CHRISTUS Health Plan

Sales Department
919 Hidden Ridge
Irving | TX 75038



FRAUD, WASTE, OR ABUSE?

Report potential fraud, waste, or abuse in the CHRISTUS Health Plan Network by submitting details to the Special Investigations Unit via email, secure fax, or phone.

FWA HOTLINE: 855.771.8072

EMAIL: ChristusHealthSIU@ChristusHealth.org

SECURE FAX: 210.766.8849

If you prefer anonymity, call the Integrity Line at 888.728.8383 or visit ChristusIntegrityLink.org.

For compliance questions or concerns, you can email us at CHPCompliance@ChristusHealth.org

Get updates and connect with us on Facebook.

CHRISTUShealthplan.org

MC4455



STAY SAFE DURING RSV SEASON

Respiratory syncytial virus, or RSV, is a common respiratory virus that usually causes mild, cold-like symptoms. Most people recover in a week or two, but RSV can be serious, especially for infants and older adults.

There are steps you can take to help prevent the spread of RSV. Specifically, if you have cold-like symptoms you should:

- Cover your coughs and sneezes with a tissue or your upper shirt sleeve, not your hands
- Wash your hands often with soap and water for at least 20 seconds
- Avoid close contact, such as kissing, shaking hands, and sharing cups and eating utensils with others
- Clean frequently touched surfaces such as doorknobs and mobile devices

Source: https://www.cdc.gov/rsv/ https://www.cdc.gov/rsv/about/prevention.html

TAKE ACTION AGAINST BREAST CANCER

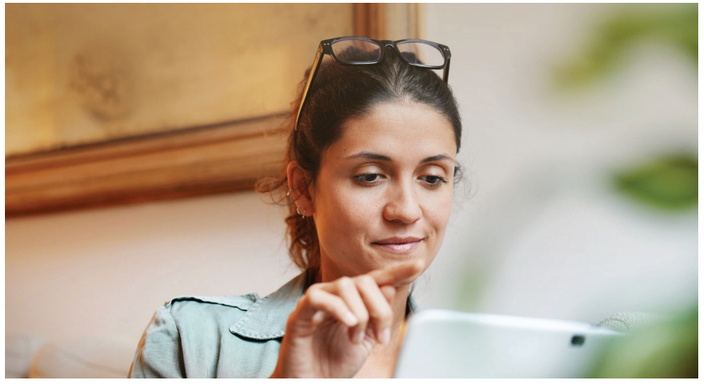
Did you know that breast cancer is the second most common cancer among women in the United States? One (1) in eight (8) women have a chance of being diagnosed with breast cancer during their lifetime. Start the year off with your health in mind and schedule a mammogram.

Source: CDC Breast Cancer In Young Women | Bring Your Brave | CDC

THE IMPORTANCE OF MAMMOGRAMS

- Mammograms, which are x-rays of the breast that help detect any signs of breast cancer, are important because early detection may prevent death. Cancer found early and before spreading can be easier to treat with greater success.
- Women 40-54 are encouraged to get yearly mammograms.
- Women 55+ may be able to switch to screenings every other year.
- When visiting your doctor, be sure to tell them if breast cancer runs in your family and if you've had any previous lumpectomies or mastectomies.

Mammograms are available to you at no cost. If you need assistance with scheduling a mammogram, please call [1-800-678-7347].



PRENATAL & POSTPARTUM CARE



If you are pregnant, early and routine prenatal and postnatal care are recommended to ensure a safe pregnancy, childbirth and health during the postpartum period.

HELPFUL PREGNANCY AND POSTPARTUM TIPS

- During prenatal visits, your doctor will check your vitals as well as the vitals and growth of the baby. Other tests may be performed to ensure that mom and baby are staying healthy.
- Schedule your first prenatal visits in the first 12 weeks of pregnancy with your prenatal provider (PCP or OBGYN).
- Schedule your postpartum follow up within 7 to 8 days after giving birth.
- Post-operative visits after a cesarean section do not count as a postpartum visit. A postpartum visit should be scheduled during the cesarean section post-op visit.
- Talk to your doctor if you are dealing with any type of baby blues (postpartum depression) after giving birth.

