



**SENDERO**  
HEALTH PLANS

# Q2 2023 Newsletter



# Physical Activity for a Healthy Weight

## Why is physical activity important?

Regular physical activity provides immediate and long-term health benefits. Being physically active can improve your brain health, reduce the risk of disease, strengthen bones and muscles, and improve your ability to do everyday activities.

## Physical activity also helps:

- Improve sleep quality.
- Reduce high blood pressure.
- Reduce risk for type 2 diabetes, heart attack, stroke, and several forms of cancer.
- Reduce arthritis pain and associated disability.
- Reduce risk for osteoporosis and falls.
- Reduce symptoms of depression and anxiety.

In addition, physical activity is important if you are trying to lose weight or maintain a healthy weight.

- When losing weight, more physical activity increases the number of calories your body uses for energy. Using calories through physical activity, combined with reducing the calories you eat, creates a calorie deficit that results in weight loss.
- Most weight loss occurs from decreasing caloric intake. However, evidence shows the only way to maintain weight loss is to be engaged in regular physical activity.
- Most importantly, physical activity reduces risks of cardiovascular disease and diabetes beyond that produced by weight reduction alone.

# Physical Activity for a Healthy Weight

## How much physical activity do I need?

*To maintain your weight:* Work your way up to 150 minutes of moderate-intensity aerobic activity each week. This could be brisk walking 30 minutes a day, 5 days a week. Or you could do 75 minutes of vigorous-intensity aerobic activity each week, such as swimming laps.

*The exact amount of physical activity needed to maintain a healthy weight varies greatly from person to person. You may need more than the equivalent of 150 minutes of moderate-intensity activity a week to maintain your weight.*

*To lose weight and keep it off:* You will need a high amount of physical activity unless you also adjust your diet to reduce the number of calories you eat and drink. Getting to and staying at a healthy weight requires both regular physical activity and a healthy eating plan.

## WHAT DO MODERATE- AND VIGOROUS-INTENSITY MEAN?

**Moderate:** While performing the physical activity, if your breathing and heart rate is noticeably faster but you can still carry on a conversation — it's probably moderately intense. Examples include:

- Walking briskly (a 15-minute mile).
- Light yard work (raking/bagging leaves or using a lawn mower).
- Light snow shoveling.
- Actively playing with children.
- Biking at a casual pace.

**Vigorous:** If your heart rate is increased substantially and you are breathing too hard and fast to have a conversation, it's probably vigorously intense. Examples include:

- Jogging/running.
- Swimming laps.
- Rollerblading/inline skating at a brisk pace.
- Cross-country skiing.
- Most competitive sports (football, basketball, or soccer).
- Jumping rope.

[Physical Activity for a Healthy Weight](#) | [Healthy Weight, Nutrition, and Physical Activity](#) | CDC



