



SENDERO
HEALTH PLANS

Q2 2021 Newsletter



Announcements!

Direct Link to 2021 Portal: <https://sendero.healthtrioconnect.com/>

Need help registering for the new 2021 Member Portal?

Call the Help Desk at 1-877-814-9909, representatives are available to assist you, Monday – Friday from 7:00 AM - 7:00 PM.

The screenshot shows the Sendero Health Plans Member Portal interface. At the top, there are language options (English | Español) and a Messages notification (0). The main navigation includes My Health, My Providers, My Health Plan, and My Resources. A notification banner states: "Sendero is working to increase your Member Portal satisfaction! We are making user-friendly updates to the NEW Member Portal until December 31, 2020. We apologize for any inconvenience, but we are excited to reveal the NEW portal to you soon!". Below this is a red banner with a warning icon: "It's Flu Season. Don't forget your Flu Shot". The main content area is titled "Welcome" and features a "Quick Access" sidebar with links to Find a Doctor, Hospital, or Facility; Access the Pharmacy Benefits Portal; Access the Payment Portal; View Claims and EOBs; and View My Benefits. The main content area includes a large image of a woman wearing a face mask, with text stating: "Sendero Health Plans is waiving ALL member costs for the testing and treatment of COVID-19 with in-network providers and laboratories." and "Sendero also offers free telemedicine through eMD Access for all members, 24-7 virtual access to doctors, pediatricians, and more. Anytime. Anywhere." Below this is a button: "Activate or access your Telemedicine Account". At the bottom, there are three main service tiles: "Find a Doctor" (Quickly find a doctor, hospital, dentist, pharmacy and more), "Member ID Card" (View, print or request your Sendero Health Plans Member ID cards), and "Make a Payment" (You can make a payment, enroll in autopay and view invoices).

What to Expect after Getting a COVID-19 Vaccine

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html>

COVID-19 vaccination will help protect you from getting COVID-19. You may have some side effects, which are normal signs that your body is building protection. These side effects **may feel like flu** and **may even affect your ability** to do daily activities, but they should go away in a few days.

Common side effects

On the arm where you got the shot:

- Pain
- Swelling

Throughout the rest of your body:

- Fever
- Chills
- Tiredness
- Headache

Helpful tips

If you have pain or discomfort, talk to your doctor about taking an over-the-counter medicine, such as ibuprofen or acetaminophen.

To reduce pain and discomfort where you got the shot:

- Apply a clean, cool, wet washcloth over the area.
- Use or exercise your arm.

To reduce discomfort from fever:

- Drink plenty of fluids.
- Dress lightly.

When to call the doctor

In most cases, discomfort from fever or pain is normal. Contact your doctor or healthcare provider:

- If the redness or tenderness where you got the shot increases after 24 hours
- If your side effects are worrying you or do not seem to be going away after a few days

Remember

- Side effects may feel like flu and even affect your ability to do daily activities, but they should go away in a few days.
- With most COVID-19 vaccines, you will need 2 shots in order for them to work. Get the second shot even if you have side effects after the first one, unless a vaccination provider or your doctor tells you not to get a second shot.
- It takes time for your body to build protection after any vaccination. COVID-19 vaccines that require 2 shots may not protect you until a week or two after your second shot.
- It's important for everyone to continue using all the tools available to help stop this pandemic as we learn more about how COVID-19 vaccines work in real-world conditions. Cover your mouth and nose with a mask when around others, stay at least 6 feet away from others, avoid crowds, and wash your hands often.

HEALTHCARE PROVIDER, PLEASE FILL IN THE INFORMATION BELOW:

If your temperature is ____°F or ____°C or higher or if you have questions, call your healthcare provider.

Tell your healthcare provider about: _____

Healthcare provider phone number: _____

Medication (if needed):

Take _____ every ____ hours as needed.

(type and dose or amount)



Ask your healthcare provider about getting started with v-safe

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second dose

Learn more about **v-safe**.

www.cdc.gov/vsafe



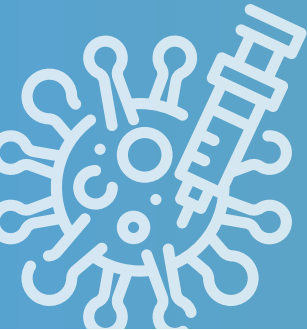
cdc.gov/coronavirus

Preparing for Your COVID-19 Vaccination

[COVID-19 vaccines](#) are effective at protecting you from getting sick even after you have had COVID-19. Vaccination is an important tool to help us get back to normal. This information will help you prepare for your COVID-19 vaccination.

