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NAME
COMPANY
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CITY, STATE ZIP

Prayer for Health Care Providers

Dear God, please bless the doctors and nurses who are caring for the needs of patients in so many different ways. Please help increase their knowledge and skills in helping the patients. Strengthen them in body and soul, and bless their work, so that they may give comfort to those for whose salvation your Son became Man, lived on this earth, healed the sick, and suffered and died on the cross.

Merciful Father, we commit all those whom you have called to study and practice the arts of healing the sick and the prevention of disease and pain into your able hands. May they rejoice in the skills you have given them, which enable them to bring hope, healing, and wholeness to those in their care.

We pray for all health care providers. May you guide them and support them in times of pain and frustration when their skills are not enough to prevent permanent injury, disability, or death. Bless each one of them, that they may be a blessing to others.

Holy Father, You Who are the Great Physician. Bless the work of the hands of doctors and nurses. You are the ultimate healer, and through them, we receive our physical healing. Guide them in making the correct diagnosis and in the treatment of their patients. Strengthen the doctors and nurses by your life-giving Spirit, that by their ministries, the health of the community may be promoted and your creation glorified; through Jesus Christ our Lord. Amen.



Health Matters

WINTER
2020 - 2021

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

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CHRISTUS Health Plan



US Family Health Plan at
CHRISTUS Health



Influenza Vaccination Information for Health Care Workers

CDC, the Advisory Committee on Immunization Practices (ACIP), and the Healthcare Infection Control Practices Advisory Committee (HICPAC) recommend that all U.S. health care workers get vaccinated annually against influenza.

Health care workers include (but are not limited to) physicians, nurses, nursing assistants, therapists, technicians, emergency medical service personnel, dental personnel, pharmacists, laboratory personnel, students and trainees, contractual staff not employed by the health-care facility, and persons (e.g., clerical, dietary, housekeeping, laundry, security, maintenance, administrative, billing, and volunteers) not directly involved in patient care but potentially exposed to infectious agents that can be transmitted to and from health care workers and patients.

During the 2019-2020 flu season, vaccination coverage among health care personnel (HCP) was 80.6%, similar to coverage during the past five seasons. By occupation, flu vaccination coverage was highest among physicians (98.0%), nurses (92.0%), pharmacists (90.6%), and nurse practitioners and physician assistants (88.8%).

Flu vaccination coverage was lowest among other clinical health care personnel (81.7%), assistants and aides (72.4%), and nonclinical health care personnel (76.7%).

Since health care workers may care for or live with people at high risk for influenza-related complications, it is especially important for them to get vaccinated annually. Annual vaccination is important because influenza is unpredictable, flu viruses are constantly changing and immunity from vaccination declines over time.

CDC recommends an annual flu vaccine as the first and best way to protect against influenza. This recommendation is the same even during years when the vaccine composition (the viruses the vaccine protects against) remains unchanged from the previous season.

By getting vaccinated, you help protect yourself, your family, and your patients.

Source: cdc.gov/flu/professionals/healthcareworkers.htm

2019 Provider Satisfaction Survey



The graph (left) presents the 2019 Provider Satisfaction Survey summary rates for CHRISTUS Health Plan's Overall Satisfaction with CHRISTUS Health compared to other Health Plans providing similar services. The respondents included Providers from Primary Care, Specialty, and Behavioral Health areas of medicine. These scores are also available online at:

[ChristusHealthPlan.org/provider-resources](https://www.christushealthplan.org/provider-resources).

What COVID-19 is Doing to the Heart, Even After Recovery

A growing number of studies suggest many COVID-19 survivors experience some type of heart damage, even if they didn't have underlying heart disease and weren't sick enough to be hospitalized. This latest twist has health care experts worried about a potential increase in heart failure.

These complications, such as myocarditis, an inflammation of the heart muscle, could lead to an increase in heart failure down the road. There is also concern about people with pre-existing heart disease who don't have COVID-19 but who avoid coming into the hospital with heart problems out of fear of being exposed to the virus.

Nearly one-fourth of those hospitalized with COVID-19 have been diagnosed with cardiovascular complications, which have been shown to contribute to roughly 40% of all COVID-19-related deaths.

"There's a group of people who seem to be more affected from the cardiac point of view," said Dr. Mina Chung, a cardiologist and professor of medicine at the Cleveland Clinic Lerner College of Medicine of Case Western Reserve University. But, she said, it can be difficult to identify who is at risk, or for those recovering from the virus to know if they're having heart problems.

