



**SENDERO  
HEALTH PLANS**

Community Supported, Nonprofit Health Insurance



# Q4 2023 NEWSLETTER

## **FIND AN AFFORDABLE HEALTH PLAN!**

It's that time of the year again – Sendero Health Plans Open Enrollment! Remember, open enrollment is your opportunity to make changes to your health coverage. Don't miss out on securing the plan that best suits you and your family's needs. Contact us today! 1-844-800-4693, Monday - Friday 8:00 - 8:00 and Saturday 9:00 AM - 6:00 PM.



## **Seasonal Health Update: Stay Informed with the CDC**

As we navigate through the current season, it's crucial to stay informed about prevalent illnesses. The Centers for Disease Control and Prevention (CDC) provides valuable insights into this season's health trends, ensuring you have the knowledge to protect yourself and your loved ones.





# Choosing the Right Plan

As part of our commitment to your well-being, we're thrilled to announce the commencement of our Open Enrollment period for Sendero Health Plans.

## Why Choose Sendero Health Plans?

At Sendero, we are dedicated to providing quality healthcare that fits your needs. Our plans are designed to offer comprehensive coverage, ensuring you and your family can lead healthy and happy lives. With a focus on preventive care and member support, we're here to guide you on your path to wellness.

## Act Now - Open Enrollment Ends Soon!

Don't miss out on the opportunity to choose the right health plan. Open Enrollment is only open for a limited time, so click the link below to explore the plans we offer.

Thank you for being a part of the Sendero Health Plans family. Here's to another year of health, happiness, and well-being!

<https://enroll.senderohealth.com>

## Overview of Coverage and Benefits:

- Comprehensive Health Coverage:
  - Access to a wide network of healthcare providers.
  - Hospital stays, surgeries, and outpatient care.
- Prescription Drug Benefits:
  - Affordable medications through our extensive formulary.
  - Convenient access to pharmacies in your network.
- Wellness and Preventive Care:
  - Regular check-ups, vaccinations, and screenings.
  - Programs to support a healthy lifestyle.
- Mental Health Services:
  - Coverage for therapy and counseling sessions.
  - Support for mental health and well-being.
- Pediatric Dental and Vision Care:
  - Routine dental check-ups and cleanings for members up to
  - Vision exams and coverage for eyeglasses or contact lenses.
- Member Support and Resources:
  - 24/7 customer service for your questions and concerns.
  - Online tools and resources for managing your health.

**"Now having had multiple claims dealt with I can confidently say the Sendero customer service experience is excellent. This has not been my experience in past health insurance issues with other companies but I'm so pleasantly surprised by the consistently positive helpful experiences I've had with Sendero." -JC**



# CDC Insights: This Season's Health Update

As we navigate through the current season, it's crucial to stay informed about prevalent illnesses and take proactive steps to safeguard our health. The Centers for Disease Control and Prevention (CDC) offers valuable insights into this season's health landscape.

Here's a roundup of important updates:

- 1. Flu Season Awareness** The CDC emphasizes the significance of flu vaccination to protect against influenza. Learn about the latest flu strains and vaccination recommendations [here](#).
- 2. Respiratory Infections and COVID-19 Updates** Stay up-to-date on respiratory illnesses, including the latest information on COVID-19 variants. Access the CDC's comprehensive resources [here](#).
- 3. Cold and Respiratory Syncytial Virus (RSV) Season** As the colder months approach, understanding symptoms and preventive measures for colds and RSV is essential. Explore the CDC's insights [here](#).
- 4. Protecting Vulnerable Populations** Discover recommendations for safeguarding vulnerable populations, such as seniors and children, against seasonal illnesses. Find more information [here](#).



Remember, knowledge is key to maintaining a healthy community. Stay informed, take preventive measures, and encourage those around you to do the same. For detailed information and updates, visit the CDC's official website:

# 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.