# Health Benefits of Physical Activity for Adults

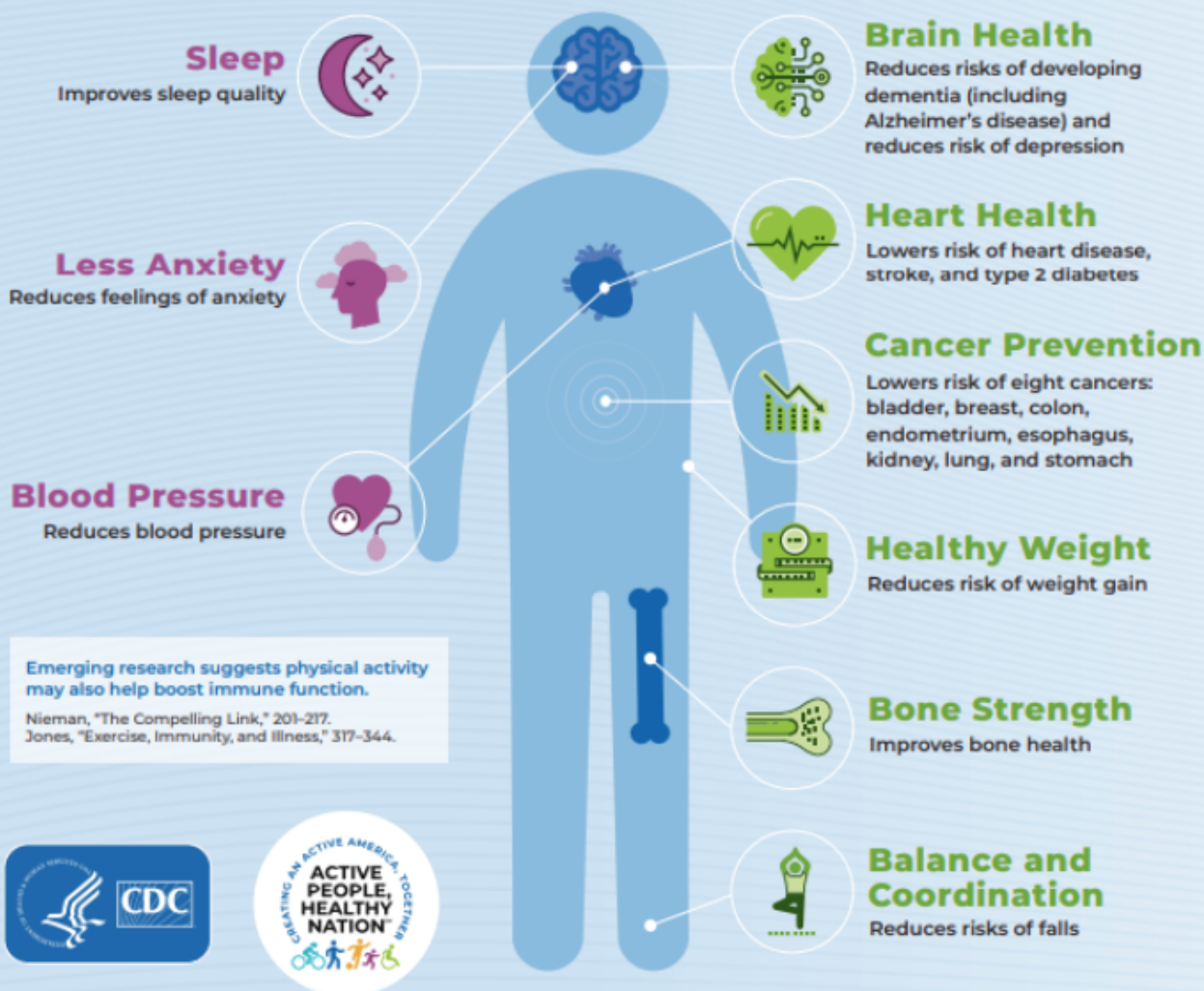


## IMMEDIATE

A single bout of moderate-to-vigorous physical activity provides immediate benefits for your health.

## LONG-TERM

Regular physical activity provides important health benefits for chronic disease prevention.



Source: *Physical Activity Guidelines for Americans*, 2nd edition

To learn more, visit: <https://www.cdc.gov/physicalactivity/basics/adults/health-benefits-of-physical-activity-for-adults.html>

August 2020

# Diabetes and Mental Health

**Is mental health pretty low on your list of priorities for managing diabetes? This may change your mind.** Mental health affects so many aspects of daily life—how you think and feel, handle stress, relate to others, and make choices. You can see how having a mental health problem could make it harder to stick to your diabetes care plan.

## The Mind-Body Connection

Thoughts, feelings, beliefs, and attitudes can affect how healthy your body is. Untreated mental health issues can make diabetes worse, and problems with diabetes can make mental health issues worse. But fortunately if one gets better, the other tends to get better, too.