"A lot of people end up feeling exhausted for a while. They can't get up to the exertion level they were at before.

But it's difficult to tease out whether or not it's the lungs taking a little more time to heal or whether it's a cardiac issue," said Chung, who is leading the coordination of more than a dozen ongoing COVID-19 research studies funded by the American Heart Association.

Doctors advise those recovering from COVID-19 to watch for the following symptoms – and to consult their physician or a cardiologist if they experience them: increasing or extreme shortness of breath with exertion, chest pain, swelling of the ankles, heart palpitations or an irregular heartbeat, not being able to lie flat without shortness of breath, waking up at night short of breath, lightheadedness or dizzy spells.

Source: [heart.org/en/news/2020/09/03/what-covid-19-is-doing-to-the-heart-even-after-recovery](https://www.heart.org/en/news/2020/09/03/what-covid-19-is-doing-to-the-heart-even-after-recovery)



Dear Friends,

In this issue, we offer tips for helping patients stick to their 2021 resolutions, how COVID-19 affects heart health, and information about the need for blood and plasma donations.

Two quick reminders: Don't forget to get your flu shot and Enrollment for each line of business ends in December. Medicare ends Dec. 7; USFHP ends Dec. 14; and Exchange ends Dec. 15.

We cannot thank you enough for the care you provide for all of our members, especially in these unusual times.

Wishing you and yours a safe and healthy holiday season,

David Engleking, MD
Medical Director
CHRISTUS Health Plan

Honor These Awareness Dates and Encourage Your Patients to Get Healthy

December

Pearl Harbor Remembrance Day (7)
National Guard Birthday (13)
First Day of Winter (21)
Christmas Day (25)

January

New Year's Day (1)
Cervical Cancer Awareness Month
Glaucoma Awareness Month
National Blood Donor Month
Martin Luther King, Jr. Day (18)

February

American Heart Month
Black History Month
Go Red for Women Day (5)
Valentine's Day (14)

The Need for Blood and Platelets is Constant

The American Red Cross has a constant and ongoing need for blood and platelet donations. There is no known end date in this fight against coronavirus, and the Red Cross needs the help of blood and platelet donors and blood drive hosts to meet the needs of patient care.

The American Red Cross is testing all blood, platelet and plasma donations for COVID-19 antibodies. As part of that effort, plasma from whole blood donations that test positive for COVID-19 antibodies may now help current coronavirus patients in need of convalescent plasma transfusions.

Donating blood products is essential to community health and the need for blood products is constant. The Red Cross follows the highest standards of safety and infection control, and volunteer donors are the only source of blood for those in need.

As hospitals resume surgical procedures and patient treatments that were temporarily paused due to the COVID-19 pandemic, donors are urged to give now to ensure blood products are readily available for patients.

source: [redcrossblood.org/donate-blood/dlp/coronavirus--covid-19--and-blood-donation.html](https://www.redcrossblood.org/donate-blood/dlp/coronavirus--covid-19--and-blood-donation.html)

Help Patients Keep their New Year's Resolutions

According to Nielsen, the two most popular resolutions are "staying fit" and "losing weight." As a physician, that's likely music to your ears. Research also says 25% of people who make health resolutions can't even make it through the first two weeks.

Luckily, there's still time to get your patients back on track and committed to preventive care.

More often than not, the reason people fail at resolutions is because they set goals too high. Your patients need to know what's possible in the short-term. Help them refine their objectives. **Set one goal, but also set smaller benchmarks.**

When it comes to keeping resolutions, **accountability is key.** A tracking method is a great way to help patients develop self-discipline around their health.

Support is critical to success in any goal, but especially a new year's resolution. While you and your team are committed to your patient's goals, you need to make sure their usual support system is also on board.

Sticking with a New Year's resolution isn't easy but, with your assistance, your patients can commit to a healthy lifestyle. By using the above methods, you can help your patients reach their goal and make this their healthiest year yet.

source: [gebauer.com/blog/new-years-health-resolutions](https://www.gebauer.com/blog/new-years-health-resolutions)

Medical Records Request Announcement

The CHRISTUS Health Plan Texas Individual and Family plans available on the Exchange will be part of the BY 2019 HHS RADV and we will be requesting medical records starting in January 2021.