Sentara® Health Plans

Employer News



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Member portal and mobile app: Easy access to health plan information

The Sentara Health Plans member portal and mobile app make it easy for employees to access important health plan information anytime, anywhere. Once they register and sign in, they can securely manage their health plan from their computer or mobile device.

With the member portal and mobile app, members can:

- View and share their member ID card.
- Check benefits and account balances.
- Track claims and authorizations.
- Search for in-network providers and facilities.
- Schedule virtual consults.

Employees and covered dependents age 14 and older can create their own accounts and take advantage of these convenient self-service tools.

Sign in

Learn more

Building local connections across Virginia

Looking for a health plan partner that understands Virginia? This fall, Sentara Health Plans is reaching employers and brokers across the Commonwealth to highlight the value of working with a local health plan committed to the communities we serve. Contact your broker or submit a Request a Quote to learn more.



Electronic Enrollment

Sentara Health Plans is moving all groups to electronic enrollment platforms. If you currently do not utilize an electronic platform to manage your enrollment, Sentara Health Plans' e3 Web Enrollment is a user-friendly platform that enables a group's benefit administrator to easily and quickly manage a variety of member enrollment functionalities such as:

- Self-service options to manage active enrollment 24/7
- Make benefit elections, cancelations, or corrections for employees
- Change employee and dependent demographic information
- Add, terminate, and rehire employees
- Edit enrollment dates
- Run reports
- View and order ID Cards

Please contact your sales representative or email **e3_inquiries@sentara.com** with any questions you may have about the e3 web enrollment tool.

Eligibility & Member ID Card Availability

Please note that when accessing eligibility details or member ID cards for newly enrolled members within the Employer Portal, there may be a processing delay. Information typically becomes available within 24 to 72 hours, as data is synchronized across multiple systems.

e^3 Web Enrollment Training opportunities

Interested in learning more about e^3 Web Enrollment? The Sales Operations Training Team is available to support you. To request a personalized, one-on-one training session for you and your team, please contact **thelearninghub@sentara.com**

Need help navigating the portal?

If you have questions or need guidance on completing tasks within the Employer Portal, we encourage you to explore our comprehensive User Guides. These resources are available on our educational website **sentarahealthplans.com/needtoknow**.

Training Resources

Customer satisfaction is our highest priority. Please visit and bookmark **sentarahealthplans.com/needtoknow** for helpful Resources and User Guides or email the Sales Operations Training Team to schedule a virtual training session at **thelearninghub@sentara.com**.





Don’t miss your checkup: Why PCP visits matter

Did you know that one of the best ways to stay healthy is to see your primary care provider (PCP) regularly?

Your PCP is your partner in staying healthy. Regular checkups can help prevent illness, manage ongoing health conditions and catch potential health problems early.

When you keep your appointments, your PCP can help you:

- Stay on top of preventive care and screenings.
- Manage ongoing conditions, such as asthma, diabetes and high blood pressure.
- Refill medications and coordinate your care.
- Connect you with specialists and other helpful resources.

Life gets busy, but making time for your health is important. If you can’t make an appointment, call your doctor’s office to reschedule. Regular visits help you stay on track with your health goals and get the care you need when you need it.

Need help finding a PCP?

To find a primary care doctor, go to **sentarahealthplans.com/findadoc**

Healthy tip: Before your next appointment, write down any medications, symptoms or questions you want to discuss with your PCP. Scheduling regular checkups is an important step toward staying healthy and addressing concerns early.



Take charge of your health with an Annual Wellness Visit

An Annual Wellness Visit (AWV) is your chance to focus on your health and plan for the year ahead. During this yearly visit, you can talk with your doctor about your health, ask questions, and discuss care that may be right for you.



Your visit may include:

- A review of your health history.
- Recommended screenings and vaccines.
- A discussion about your health goals and concerns.
- Tips to help you stay healthy and prevent future health problems.

An AWV is also a good time to think about what matters most to you. You may want to talk with your doctor about:

- Staying active and healthy as you get older.
- Eating healthier foods.
- Improving sleep.
- Managing stress.
- Preventing future health problems.
- Family health history and health risks.
- Any problems you are struggling with.

Taking time for this yearly visit can help you stay informed, prepared and in control of your health.

Healthy Tip: Think about one health goal you would like to work on this year. Your Annual Wellness Visit is a great time to talk with your doctor about steps you can take to reach it.



August is National Breastfeeding Month

National Breastfeeding Month celebrates and supports parents during one of life's most important journeys. Breastfeeding can offer health benefits for both parent and baby, and access to education, resources, and support can help families feel more confident during pregnancy and after delivery. Whether you breastfeed, formula feed, or do a combination of both, finding the approach that works best for you and your baby is what matters most.

Here are a few simple tips that may help support your breastfeeding journey:

- Try different breastfeeding positions, such as the cradle hold, football hold or side-lying position.
- Watch for early hunger cues, such as rooting or sucking on hands.
- Use pillows or supports to help keep you and your baby comfortable during feedings.

Find more information at **Partners in Pregnancy.**

Pharmacy focus: How do I get rid of unused or expired medication?

