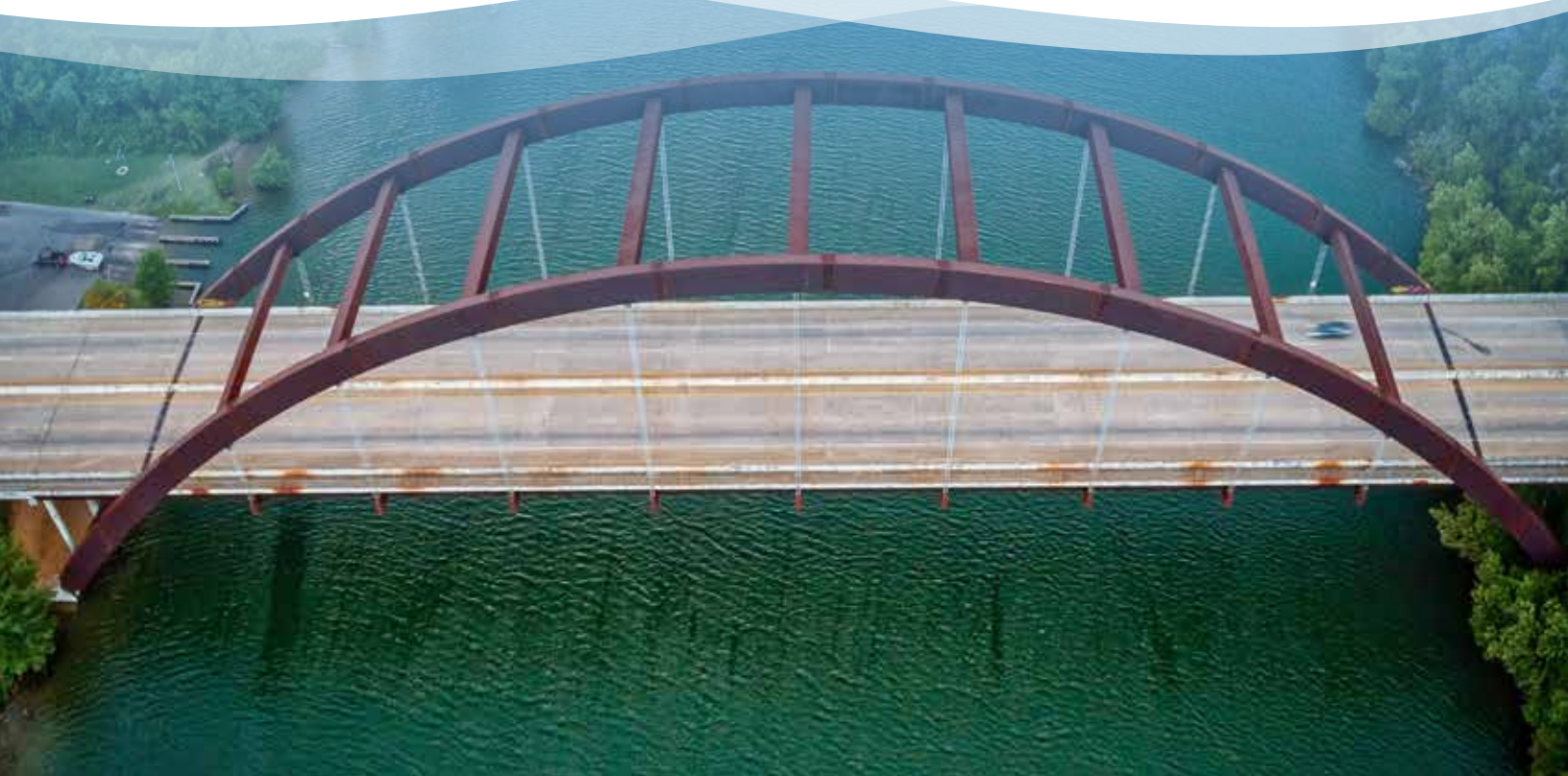




# Q4 2022 Newsletter



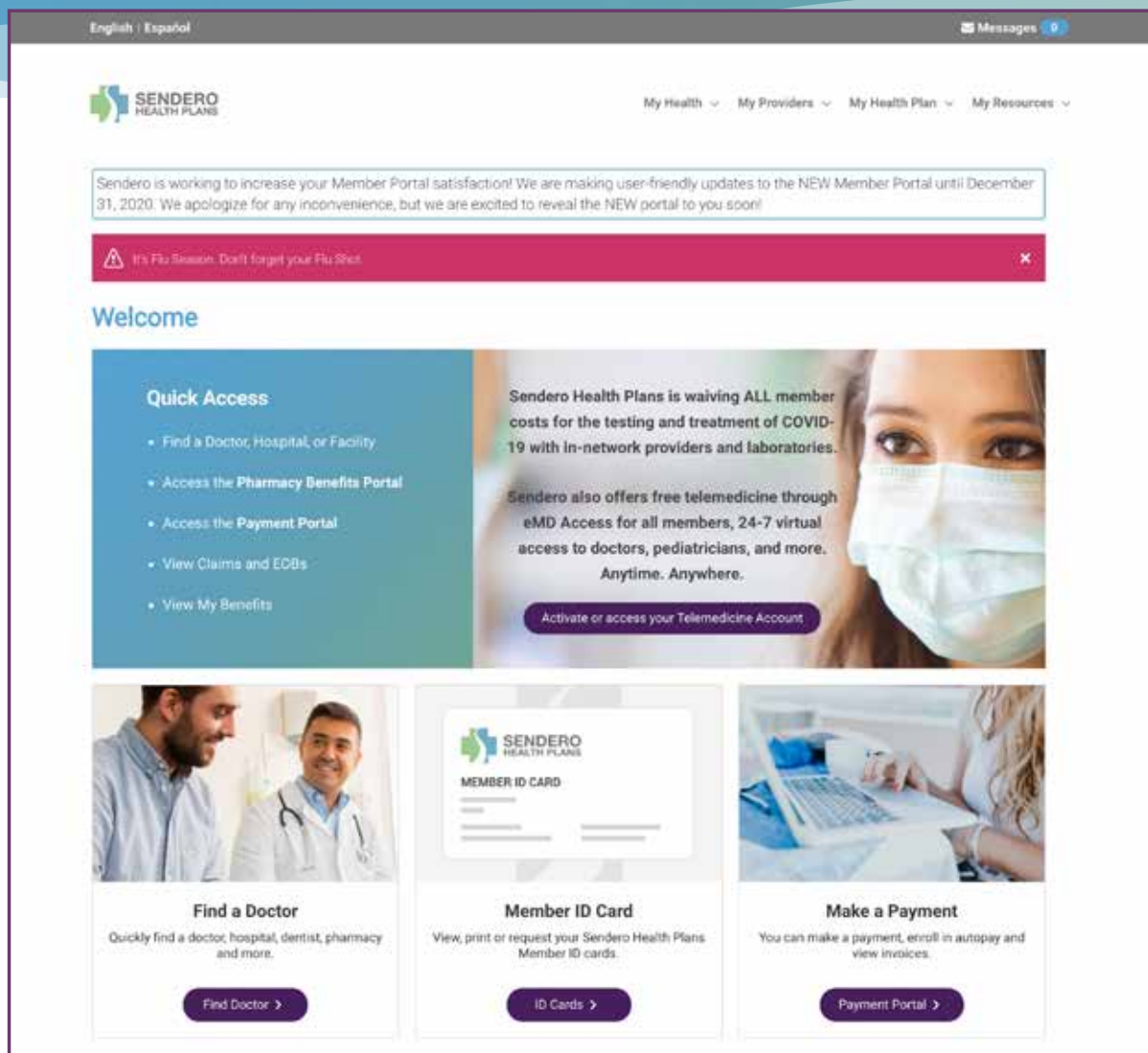
# Announcements!

## 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!





# FLU FACT

People with chronic conditions such as heart disease, asthma, or diabetes are at a greater risk for developing serious flu complications.