Learn more about the different types of COVID-19 vaccines and [how they work](#).

- [Pfizer-BioNTech COVID-19 Vaccine](#)
- [Moderna COVID-19 Vaccine](#)
- [Johnson & Johnson's Janssen COVID-19 Vaccine](#)



Find a COVID-19 Vaccine:

Search [vaccines.gov](#), text your ZIP code to 438829, or call 1-800-232-0233 to find locations near you in the U.S.

Considerations for Taking Medication before Getting Vaccinated

For most people, it is not recommended to avoid, discontinue, or delay medications for underlying medical conditions around the time of COVID-19 vaccination. However, your healthcare provider should talk to you about what is currently known and not known about the effectiveness of getting a COVID-19 vaccine when taking medications that suppress the immune system.

It is not recommended you take over-the-counter medicine – such as ibuprofen, aspirin, or acetaminophen – before vaccination for the purpose of trying to prevent vaccine-related side effects. It is not known how these medications might affect how well the vaccine works. However, if you take these medications regularly for other reasons, you should keep taking them before you get vaccinated. It is also not recommended to take antihistamines before getting a COVID-19 vaccine to try to prevent allergic reactions.

If you have questions about medications that you are taking, talk to your healthcare professional or your vaccination provider.

Learn more about medications to relieve [post-vaccination side effects](#).

Source: [www.cdc.gov](#)





When You've Been Fully Vaccinated

Source: www.cdc.gov

- [If you are fully vaccinated](#), you can resume activities that you did prior to the pandemic.
- Fully vaccinated people can resume activities without wearing a mask or physically distancing, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations, including local business and workplace guidance.
- If you haven't been vaccinated yet, [find a vaccine](#).

How to Protect Yourself and Others

[COVID-19](#) vaccines are effective at protecting you from getting sick. Based on [what we know](#) about COVID-19 vaccines, people who have been fully vaccinated can do things that they had stopped doing because of the pandemic.

These recommendations can help you make decisions about daily activities after you are fully vaccinated. They are *not* intended for [healthcare settings](#).



Have You Been Fully Vaccinated?

People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, like the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, like Johnson & Johnson's Janssen vaccine

If it has been less than 2 weeks since your shot, or if you still need to get your second dose, you are NOT fully protected. Keep taking all [prevention steps](#) until you are fully vaccinated.





#HealthyAtHome - Mental health

Looking after our mental health

As countries introduce measures to restrict movement as part of efforts to reduce the number of people infected with COVID-19, more and more of us are making huge changes to our daily routines.

The new realities of working from home, temporary unemployment, home-schooling of children, and lack of physical contact with other family members, friends and colleagues take time to get used to. Adapting to lifestyle changes such as these, and managing the fear of contracting the virus and worry about people close to us who are particularly vulnerable, are challenging for all of us. They can be particularly difficult for people with mental health conditions.

Fortunately, there are lots of things that we can do to look after our own mental health and to help others who may need some extra support and care.

Here are tips and advice that we hope you will find useful.

- **Keep informed.** Listen to advice and recommendations from your national and local authorities. Follow trusted news channels, such as local and national TV and radio, and keep up-to-date with the latest news from @WHO on social media.
- **Have a routine.** Keep up with daily routines as far as possible, or make new ones.
 - » Get up and go to bed at similar times every day.
 - » Keep up with personal hygiene.
 - » Eat healthy meals at regular times.
 - » Exercise regularly.
 - » Allocate time for working and time for resting.
 - » Make time for doing things you enjoy.
- **Minimize newsfeeds.** Try to reduce how much you watch, read or listen to news that makes you feel anxious or distressed. Seek the latest information at specific times of the day, once or twice a day if needed.
- **Social contact is important.** If your movements are restricted, keep in regular contact with people close to you by telephone and online channels.