POSTPARTUM DEPRESSION

Any woman can become depressed during pregnancy or after pregnancy. Many women experience the "baby blues" or feel sad or empty, worried, and/or exhausted, or have mild mood changes or swings within in a few days of giving birth; such symptoms usually go away in 3 to 5 days of onset.

If these feelings are severe and/or do not go away, or the mother has any of the following signs/symptoms of depression for more than two weeks, the mother needs to promptly reach out for help and contact her healthcare provider, as she may have postpartum depression (PPD), a real medical illness that can affect the ability to carry out daily tasks and can be treated by a healthcare professional.

Signs and Symptoms

- Feeling restless or moody
- Feeling sad, hopeless, or overwhelmed
- Not having any interest in the baby, not feeling connected to the baby, or feeling as if the baby is someone else's
- Having trouble focusing or making decisions
- Having thoughts about death, suicide, or harming oneself or the baby

Risk Factors

- Has a personal history of depression or bipolar disorder
- Has a family history of depression or bipolar disorder
- Does not have support from family and friends
- Was depressed during pregnancy
- Has problems with a previous pregnancy or birth
- Has low thyroid hormones

If You Need Help

- Call The Suicide & Crisis Lifeline connecting those experiencing a mental health, substance abuse or suicidal crisis with trained crisis counselors by dialing 988 (or 1-800-273-TALK) for free and confidential help that is available 24 hours a day, seven days a week, 365 days a year. To use the Lifeline Chat, visit the National Suicide Prevention Lifeline website at https://988lifeline.org/
- Dial 911 in an emergency
- Call the National Maternal Mental Health Hotline, a free, confidential hotline for pregnant and new moms in English and Spanish by dialing or texting 1-833-9-HELP4MOMS (1-833-943-5746). TTY users can use a preferred relay service or dial 711 and then 1-833-943-5746.

SUICIDE PREVENTION HOTLINE

If you or someone you know is having thoughts about self-harm or suicide, please seek immediate help:

Call the Suicide & Crisis Lifeline by simply dialing "988" for free and confidential help that is available 24 hours a day, seven days a week.

CHOOSING URGENT CARE VS. EMERGENCY ROOM

CHOOSING URGENT CARE

If your primary care provider's office is closed and you need non-life-threatening medical treatment, go to an urgent care facility. The extended and weekend hours can help you avoid the trouble and expense of a trip to the emergency room. **An urgent care facility can help with: cough, cold, flu, sprains, strains, minor cuts and burns, nausea and more.**

CHOOSING THE ER

The emergency room is designed to treat life-threatening emergencies, major injuries, and serious illness. It is not the place to seek treatment for routine medical care and simple problems like sore throats, the flu or ear infections.

Please utilize the ER for needs like: trauma, accidents, heart attacks, uncontrollable bleeding, sudden changes in vision, difficulty breathing and other serious health events.



MEMBER ADVISORY COMMITTEE MEETINGS

CHRISTUS strives to provide the best health plan experience for our members and beneficiaries. To meet your needs and improve our performance, we conduct Member Advisory Committee meetings where you can ask questions and bring up concerns.

Be on the lookout for invitations to attend the Member Advisory Committee meetings in the future.

SURVEY

In mid-February, you may receive a survey in the mail asking you to evaluate your experiences with our health plan and healthcare providers. We hope you take this opportunity to share your thoughts with us.

If you have questions or concerns, you can count on us to help. Contact Member Services with any questions at [1-800-678-7347].



STOP SMOKING TO HELP YOURSELF AND OTHERS

- Smoking and tobacco use continue to be leading contributors in reducing life expectancy and causing health risks.
- According to the Centers for Disease Control and Prevention (CDC), cigarette smoking remains the leading cause of preventable disease, disability, and death in the United States. Unfortunately, in younger adults, there is an increase in the use of electronic cigarettes (e-cigarettes or vapes).
- Even though e-cigarettes are not as harmful as regular tobacco products, they still can cause damage to the body. Consider stopping smoking tobacco and vapes to improve your health and the health of others.

Source: https://www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/index.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Ftobacco%2Fdata_statistics%2Ffact_sheets%2Findex.htm

FOR QUESTIONS OR HELP WITH YOUR PLAN, PLEASE CONTACT MEMBER SERVICES AT 1-844-282-3025