#FIGHT FLU



## About Flu

Influenza (flu) is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. Some people, such as people 65 years and older, young children, and people with certain health conditions, are at higher risk of serious flu complications. There are two main types of influenza (flu) viruses: types A and B. The influenza A and B viruses that routinely spread in people (human influenza viruses) are responsible for seasonal flu epidemics each year.

The best way to reduce the risk of flu and its potentially serious complications is by getting vaccinated each year.

## What is Influenza (Flu)?

Flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent flu is by getting a flu vaccine each year.

## Flu Symptoms

Influenza (flu) can cause mild to severe illness, and at times can lead to death. Flu symptoms usually come on suddenly. People who have flu often feel some or all of these symptoms

- fever\* or feeling feverish/chills
  - cough
  - sore throat
  - runny or stuffy nose
  - muscle or body aches
  - headaches
  - fatigue (tiredness)
  - some people may have vomiting and diarrhea, though this is more common in children than adults.
- \*It's important to note that not everyone with flu will have a fever.

More information is available at Flu [and COVID-19 symptoms](#).



**Influenza (or flu)** is a contagious respiratory illness caused by flu viruses. Most people with flu have mild illness and do not need medical care or antiviral drugs. If you get flu symptoms, in most cases, you should stay home and avoid contact with others except to get medical care.



**Flu viruses can cause mild to severe illness, and at times can lead to death.** The flu is different from a cold. The flu usually comes on suddenly.

People who have flu often feel some or all of these symptoms: Fever\* or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, fatigue (tiredness). Some people may have vomiting and diarrhea. This is more common in children.

\* It's important to note that not everyone with flu will have a fever.



Antiviral drugs can be used to treat flu illness. Antiviral drugs can make illness milder and shorten the time you are sick. They also can prevent serious flu complications.

CDC recommends that antiviral drugs be used early to treat people who are very sick with the flu and people who get flu symptoms who are at high risk of serious flu complications, either because of their age or because they have a high risk medical condition.



When you are sick, limit contact with others as much as possible. Remember to cover your nose and mouth with a tissue when you cough or sneeze, and throw tissues in the trash after you use them. Stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities.

\*Your fever should be gone for 24 hours without the use of a fever-reducing medicine before resuming normal activities.



# Respiratory Syncytial Virus Infection (RSV)



## What is RSV?

Respiratory syncytial (sin-SISH-uhl) virus, or RSV, is a common respiratory virus that usually causes mild, cold-like symptoms. Most people recover in a week or two, but RSV can be serious, especially for infants and older adults. RSV is the most common cause of bronchiolitis (inflammation of the small airways in the lung) and pneumonia (infection of the lungs) in children younger than 1 year of age in the United States.

## Symptoms

People infected with RSV usually show symptoms within 4 to 6 days after getting infected. Symptoms of RSV infection usually include.

- Runny nose
- Sneezing
- Decrease in appetite
- Fever
- Coughing
- Wheezing

These symptoms usually appear in stages and not all at once. In very young infants with RSV, the only symptoms may be irritability, decreased activity, and breathing difficulties.

Almost all children will have had an RSV infection by their second birthday.

## RSV Care

Most RSV infections go away on their own in a week or two.

There is no specific treatment for RSV infection, though researchers are working to develop vaccines and antivirals (medicines that fight viruses).

## Take steps to relieve symptoms

- Manage fever and pain with over-the-counter fever reducers and pain relievers, such as acetaminophen or ibuprofen. (Never give aspirin to children.)
- Drink enough fluids. It is important for people with RSV infection to drink enough fluids to prevent dehydration (loss of body fluids).
- Talk to your healthcare provider before giving your child nonprescription cold medicines. Some medicines contain ingredients that are not good for children.