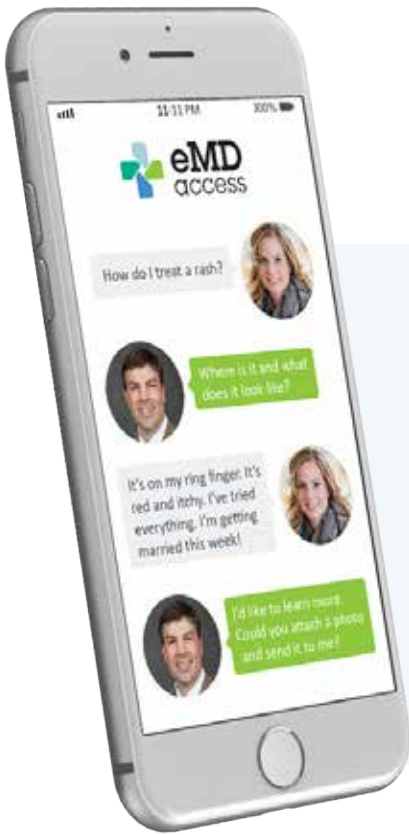
- **Alcohol and drug use.** Limit the amount of alcohol you drink or don't drink alcohol at all. Don't start drinking alcohol if you have not drunk alcohol before. Avoid using alcohol and drugs as a way of dealing with fear, anxiety, boredom and social isolation. There is no evidence of any protective effect of drinking alcohol for viral or other infections. In fact, the opposite is true as the harmful use of alcohol is associated with increased risk of infections and worse treatment outcomes. And be aware that alcohol and drug use may prevent you from taking sufficient precautions to protect yourself against infection, such as compliance with hand hygiene.
- **Screen time.** Be aware of how much time you spend in front of a screen every day. Make sure that you take regular breaks from on-screen activities.
- **Video games.** While video games can be a way to relax, it can be tempting to spend much more time on them than usual when at home for long periods. Be sure to keep the right balance with off-line activities in your daily routine.
- **Social media.** Use your social media accounts to promote positive and hopeful stories. Correct misinformation wherever you see it.
- **Help others.** If you are able to, offer support to people in your community who may need it, such as helping them with food shopping.
- **Support health workers.** Take opportunities online or through your community to thank your country's health-care workers and all those working to respond to COVID-19.



Don't discriminate

Fear is a normal reaction in situations of uncertainty. But sometimes fear is expressed in ways which are hurtful to other people. Remember:

- Be kind. Don't discriminate against people because of your fears of the spread of COVID-19.
- Don't discriminate against people who you think may have coronavirus.
- Don't discriminate against health workers. Health workers deserve our respect and gratitude.
- COVID-19 has affected people from many countries. Don't attribute it to any specific group.



Chat with a Doctor *Anytime, Anywhere*

Activate your FREE employee benefit.

You can instant message, video-chat, and upload images to a local doctor who will assist you with health-related decision-making, 24/7/365, even after hours. No copay.

It's like having a doctor in your pocket!



24/7 access to local family medicine or pediatric doctors



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



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

Why we *love* eMD Access

- ✓ **Always available 24/7/365**
Connect with a doctor anytime, anywhere, on any device in **under 3 minutes**.
- ✓ **Local doctors from Central Texas**
Who know YOUR community and the healthcare issues/ailments/allergies affecting you.
- ✓ **Pediatric & family doctors always available**
Help navigate ills, chills, and spills for peace of mind for your family, day or night.
- ✓ **\$0 copay. \$0 deductible.**
Really, we've got you covered!
- ✓ **On-demand, unscheduled visits**
Connect with a doctor, in under 15 minutes, even after hours.
- ✓ **Top-rated service**
98.2% of patients would use the service again.

Activate your FREE account today at eMDaccess.com/activate



The Care You Need When You Need It



eMD Access

FREE

(no copay)

No appointment needed.

Anytime. Anywhere.

Chat with a local, Texas doctor within minutes from your phone or computer.

For colds, the flu, headaches, sprains, rashes, allergies, sinus infections and other unexpected illnesses and minor injuries.



PCP

\$\$\$

(office visit copay)

Appointment needed. Clinic visit.

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

For preventive and well care visits, routine care, referrals/authorizations, vaccines, medication refills, minor injuries and illnesses.



Urgent Care

\$\$\$

(urgent care copay)

No appointment needed. Office visit.

Immediate care when your primary care physician isn't available and you just can't wait for regular office hours.

For nonemergency issues such as fever, broken bones, lacerations, vomiting.



