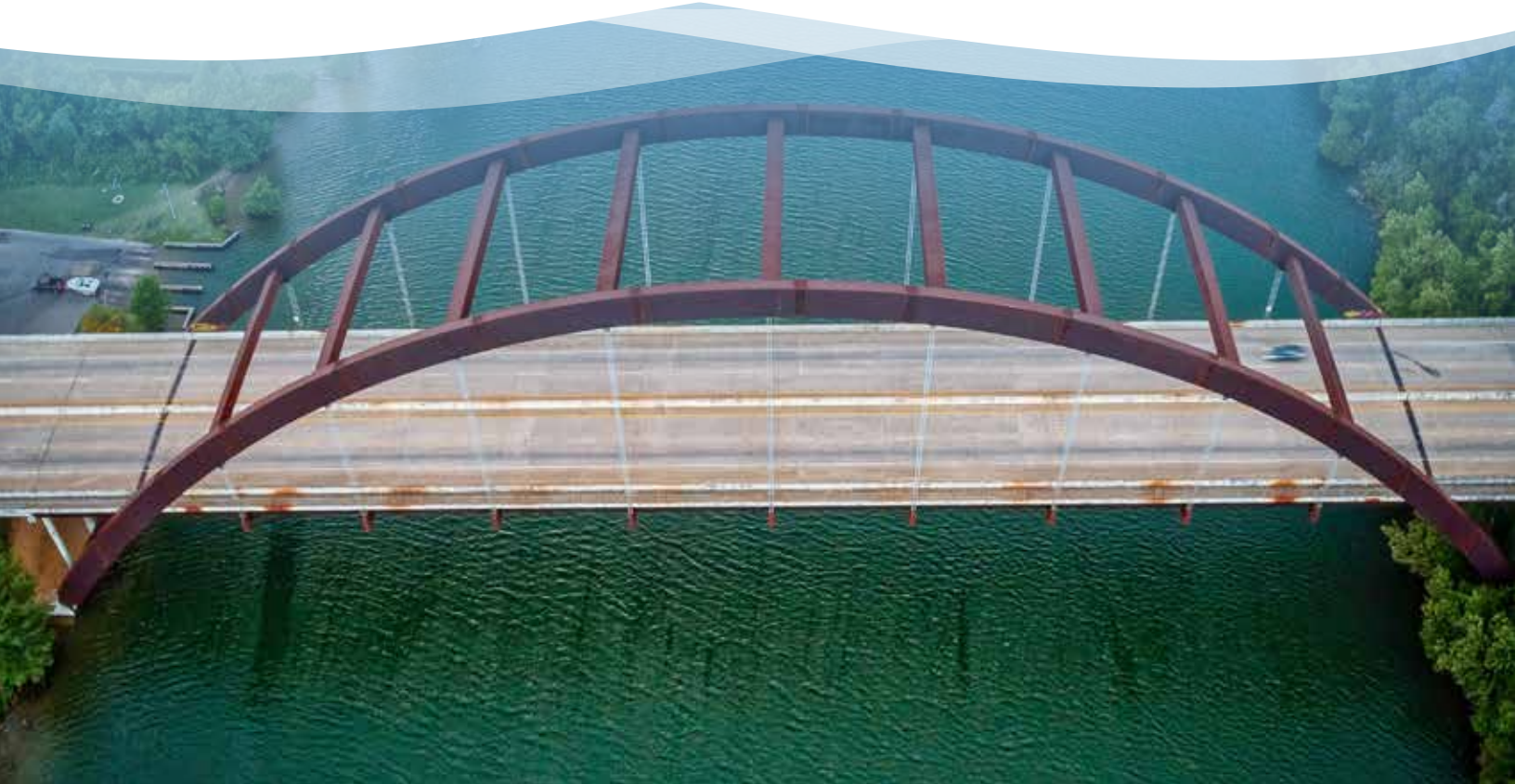




# Q1 2023 Newsletter



# Open Enrollment is over: What are your options?

If you missed the January 15 deadline for Marketplace coverage for 2023, you may still have options. You might qualify for a Special Enrollment Period, or you can apply for health coverage through Medicaid or the Children's Health Insurance Program (CHIP)

## Find out if you qualify for a Special Enrollment Period

You may be able to enroll in 2023 Marketplace coverage during a Special Enrollment Period if you have limited income, or if you had certain life events, like:

- Losing qualifying health coverage
- Getting married
- Having a baby or adopting a child
- Moving

If you had a life event other than a loss of coverage more than 60 days ago and missed your Special Enrollment Period, contact the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) for more information.

## When can you appeal?

- If you don't agree with a decision made by the Health Insurance Marketplace®, you may be able to file an appeal.
- You generally have 90 days from the date of your Eligibility Notice to ask for an appeal. (The "Next steps" section in that notice will tell you if you can file an appeal.)
- Don't file an appeal if the Marketplace told you to submit documents to confirm information on your application. [Get details on submitting documents.](#)

## If the Marketplace said you aren't eligible to:

- Buy a Marketplace plan or a [Catastrophic plan](#)
- Get financial help with Marketplace costs or you disagree with the amount of financial help you qualify for.
- Enroll in or change your Marketplace plan with a Special Enrollment Period.
- Get an exemption from the requirement to have health insurance.

# Open Enrollment is over: What are your options?

## You can also appeal:

- If the Marketplace didn't let you know your eligibility results soon enough.
- The date your Marketplace coverage started.

## Marketplace decisions you can't appeal

You disagree with:

- The date the Marketplace ended your coverage.
- Information on your Form 1095-A, or you want a corrected form.

Your health insurance company.

