



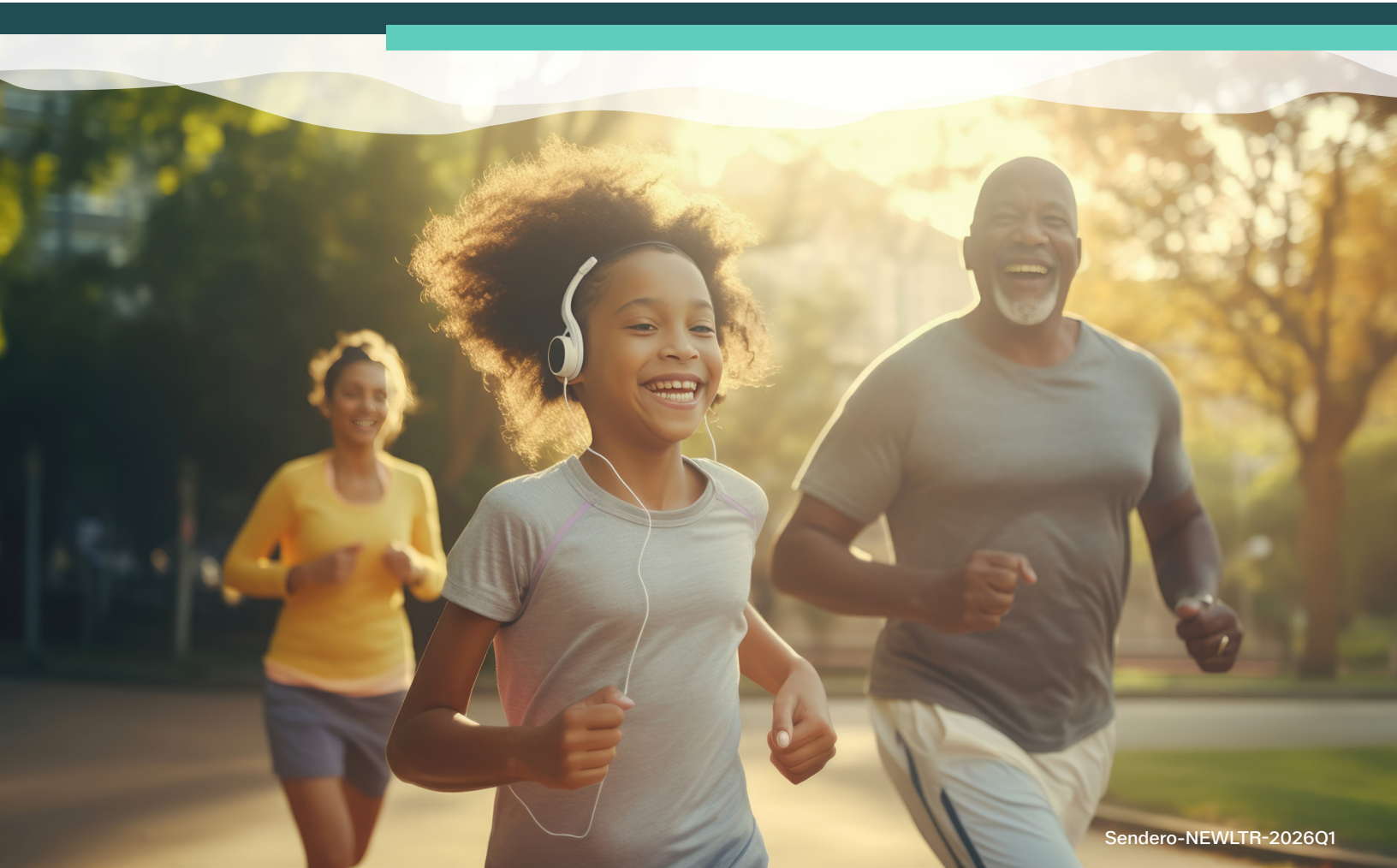
Welcome to another year with Sendero Health Plans!

A new plan year is here, and it is a great time to get familiar with your health benefits and take advantage of the resources available to you.



Essential information about your 2026 health coverage with Sendero Health Plans.

Sendero offers members access to 24/7/365 Virtual Urgent Care through NormanMD. Connect directly with a Doctor in less than 5 minutes anywhere in Texas or from the privacy of your home. It's fast, convenient, and it's included in your plan so there's no extra cost!





Be prepared. Activate your benefit.

NormanMD is a benefit available at no cost, provided by Sendero Health Plans. It gives you 24/7 access to telemedicine for urgent care anywhere in Texas, from your smartphone, tablet, or computer. Activate your benefit by following the steps in your welcome email or by scanning the QR code.



24/7 access to adult medicine and pediatric doctors.



Get **medical advice**, treat common ailments, and more.



No appointment needed. **No copay.** Yes, really!

Why NormanMD?