## Depression: More Than Just a Bad Mood

Depression is a medical illness that causes feelings of sadness and often a loss of interest in activities you used to enjoy. It can get in the way of how well you function at work and home, including taking care of your diabetes. When you aren't able to manage your diabetes well, your risk goes up for diabetes complications like heart disease and nerve damage.

People with diabetes are 2 to 3 times more likely to have depression than people without diabetes. Only 25% to 50% of people with diabetes who have depression get diagnosed and treated. But treatment—therapy, medicine, or both—is usually very effective. And without treatment, depression often gets worse, not better.

Symptoms of depression can be mild to severe and include:

- Feeling sad or empty
- Losing interest in favorite activities
- Overeating or not wanting to eat at all
- Not being able to sleep or sleeping too much
- Having trouble concentrating or making decisions
- Feeling very tired
- Feeling hopeless, irritable, anxious, or guilty
- Having aches or pains, headaches, cramps, or digestive problems
- Having thoughts of suicide or death

If you think you might have depression, get in touch with your doctor right away for help getting treatment. The earlier depression is treated, the better for you, your quality of life, and your diabetes.

# Diabetes and Mental Health

## Stress and Anxiety

Stress is part of life, from traffic jams to family demands to everyday diabetes care. You can feel stress as an emotion, such as fear or anger, as a physical reaction like sweating or a racing heart, or both.

If you're stressed, you may not take as good care of yourself as usual. Your blood sugar levels can be affected too—stress hormones make blood sugar rise or fall unpredictably, and stress from being sick or injured can make your blood sugar go up. Being stressed for a long time can lead to other health problems or make them worse.

Anxiety—feelings of worry, fear, or being on edge—is how your mind and body react to stress. People with diabetes are 20% more likely than those without diabetes to have anxiety at some point in their life. Managing a long-term condition like diabetes is a major source of anxiety for some.

Studies show that therapy for anxiety usually works better than medicine, but sometimes both together works best. You can also help lower your stress and anxiety by:

- Getting active: even a quick walk can be calming, and the effect can last for hours.
- Doing some relaxation exercises, like meditation or yoga.
- Calling or texting a friend who understands you (not someone who is causing you stress!).
- Grabbing some “you” time. Take a break from whatever you're doing. Go outside, read something fun—whatever helps you recharge.
- Limiting alcohol and caffeine, eating healthy food, and getting enough sleep.

Anxiety can feel like low blood sugar and vice versa. It may be hard for you to recognize which it is and treat it effectively. If you're feeling anxious, try checking your blood sugar and treat it if it's low.

There will always be some stress in life. But if you feel overwhelmed, talking to a mental health counselor can help. Ask your doctor for a referral.

[Diabetes and Mental Health | CDC](#)



# CMO PREVENTION CORNER

Dr. Mary Carol Jennings  
Chief Medical Officer

## Your health matters!

Springtime gives us so many opportunities to increase our daily physical activity – take a walk around the neighborhood to look for wildflowers, or simply step outside to enjoy the crisp Central Texas mornings.

Being active every day can help prevent conditions such as diabetes – and, for those who have a diagnosis of diabetes (sometimes we call it “high sugar”), daily activity can help prevent complications of diabetes. Diabetes can affect your body in many different ways. Over time, these effects can cause serious health problems, such as heart disease, vision loss, nerve damage, and kidney disease. That is why it’s important to complete the screenings below and talk to your doctor about any health concerns.

- Make sure your A1c is in a healthy range of less than 7
- Talk to your doctor about tests to measure your kidney function
- Schedule an annual retinal eye exam with an eye doctor to check for diabetic retinopathy
- Discuss neuropathy symptoms with your doctor



To make your care more accessible and help remove barriers, Sendero is waiving the cost share/copay for diabetic members to get their annual retinal eye exam.

Visit [Sendero’s Provider Directory](#) to find an eye doctor and schedule your appointment today!

