



**IdealCare**  **SENDERO  
HEALTH PLANS**

**Q3 2020 Newsletter**



TAKE 3 ACTIONS TO

# FIGHT FLU



**Influenza (flu) is a contagious disease that can be serious.**

Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands to tens of thousands of people die from flu. CDC urges you to take the following actions to protect yourself and others from flu.



## GET YOURSELF AND YOUR FAMILY VACCINATED!

**A yearly flu vaccine is the first and most important step in protecting against flu viruses.**

Everyone 6 months or older should get an annual flu vaccine. Protect yourself. Protect your family. Get vaccinated. #FightFlu

## STOP THE SPREAD

**Take everyday preventive actions to help stop the spread of flu viruses!**

Avoid close contact with sick people, avoid touching your eyes, nose and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).



## ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

**Take antiviral drugs if your doctor prescribes them!**

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.





# YOUR VOTE MATTERS

**Find out if you are registered to vote:**

<https://teamrv-mvp.sos.texas.gov/MVP/mvp.do>

**Find a voting poll near you:**

<https://countyclerk.traviscountytexas.gov/elections/current-election/polling-locations.html>

**More voting information:**

<https://countyclerk.traviscountytexas.gov/elections/current-election.html>

**Guidelines for COVID and voting from**

**Texas Tribune:** <https://apps.texastribune.org/features/2020/texas-voting-2020/>



# Breast CANCER

## AWARENESS MONTH

## What are the symptoms

There are different [symptoms of breast cancer](#), and some people have no symptoms at all. Symptoms can include:

- Any change in the size or the shape of the breast.
- Pain in any area of the breast.
- Nipple discharge other than breast milk (including blood).
- A new lump in the breast or underarm.

If you have any signs that worry you, see your doctor right away.

## What Are the Risk Factors?

Some main [factors that affect your chance of getting breast cancer](#) include:

- Being a woman.
- Being older. Most breast cancers are found in women who are 50 years and older.
- Having changes in your BRCA1 or BRCA2 genes.

## How Can I Lower My Risk?

You can do things to help [lower your breast cancer risk](#):

- Keep a healthy weight and exercise regularly.
- Don't drink alcohol, or limit the amount of alcohol you drink.
- If you are taking hormone replacement therapy or birth control pills, ask your doctor about the risks.
- Breastfeed your children, if possible.

## Fast Facts

- Each year in the United States, more than 250,000 women get breast cancer and 42,000 women die from the disease.
- [Men also get breast cancer](#), but it is not very common. About 1 out of every 100 breast cancers diagnosed in the United States is found in a man.
- Most breast cancers are found in women who are 50 years old or older, but breast cancer also affects [younger women](#).



# MENTAL HEALTH

The outbreak of the COVID-19 and related responses like social distancing can impact our mental health and psychological well-being. If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, help is available.

To speak with a mental health professional for help dealing with stress and other emotions, **please call the toll-free COVID-19 Mental Health Support Line at 833-986-1919.**

## COVID-19 Mental Health Resources

### Integral Care Services

Integral Care's 24/7 Crisis Helpline continues to provide immediate support to people experiencing a mental health crisis 24 hours a day, 7 days a week.

**For help, please call  
512-472-4357**

### Psychiatric Emergency Services

Integral Care's Psychiatric Emergency Services (PES) provides all visits by telephone and telehealth. Face-to-face visits will be by appointment only as needed. PES provides urgent mental health care. For more information visit [Integral Care's Important COVID-19 Updates](#).

- PES is not accepting walk-in visits at this time.
- Please call 512-472-4357 for telephone and telehealth services. Press 1 for English, then 1 to speak to our staff.
- Hours: Monday – Friday, 8 a.m. to 10 p.m.; Saturday, Sunday and Holidays, 10 a.m. to 8 p.m.



# MENTAL HEALTH

## COVID-19 Mental Health Resources

### Mobile Crisis Outreach Team

Integral Care's Mobile Crisis Outreach Team (MCOT) will provide all visits via telephone and telehealth with face-to-face visits by appointment only as needed. MCOT provides mental health crisis care in the community.

**Please call  
512-472-4357**

for telephone and telehealth services. Press 1 for English, then 1 to speak to our staff.

Hours: Monday – Friday, 8 a.m. to 10 p.m.;  
Saturday, Sunday and Holidays, 10 a.m. to 8 p.m.

### Adult & Children Mental Health Services

Most Integral Care services are now being provided by telephone or telehealth. Face-to-face visits are by appointment only as needed.

- Please call 512-472-4357 for telephone and telehealth services. Press 1 for English, then 4 to speak to our staff. Hours: Monday – Friday, 8 a.m. to 5 p.m.
- Any scheduled face-to-face adult mental health and substance use disorder appointments will take place at our E. 2nd Clinic located at 1631 E. 2nd St, 78702.