- ✓ **TELEMEDICINE BY TEXANS, FOR TEXANS**
Texas-based employees can talk to local doctors who are aware of the current illnesses and allergies.
- ✓ **ON-DEMAND VISITS AVAILABLE 24/7/365**
Connect with a doctor anywhere in Texas, on any device. 93% of visits seen within 3 minutes.
- ✓ **\$0 OUT OF POCKET**
With no copays and deductibles you can focus on your health instead of your wallet.
- ✓ **DOCTORS ALWAYS AVAILABLE**
Consult with an adult medicine or pediatric doctor right away. No need to schedule an appointment!
- ✓ **COORDINATED CARE**
NormanMD sends visit summaries to your PCP to improve care coordination.
- ✓ **TOP-RATED SERVICE**
98% of patients would use the service again.

NormanMD.com



ACTIVATE



NormanMD
powered by A.R.C doctors



SENDERO
HEALTH PLANS

Save time and money, start with NormanMD.



NormanMD
FREE

(no copay)

24/7/365 access

Talk with an urgent care doctor in Texas from your smartphone or computer.

- Cold, flu symptoms
- COVID-19 symptoms
- Pink eye
- Cough, sore throat
- Insect bites, stings
- Headaches
- Earaches, swimmer's ear
- Skin infections, rashes
- Allergies
- Sinus infections
- Urinary tract infections
- Minor injuries
- And much more



PCP
\$\$\$

(office visit copay)

Appointment

Manage your overall health and stay up to date on recommended screenings.

- Well-care visits
- Routine care
- Referrals, authorizations
- Vaccines
- Medication refills
- Minor injuries, illnesses



Urgent Care
\$\$\$

(urgent care copay)

Walk-in | Appointment

Urgent care when your PCP isn't available and it can't wait for regular office hours.

- Non-life-threatening urgent issues
- Broken bones
- Lacerations
- Persistent vomiting or dehydration



ER
\$\$\$

(ER copay)

Walk-in | Long wait

Emergency care for serious, life-threatening and traumatic symptoms.

- Chest pain, pressure
- Head injuries
- Seizures
- Severe abdominal pain
- Shortness of breath
- Pneumonia
- Severe headaches
- Stroke symptoms

Questions? Call Customer Support: 512-421-5678



Member Portal

Sendero's Member Portal can be accessed by clicking: Member | Login or scanning the QR Code to set up your Sendero Member Account. In the member portal, you can

- Order, view, and print ID Cards
- Select or update your PCP
- View and print the Explanation of Benefits (EOB)



Member Resources

The Sendero Health Plans website offers additional member resources, visit the us at <https://senderohealth.com/members>

- **Summary of Benefits and Coverage (SBC)** – A summary of what your plan covers and does not cover. This summary outlines details about your out-of-pocket costs, copayments, coinsurance, and deductibles. A paper copy is available upon request.
- **Member Quick Reference Guide** – An easy guide to help you learn about your plan. The Quick Reference Guide includes important phone numbers, a glossary, and much more!
- **Member Handbook** – Describes your covered benefits, services that are not covered, and how to use your coverage. It describes the process to file a complaint or appeal, the process to request an independent review, and how you can use the free aids and services for people with disabilities to communicate or read effectively or in languages other than English.
- **The payment and billing portal** for the different ways to pay your monthly premium.
- **Evidence of Coverage (EOC) and Summary of Coverage (SOC)**
- **Access to your Health Check 20/20 Assessment** – assess your current health status to understand your health better and get tips to stay healthy or become healthier.
- An electronic copy of **prescription drug benefits and your plan's formulary**
- **The Pharmacy search tool** is located at <https://senderohealth.com/pharmacy-search>.
- **The Provider search tool** for in-network doctors, specialists, and facilities closest to you is located at <https://senderohealth.com/find-a-doctor>.
- **Sendero Member HIPAA Booklet** – Includes information about our helpful website content, Member Rights and Responsibilities, and HIPAA Notice of Privacy Practices.
- **Afterhours Bookmark** – A list of in-network providers and facilities that offer care after normal business hours.

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)



Additional Sendero Health Plans Member Resources:

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.

How can I contact Sendero?

If you have any questions, if you need information in another language, or if you would like specific plan information mailed to you, please contact us at 1-844-800-4693, Monday - Friday from 8 a.m. – 5 p.m.



IMPORTANT PHONE NUMBERS

Member Services

1-844-800-4693

Monday through Friday, 8:00 A.M to 5:00 P.M.

Suicide & Crisis Lifeline

9-8-8

Hearing Impaired (TTY)

7-1-1

Pediatric Vision Line

1-800-334-3937

Pediatric Dental Line

1-866-609-0426

Pharmacy Help Line

1-866-333-2757

Virtual Care - No Cost

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

512-421-5678

Utilization Management

1-855-895-0475

Monday through Friday, 6:00 A.M to 6:00
P.M. Weekends & Holidays, 9:00 A.M to
12:00 P.M.

If you call after hours or over the weekend and leave
a voice message, you will receive a return call on the



In case of an emergency
call 9-1-1 or go to
the closest hospital
emergency room to you.