- Didn't apply your premium tax credit correctly.
- Refuses to pay a claim or ends your coverage. (Instead, you can file an appeal with your plan. [Learn how to appeal a health plan decision.](#))

## You also can't appeal if you:

- Want to change information on your Marketplace application.
- Filed your federal income tax return and have to pay back some or all of the premium tax credits you used during the year to lower your monthly premiums.
- Applied for coverage through an employer in the SHOP Marketplace. But, you can [file a SHOP employee complaint](#).

## Appealing after 90 days

If you miss the 90 day timeframe to file an appeal, you may be able to get an extension. When you file your appeal, explain the reason why you missed the deadline in your appeal request.

[Get Marketplace health coverage outside Open Enrollment only with a Special Enrollment Period | HealthCare.gov](#) [When can you appeal? | HealthCare.gov](#)



# CMO PREVENTION CORNER

Dr. Mary Carol Jennings  
Chief Medical Officer

## Your health matters!

Getting your annual physical makes sure your care is up-to-date. An annual physical gives you and your doctor the chance to update your medications, discuss any concerns you may have about your health, and build a relationship of trust. Your doctor can also perform recommended screenings and schedule you for others.

Sendero is continuing its Golden Ticket Sweepstakes this year for Medical Eye Exams for Diabetic members, Colorectal Cancer, Breast Cancer, and Cervical Cancer Screenings. If any of these screenings are recommended for you, you will be entered to win an HEB gift card. Last year, 4 members (one per screening) were winners of \$1,000 HEB gift cards.

Other recommended screenings and services will appear in the Passport to Health you'll receive later this year.

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



# Canceling a Marketplace plan when you get Medicaid or CHIP

Once you get a final determination that you're eligible for Medicaid or the Children's Health Insurance Program (CHIP) that counts as [qualifying health coverage](#) (or "minimum essential coverage"):

- You're no longer eligible for a Marketplace plan with [advance payments of the premium tax credit](#) and savings on [out-of-pocket costs](#)
- You should immediately end Marketplace coverage with premium tax credits or other cost savings for anyone in your household who is determined eligible for or already enrolled in Medicaid or CHIP that counts as qualifying health coverage
- If you still want a Marketplace plan after you're found eligible for Medicaid or CHIP, you will have to pay full price for your share of the Marketplace plan without premium tax credits or other cost savings

**Note:** Most programs through Medicaid and CHIP count as qualifying health coverage under the health care law. If your Medicaid program doesn't count as qualifying health coverage, you may be eligible for advance payments of the premium tax credit and other savings on a Marketplace health plan, if you qualify based on your income and other factors. Find out if your Medicaid program counts as qualifying health coverage.

## Notice:

### Important: Make sure you're eligible

Don't end your Marketplace plan before you get a final decision of your Medicaid or CHIP eligibility. If you're found ineligible for Medicaid or CHIP, you can't re-enroll in the Marketplace plan unless you qualify for a [Special Enrollment Period](#). You'd have to wait for the next Open Enrollment Period and may have a gap in coverage.

## You may get a notice from the Marketplace

If our records show you're enrolled in both a Marketplace plan with premium tax credits or other cost savings and Medicaid or CHIP – something we check a few times a year – you may get a notice in the mail that lists the household members who are enrolled in both kinds of coverage. The notice explains what to do next.

### Notice: Take action within 30 days

Update your Marketplace application to show you're not enrolled in Medicaid or CHIP, or end your

Marketplace coverage with premium tax credits or other cost savings by the date indicated on your initial warning notice (within 30 days from the date of the notice).

**If you don't take action:**

- The Marketplace will end the advance payments of the premium tax credit and any extra savings being paid on your behalf for your share of the Marketplace plan premium and covered services
- You'll still be enrolled in your Marketplace plan without financial assistance and will be responsible for paying the full cost of your share of the Marketplace plan premium and covered services

If you want more information about Medicaid or CHIP, or if you aren't sure if you or others in your household are enrolled in Medicaid or CHIP, you can contact the office in your state:

- For Medicaid, [choose your state](#)
- For CHIP, visit [www.insurekidsnow.gov](http://www.insurekidsnow.gov), or call 1-877-543-7669

## **If you decide to pay full price for a Marketplace plan**

You can have both a Marketplace plan and Medicaid or CHIP, but you're not eligible to receive advance payments of the premium tax credit or other cost savings to help pay for your share of the Marketplace plan premium and covered services. If you or others on your Marketplace application choose to have Medicaid or CHIP and full-price Marketplace coverage:

- End your Marketplace plan with premium tax credits if you're the only one on the application. (If others in your household are on the same Marketplace plan, you'll need to "report a life change" and then select that you're enrolled in Medicaid or CHIP. When you get to the "Eligibility Results" page, continue to "Enrollment" and select a Marketplace plan for those who are still eligible for Marketplace coverage. Once you've confirmed your selection for the rest of the household, enrollment in a Marketplace plan with financial help will end for those who are eligible for Medicaid or CHIP.)
- Submit a new application for Marketplace coverage without premium tax credits or other cost savings. Note: You can only enroll in Marketplace coverage during the annual Open Enrollment Period or if you qualify for a Special Enrollment Period.
- Notify your state Medicaid or CHIP agency of your Marketplace enrollment. Note: You may no longer be eligible for CHIP.

[Canceling a Marketplace plan when you get Medicaid or CHIP | HealthCare.gov](#)

# 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

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.

# **Sendero 2023**

## **Weekly Events – JOIN US!!**

<b>Sendero Weekly Events</b>	<b>Location</b>	<b>Start Time</b>	<b>End Time</b>
Blazier Elementary Carnival	8601 Vertex Blvd, Austin, TX 78744	03/25/2023 12:00PM	03/25/2023 4:00PM
YMCA- Easter Event	1000 W Rundberg Ln, Austin, TX 78758	04/01/2023 9:00AM	04/01/2023 2:00PM