[RSV \(Respiratory Syncytial Virus\) | CDC](#)

[Symptoms and Care of RSV \(Respiratory Syncytial Virus\) | CDC](#)

# PROTECT YOUR CHILD from RSV



**Avoid close contact with sick people**



**Wash your hands often**

**Cover your coughs  
& sneezes**



**Clean & disinfect surfaces**



**Avoid touching your face  
with unwashed hands**



**Stay home when you're sick**



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



# CMO PREVENTION CORNER

Dr. Mary Carol Jennings, Chief Medical Officer

CDC estimates that as many as 41 million Americans get sick from the flu each season, resulting in up to 26 million medical visits and 710,000 hospitalizations every year. Longstanding inequities that put undue burdens and barriers on Black and Hispanic communities have resulted in flu shot coverage disparities. An August 2021 survey by the Ad Council revealed that 30% of Black respondents and 33% of Hispanic respondents were undecided about getting a flu vaccine. A seasonal flu shot is the best way to help protect yourself and those around you against the flu. Flu shots have many benefits including reducing the risk of flu illnesses, hospitalizations, and flu-related deaths. The benefits of flu shots are particularly important in the context of the COVID-19 pandemic, as a flu epidemic could further strain an already overwhelmed health system, challenging the ability to provide care to all who need it.

On September 1, 2022, the CDC endorsed the CDC Advisory Committee on Immunization Practices' (ACIP) recommendations for use of updated COVID-19 boosters from Pfizer-BioNTech for people ages 12 years and older and from Moderna for people ages 18 years and older. The updated booster targets the BA.4 and BA.5 Omicron variants. Getting your COVID-19 booster will help protect you and your community from infection.

Talk with your PCP or Pharmacist about getting vaccinated. If you need help finding a location to get these vaccines, you can [find a doctor](#) on the Sendero website or call us at 1-844-800-4693.

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

[getmyflushot.adcouncilkit.org/campaign/](https://getmyflushot.adcouncilkit.org/campaign/)

[Fight Flu – Don't Let it Stop You | CDC](#)

[Centers for Disease Control and Prevention \(cdc.gov\)https://phil.cdc.gov/](https://phil.cdc.gov/)



# IS IT A COLD OR FLU?

SIGNS AND SYMPTOMS	COLD	FLU
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual
Aches	Slight	Usual
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Chest discomfort, cough	Mild to moderate	Common
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Headache	Rare	Common

#FIGHT FLU





## 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

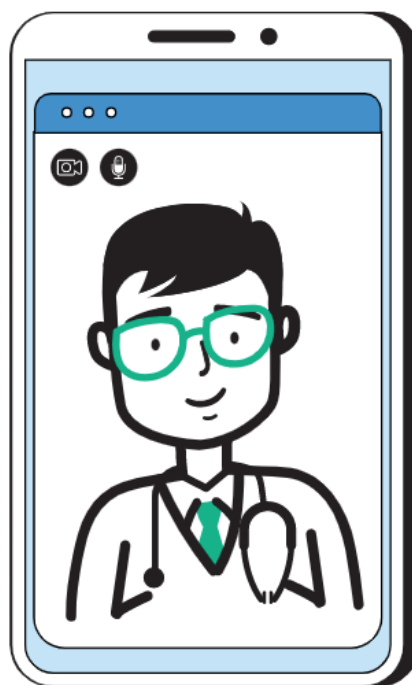
Make your health care costs more predictable