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



# Behavioral Health Resources



**512-472-HELP (4357)**

[IntegralCare.org](https://IntegralCare.org)

## 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)**



# Behavioral Health Resources



**512-472-HELP (4357)**

[IntegralCare.org](https://IntegralCare.org)

## 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)**

# Additional Sendero HealthPlan Member Resources



Questions? 512-421-5678

Activate Benefit

Log In

## 24/7 on-demand urgent care by subscription or benefit

NormanMD connects you to a doctor within minutes — anywhere in Texas. From babies to adults, pediatricians and adult medicine doctors evaluate and treat your illnesses and concerns, right from your smartphone, tablet or computer.

How It Works

Sign Up



## 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 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 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?

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

## **Behavioral Health Crisis Hotline**

1-855-765-9696

## **Vision Line**

1-800-334-3937

## **Utilization Management**

1-855-895-0475

## **Liberty Dental Plan (Dental)**

1-866-609-0426

## **Navitus (Pharmacy)**

1-866-333-2757

## **Norman MD (24/7) On-Demand Urgent Care from local doctors**

(512) 421-5678

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

Health Service Advisory Committee Meeting @ ChildInc Head Start	818 East 53rd Street, Austin, TX 78751	05/05/2023 12:00 PM	05/05/2023 2:00 PM
Cinco de Mayo Event	2407 Canterbury Street, Austin, TX 78704	05/05/2023 6:00 PM	05/05/2023 7:30 PM
Eastside STEM Festival	1601 Haskell St, Austin, TX 78702	05/06/2023 10:00 AM	05/06/2023 2:00 PM
St John's Community School Alliance	601 E St. Johns Community School Alliance	05/09/2023 12:00 PM	05/09/2023 2:00 PM
Navarro Vertical Team Community Alliance Meeting	Virtual	05/10/2023 9:00 AM	05/10/2023 10:00 AM
Sendero & Gus Garcia Austin Parks & Rec site meeting	1201 E Rundberg Ln, Austin, TX 78753	05/11/2023 10:00 AM	05/11/2023 12:00 PM
Spring Picnic @ IDEA Health Professions	5816 Wilcab Rd, Austin, TX 78721	05/12/2023 4:30 PM	05/12/2023 6:30 PM
DIa de las Madres Con Ventanilla de Salud	5202 W Ben White Blvd # 150 Austin, TX 78741	05/12/2023 9:00 AM	05/12/2023 1:00 PM
Goodwill Central Texas Community Resource and Job Fair	1015 Norwood Park Blvd, Austin, TX	05/13/2023 10:00 AM	05/13/2023 2:00 PM
Odom Spring Carnival – Odom Elementary	1010 Turtle Creek Blvd, Austin, TX 78745	05/13/2023 9:00 AM	05/13/2023 11:00 AM
Rundberg Alliance Meeting	1200 E Rundberg Ln, Austin, TX 78753	05/17/2023 12:00 PM	05/17/2023 1:30 PM
2nd Annual Mental Health Fair – Manor HS	14832 FM 973 Manor, TX 78653	05/18/2023 5:00 PM	05/18/2023 8:00 PM
6th Annual Burnet Fiesta	8401 Hathway Drive, Austin, TX 78758	05/20/2023 10:00 AM	05/20/2023 1:00 PM
Sendero & DSP Movie Night @ Wayside Real Academy	6405 S IH 35 Frontage Rd, Austin, TX 78744	05/20/2023 5:00 PM	05/20/2023 10:00 PM
Camp Campbell	2613 Rogers Ave, Austin, TX 78722	05/20/2023 5:00 PM	05/20/2023 8:00 PM
Community Health & Public Service Fair	6910 E Wm Cannon Dr, Austin, TX 78744	05/24/2023 8:00 AM	05/24/2023 11:00 AM
Movie Night @ Gus Garcia District Park	1201 E Rundberg Ln, Austin, TX 78753	05/25/2023 7:00 PM	05/25/2023 10:30 PM