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NAME
COMPANY
STREET ADDRESS
CITY, STATE ZIP



Protect Yourself Against the Flu

Influenza is a potentially serious illness that can lead to hospitalization and sometimes even death. Every flu season is different, and influenza infection can affect people differently, but millions of people get the flu every year. An annual seasonal flu vaccine is the best way to help protect against flu. Vaccination has been shown to have many benefits, including reducing risk of flu illnesses, hospitalizations and even the risk of flu-related death.

You should get a flu vaccine before flu begins spreading in your community. It takes about 2 weeks after vaccination for the antibodies that protect against the flu to develop in the body. The CDC recommends that people get a flu vaccine by the end of October. Getting vaccinated later, however, can still be beneficial and vaccination should continue to be offered throughout the flu season, into January and even later.

Children who need two doses of vaccine to be protected should start the vaccination process sooner, because the two doses must be given at least four weeks apart.

Flu vaccines are a covered benefit for all CHRISTUS Health Plan members.

source: [cdc.gov/flu/prevent/keyfacts.htm](https://www.cdc.gov/flu/prevent/keyfacts.htm)



Fall 2019

Health Matters



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

CHRISTUS Labs

All labs at CHRISTUS Health hospitals are in network for our members. Did you know that the best place to get your labs done is at a CHRISTUS facility? From Santa Fe to Tyler; fast and convenient.

MC1339



Diabetes Myths: Busted

On behalf of the millions of Americans who live with or are at risk for diabetes, CHRISTUS Health Plan is committed to helping our members understand this chronic disease. In honor of American Diabetes Month (November), we hope you'll learn more about the disease by allowing us to bust some myths.

If you're overweight, will you always develop Type 2 diabetes?

Being overweight is a risk factor for developing diabetes, but other risk factors such as physical activity level, family history, ethnicity, and age also play roles. Many people with Type 2 diabetes are at a normal weight or moderately overweight.

Is diabetes a serious disease?

Yes. Diabetes causes more deaths each year than breast cancer and AIDS combined, and having diabetes nearly doubles your chance of having a heart attack. However, managing your diabetes can reduce your risk for diabetes complications.

Do people with diabetes need to eat special foods?

A healthy meal plan for people with diabetes is generally the same as healthy eating for anyone - low in saturated fat, moderate in salt and sugar, with meals based on lean protein, non-starchy vegetables, whole grains, healthy fats, and fruit.

Can people with diabetes eat sweets or chocolate?

If eaten as part of a healthy meal plan, or combined with exercise, sweets and desserts can be eaten by people with diabetes. They are no more "off limits" to people with diabetes than they are to people without diabetes.

Does taking insulin mean you're failing to take care of your diabetes?

Using insulin to get blood glucose levels to a healthy level is a good thing, not a bad thing. For most people, Type 2 diabetes is a progressive disease. When first diagnosed, many people can keep their blood glucose at a healthy level with meal planning, physical activity, and taking oral medications. Over time, the body gradually produces less of its own insulin, and eventually oral medications may not be enough to keep blood glucose levels in a healthy range.



Dear Friends,

Welcome to the newest issue of Health Matters. We hope you're enjoying the cooler Fall temperatures and getting ready to cheer for your favorite football team!

In this issue, we are busting myths about Diabetes, answering frequently asked questions about Mammograms and providing a delicious recipe for Turkey and spinach Pinwheels.

Two important reminders: Flu season is coming, so please be sure to get your flu vaccine in October. Open Enrollment begins Nov. 1 and runs through Dec. 15. If you have any questions about your coverage, visit ChristusHealthPlan.org or Healthcare.gov.

As always, if you ever have any questions, please feel free to call Member Services at **844.282.3025**.

Nothing means more to us than knowing we've helped make our members' lives better. We hope you'll let your friends and family know about us as we enter Open Enrollment and people consider their health care options.

In good health,

Nancy Horstmann
Chief Executive Officer
CHRISTUS Health Plan

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Breast Cancer Screening

Mammograms - What to Know Before You Go

A mammogram is an X-ray of the breast that helps detect breast cancer early. It can find lumps that are too small to be felt during a clinical breast exam.

When Should I Get a Mammogram?

Typically, women should receive mammograms annually starting at age 40. You may need to get one done before turning 40 if you are at an increased risk for breast cancer.

Two Types of Mammograms

There are 2 types of mammograms: screening and diagnostic.



Screening mammograms are completed as part of a regular check up, even if you are not having symptoms. This type of mammogram allows your provider to see what is normal for your breasts and if there are any changes since your last mammogram.

Diagnostic mammograms focus on potential breast problem areas.

Always describe any problems and breast changes you are having to the technician performing your mammogram.

Describe any medical history that could affect your risk for breast cancer, such as family history of breast cancer, surgery, hormone use, or previous breast cancer.

Mental Health Awareness

In the United States, almost half of adults (46.4%) will experience a mental illness during their lifetime.

Only 41% of the people who experienced mental illness in the past year sought professional health care or other services.

Ways to Improve Mental Health

- Seek professional health, whether a doctor or therapist
- Exercise
- Eat a healthy diet
- Practice self-compassion
- Do something you love

CHRISTUS Health Plan believes mental health is as important as physical health. If you believe you are experiencing depression, anxiety, or other mental illness and need to seek treatment, call Member Service at **844.282.3025**, or visit ChristusHealthPlan.org to search for a provider.

source: nami.org/miaw



Quality Program

We want you to know about our Quality Program. A summary is available on the website that explains the CHRISTUS Health Plan Quality Program, our goals, successes and opportunities for improvement. **ChristusHealthPlan.org** also contains important information on how to use your benefits. You'll find information on:

- Member rights and responsibilities
- How to use your health care coverage
- Covered and non-covered benefits
- Pharmacy procedures
- How to access medical and behavioral health services
- How to appeal payment decisions and the right to external review
- Population Health Management programs, including wellness programs, case management and other member safety initiatives
- Moving from pediatric to adult care
- Member satisfaction surveys and other quality measures
- Utilization Management (UM) procedures
- Guidelines for decision making
- Clinical criteria for decision making
- How to file a complaint
- Continuity of care

Utilization Management Affirmative Statement

1. CHRISTUS Health Plan UM decision making is based on only the appropriateness of care and service, and existence of coverage.
2. CHRISTUS Health Plan does not specifically reward providers or other individuals for issuing denials of coverage.
3. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Member Rights and Responsibilities

Visit ChristusHealthPlan.org/Member-Resources/Rights-And-Responsibilities to learn your member rights and responsibilities. This information is also in your Member Handbook. If you have any questions, call Member Services at **844.282.3025**.

Turkey and Spinach Pinwheels

Ingredients

- 1 carton (8 oz.) spreadable vegetable cream cheese
- 8 flour tortillas (8 in.)
- 4 cups baby spinach
- 1 lb. sliced deli turkey

Directions

Spread cream cheese over tortillas. Layer with spinach and turkey. Roll up tightly; if desired, wrap and refrigerate until serving. Cut rolls crosswise into 1-in. slices.



Honor These Awareness Dates and Stay Healthy

September

Baby Safety Month

Labor Day (2)

Grandparents Day (9)

Patriot Day (11)

October

Breast Cancer Awareness Month

Mental Illness Awareness Week (6 - 12)

November

American Diabetes Month

Open Enrollment Begins (1)

Veterans Day (11)

Thanksgiving (28)