Texas Health and Human Services

# COVID-19 Mental Health Support Line

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, ***help is available.***



Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.



Call the toll-free COVID-19 Mental Health Support Line at **833-986-1919.**



**TEXAS**  
Health and Human  
Services

# Holiday Celebrations

As many people in the United States begin to plan for fall and winter holiday celebrations, CDC offers the following considerations to help protect individuals, their families, friends, and communities from COVID-19. These considerations are meant to supplement—not replace—any [state, local, territorial, or tribal](#) health and safety laws, rules, and regulations with which holiday gatherings must comply. When planning to host a holiday celebration, you should assess current COVID-19 levels in your community to determine whether to postpone, cancel, or limit the number of attendees.



## Virus spread risk at holiday celebrations

Celebrating virtually or with members of your own household pose low risk for spread. In-person gatherings pose varying levels of risk. Event organizers and attendees should consider the risk of virus spread based on event size and use of mitigation strategies, as outlined in the Considerations for Events and Gatherings. There are several factors that contribute to the risk of getting infected or infecting others with the virus that causes COVID-19 at a holiday celebration. In combination, these factors will create various amounts of risk, so it is important to consider them individually and together:

**Community levels of COVID-19** – Higher levels of COVID-19 cases and community spread in the gathering location, as well as where attendees are coming from, increase the risk of infection and spread among attendees. Family and friends should consider the number and rate of COVID-19 cases in their community and in the community where they plan to celebrate when considering whether to host or attend a holiday celebration. Information on the number of cases in an area can be found on the area's health department website.

**The location of the gathering** – Indoor gatherings generally pose more risk than outdoor gatherings. Indoor gatherings with poor ventilation pose more risk than those with good ventilation, such as those with open windows or doors.

**The duration of the gathering** – Gatherings that last longer pose more risk than shorter gatherings.

**The number of people at the gathering** – Gatherings with more people pose more risk than gatherings with fewer people. CDC does not have a limit or recommend a specific number of attendees for gatherings. The size of a holiday gathering should be determined based on the ability to reduce or limit contact between attendees, the risk of spread between attendees, and state, local, territorial, or tribal health and safety laws, rules, and regulations.

**The locations attendees are traveling from** – Gatherings with attendees who are traveling from different places pose a higher risk than gatherings with attendees who live in the same area. Higher levels of COVID-19 cases and community spread in the gathering location, or where attendees are coming from, increase the risk of infection and spread among attendees.

**The behaviors of attendees prior to the gathering** – Gatherings with attendees who are not adhering to social distancing (staying at least 6 feet apart), mask wearing, hand washing, and other prevention behaviors pose more risk than gatherings with attendees who are engaging in these preventative behaviors.

**The behaviors of attendees during the gathering** – Gatherings with more preventive measures, such as mask wearing, social distancing, and hand washing, in place pose less risk than gatherings where fewer or no preventive measures are being implemented.



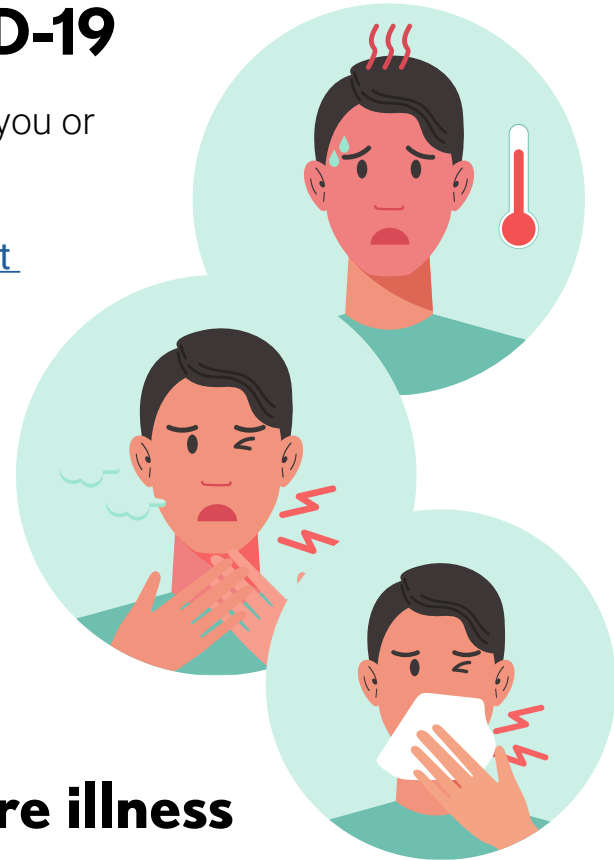


# People who should not attend in-person holiday celebrations

## People with or exposed to COVID-19

Do not host or participate in any in-person festivities if you or anyone in your household:

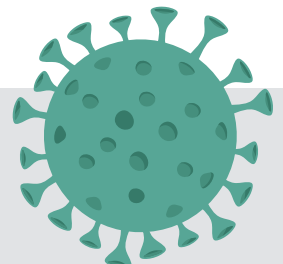
- Has been diagnosed with COVID-19 and has [not met the criteria for when it is safe to be around others](#)
- Has [symptoms of COVID-19](#)
- Is waiting for COVID-19 [viral test](#) results
- May have been [exposed to someone with COVID-19 in the last 14 days](#)
- Is at increased risk of severe illness from COVID-19



## People at increased risk for severe illness

If you are at [increased risk of severe illness](#) from COVID-19, or live or work with someone at increased risk of severe illness, you should

- Avoid in-person gatherings with people who do not live in your household.
- Avoid larger gatherings and consider attending activities that pose lower risk (as described throughout this page) if you decide to attend an in-person gathering with people who do not live in your household.



# Chat with a Doctor for FREE!

Anytime, anywhere,  
at [eMDaccess.com](https://eMDaccess.com)



- 24/7 access to local family medicine or pediatric doctors
- Message or video chat with a doctor and share images
- Get medical advice, treat common ailments, and more



Get Medical  
Advice



No Appointment  
Necessary



It's Free!  
No Copay

[eMDaccess.com/activate](https://eMDaccess.com/activate)

**Questions? Call Customer Support 512-421-5678**



# Helpful Resources

## What can I do to become healthier?

Do I need a personal doctor? Do I need to see my doctor this year? In short, **YES you do!**

We at Sendero, want to keep you healthier as you age. What are some of the things you can do to keep yourself healthier? First, you can get a PCP, if you don't already have one. Second, you can schedule a visit with your PCP this year, if you haven't already seen them. If you're seeing a doctor for the first time you will want to take some information with you.

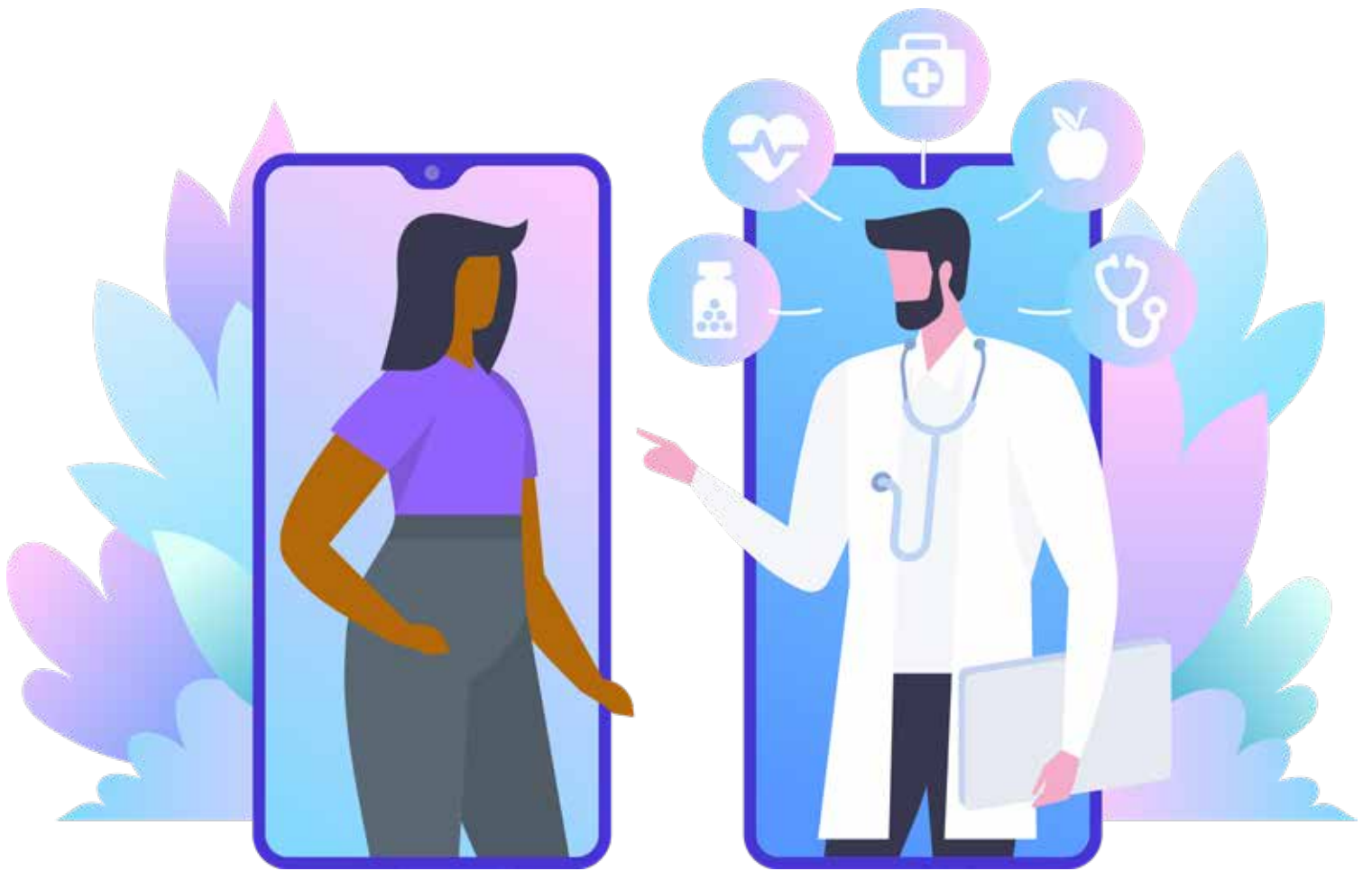
- Your medical history
- A list of medicines you are taking or supposed to take
- A list of specialists you've seen
- Any questions you may have