### 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



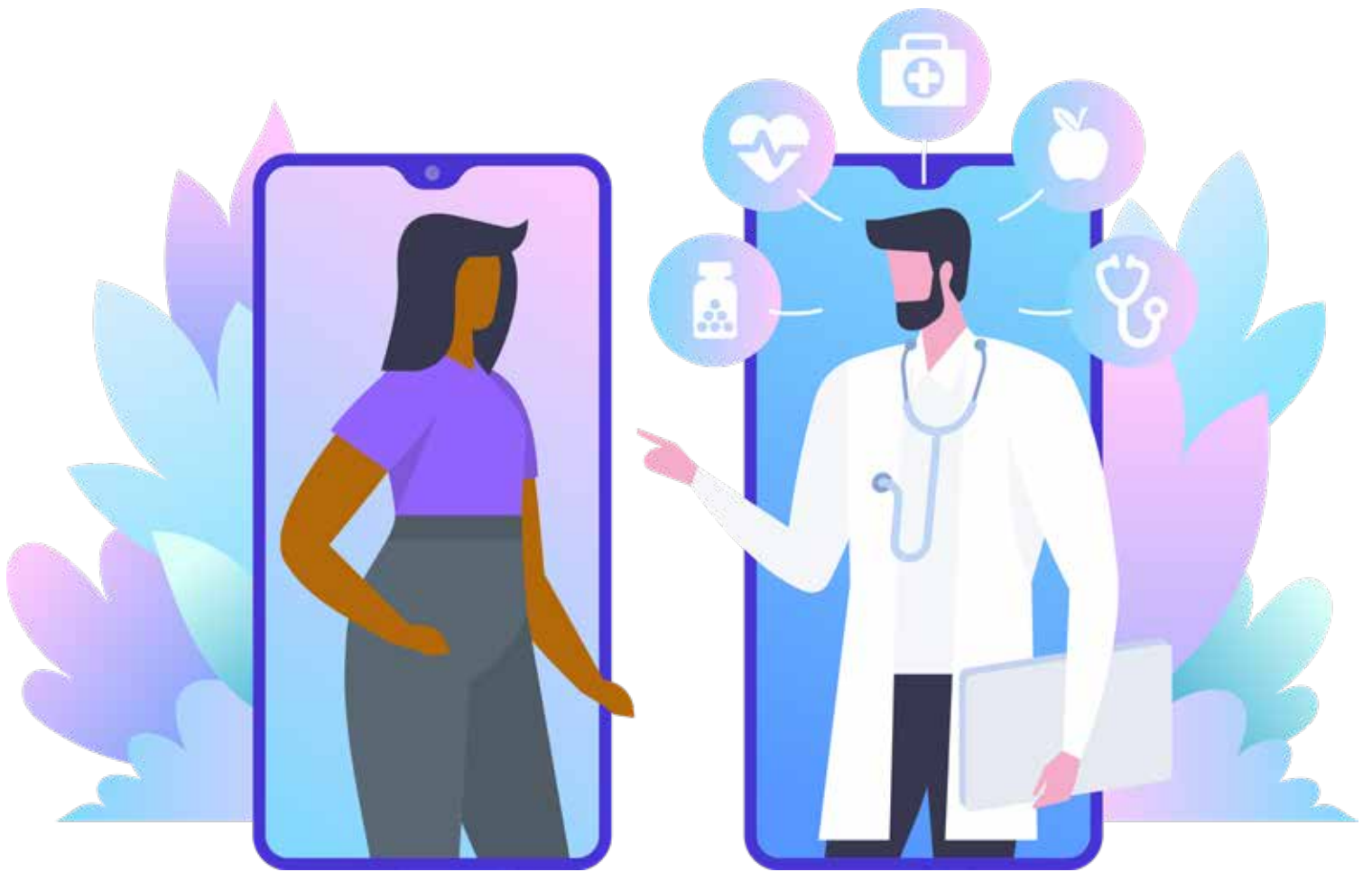
# Special Programs To Help You With Your Health

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 1-855-297-9191**





# 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.



# Sendero 2022

## Weekly Events – JOIN US!!

Sendero Weekly Events	Location	Start Time	End Time
Fall Fest @ Oak Springs Elementary	3601 Webberville Rd, Austin, TX 78702	11/03/2022 5:00PM	11/03/2022 7:00PM
Movies Under the Stars @ Mets Rec Center	2407 Canterbury Street, Austin, TX 78702	11/04/2022 6:30PM	11/04/2022 8:00PM
St Johns Home Mission Health Fair & Carnival	7501 Blessing Ave, Austin, TX 78752	11/05/2022 10:00AM	11/05/2022 5:00PM
Community Thanksgiving Dinner- COA Metz Rec Center	2407 Canterbury Street, Austin, TX 78702	11/10/2022 6:00PM	11/10/2022 8:00PM
Sendero- Turkey Fest- East Austin Neighborhood Center	211 Comal Street, Austin, TX 78702	11/12/2022 10:00 AM	11/12/2022 1:00PM
AISD Family Conference	6310 Wilhelmina Dr, Austin, TX 78752	11/17/2022 9:00AM	11/17/2022 2:00PM
Sendero Turkey Fest – Turner Roberts	7201 Colony Loop Drive, Austin, TX 78724	11/19/2022 10:00AM	11/19/2022 1:00PM