ER

\$\$\$

(ER copay)

No appointment needed. Hospital visit.

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

For chest pain or pressure, head injuries, seizures, severe abdominal pain, shortness of breath, pneumonia, sudden or severe headaches, paralysis, or weakness.

**GO TO YOUR
NEAREST HOSPITAL**

Learn more at eMDaccess.com

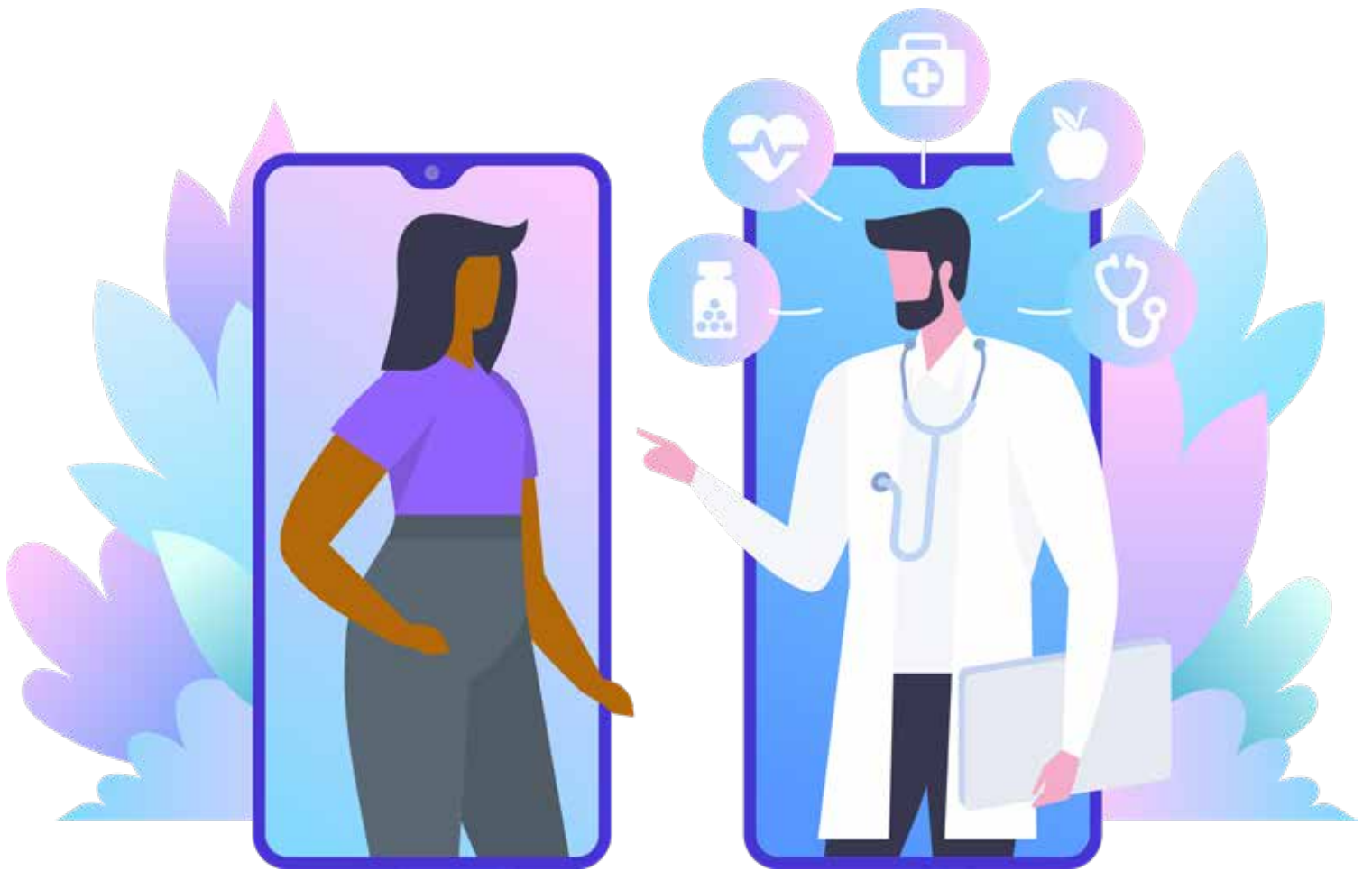


Special Programs To Help You With Your Health

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.