It is important to set up a relationship with a doctor so you can get care more quickly if you fall sick in the future. It is also important to see your personal doctor every year, even if you are healthy, so you can stay healthy. **Call us at 1-844-800-4693** so we can help you select a doctor or help you get an appointment with your personal doctor.

## 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**

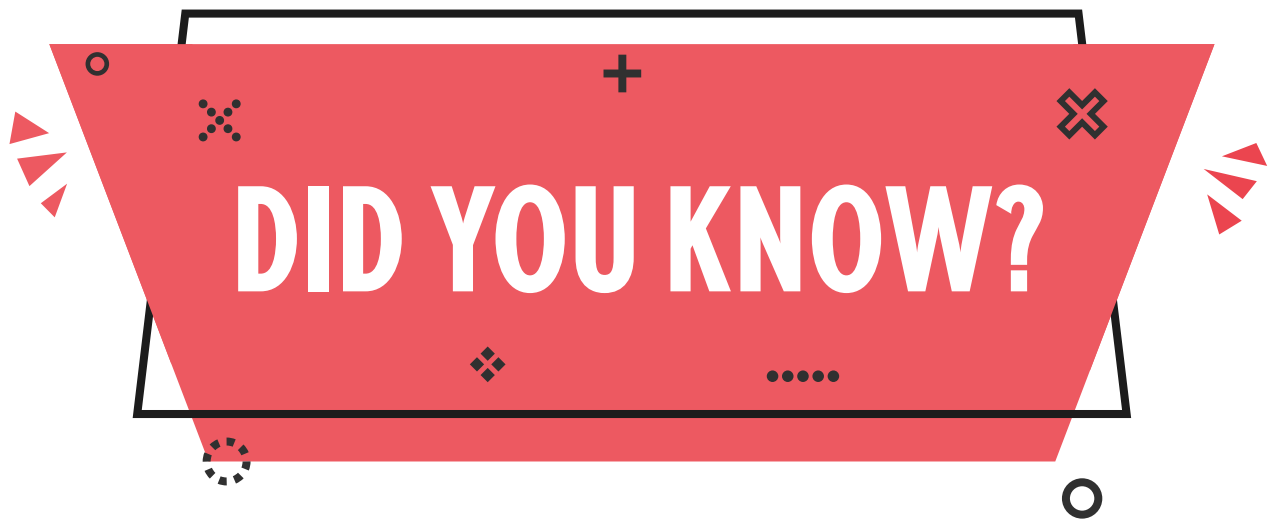


# Nurse Advice Line

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.



You can register for the 2020 Member Portal and access account details such as claims, see payments made to providers and print a copy of your Medical ID Card. Visit <https://idealcare.mediview.net/>. Select the Member Registration tab and follow the prompts. You will need your 2019 Member ID number and BIN number: 610602. You can **contact customer service toll-free at 1-844-800-4693** or **email [SenderIDCCustomerService@SenderoHealth.com](mailto:SenderIDCCustomerService@SenderoHealth.com)** for assistance with the Member Portal.

You can find plan details such as benefits and coverage online at <http://senderohealth.com/idealcareeng/benefits.html>. You can also contact IdealCare toll-free at 1-844-800-4693 to request a Summary of Benefits and Coverage form to be mailed to you.

Do you know what your Rights and Responsibilities are as a Sendero Member? Visit our website at <http://www.senderohealth.com/idealcareeng/>. Under the Member tab, select the “Rights and Responsibilities” link. For more information, call us toll-free at 1-844-800-4693.

IdealCare’s Privacy Notice is on our website: <http://www.senderohealth.com/idealcareeng/>. A link to the Privacy Notice can be found on the bottom right hand corner of the homepage. For more information call us toll-free at 1-844-800-4693.

**Call us toll-free at 1-844-800-4693**



# 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

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.