Safe ways to dispose of unused medications

Old medications can be harmful if they are found by children, pets, or other family members. Follow these steps to safely dispose of the medications you no longer use.

1. **Drop off medications at a drug take-back location**

One of the safest ways to dispose of old medications is to take them to a medication drop box or drug take-back site. Many pharmacies and police stations have secure drop-off locations. You can find an approved drug take-back location near you using the DEA Diversion Control Division's website.

2. **Use a drug mail-back program**

Many pharmacies offer special envelopes that allow you to mail in old medications for safe disposal. Check with your local pharmacy for available options.

3. **Dispose of medications at home**

If take-back or mail-back programs are not available, follow these FDA recommendations:

- **Flushing medications safely**
  - Some medications can be flushed down the toilet if the label instructions or pharmacist says it is safe to do so. If you are not sure, ask your pharmacist. You can check the FDA Flush List for a current list of medications that are safe to flush.
- **Safe disposal in household trash:**
  - **Step 1:** Remove the medication from its original container and mix with dirt, cat litter, or used coffee grounds. Do not crush tablets or open capsules.
  - **Step 2:** Place the mixture in a sealed plastic bag or a disposable container with a lid.
  - **Step 3:** Remove or scratch out your name and other personal information from the empty medication bottle.
  - **Step 4:** Throw the sealed container in your household trash and recycle the empty medication bottle if possible.

Remember: Taking a few simple steps now can help protect your family and others. If you have questions about how to dispose of medication, talk with your pharmacist.





Caregivers: small acts, big impact

Do you help a loved one manage their health? Whether it's a ride to an appointment, a reminder to take medication, or simply checking in, you may be serving as a caregiver.

Caregivers play an important role in helping loved ones stay healthy. Your support can provide encouragement, help them stay on track with their care, and make a meaningful difference in their overall well-being.

Different ways to support are:

- Calling or visiting to see how they are doing
- Offering to help with errands or transportation.
- Reminding a loved one about an upcoming appointment.
- Helping organize medications or health information.

Remember, caregivers need care, too. Take time to rest, ask for help when needed, and connect with others who can support you. When caregivers stay healthy, they can better support the people they care about.

Take time this week to check in with a loved one, offer support or help them stay on track with their health. Your care can make a meaningful difference.



Heart management checklist: Small steps, big impact

Living with congestive heart failure (CHF) can feel overwhelming, but daily habits can help you manage symptoms and support your heart health. Please speak with a physician about these recommendations and determine the best plan for your health.

Your checklist to help with monitoring potential symptoms:

- Blood pressure
- Confusion or impaired thinking – Family and friends may notice this before, so consider asking people around you for feedback.
- Daily weight – Contact your provider if you have sudden weight gain.
- Heart rate
- Shortness of breath or extra fatigue while moving through your daily routine – Contact your provider if you have difficulty breathing when lying flat or have sudden and severe shortness of breath during sleep
- Swelling in your body (e.g., ankles, lower legs, and feet)
- Your provider may also ask you to monitor your appetite, sleep, oxygen, and more.

Stay active

In addition to monitoring your health, aim for regular, doctor-approved physical activity. Even a short daily walk can help. As a Sentara Health Plans member, you have access to **multiple well-being programs**, including the MoveAbout Program and Healthy Habits, Healthy You.

Remember

Managing heart failure is a daily commitment, but small, consistent actions can help you feel better and stay healthier. Always follow your healthcare provider's recommendations for your specific needs.

Sources: heart.org/en/health-topics/heart-failure/what-is-heart-failure



New provider access: Oshi Health

Living with a chronic gastrointestinal (GI) condition or managing occasional flares? You don't have to just "learn to live with it." As a Sentara Health Plans member, you now have access to Oshi Health.

Oshi Health's virtual GI care can connect you with a full team of specialists who work together to find lasting relief—and it's now in-network with your Sentara Health Plans.*

You can see a GI provider when it's most convenient for you. Oshi Health makes it easy to book virtual visits that fit your schedule—with availability within days, including evenings and weekends, and easy booking in-app with no phone call required. Oshi's proven virtual GI care is in-network with your plan,* so you'll pay your standard copayment or deductible, just like any other in-network visit. To get started today, visit **oshihealth.com/sentara**.

**Oshi Health GI provider visits, including unlimited dietary and behavioral health support services are in-network with your plan through Sentara Health Plans. All standard copayments and deductibles may apply as noted in your plan benefit details.*

Are you up to date on your vaccines?

Vaccines play an important role in protecting your health at every stage of life. While many people associate vaccinations with childhood, adults also need routine vaccines to help prevent serious illnesses, reduce the risk of complications, and avoid hospital stays.

National Immunization Awareness Month, recognized each August, is a great reminder to check whether you're up to date on the vaccines recommended for your age and health needs.

Recommended Vaccines for Adults

Depending on your age and health history, you may be due for one or more of these vaccines:

- **Flu (Influenza) Vaccine:** Adults should receive a flu vaccine every year to help protect against seasonal influenza.
- **Tetanus, Diphtheria, and Pertussis (Td/Tdap) Vaccine:** Adults should get a Td or Tdap booster every 10 years to maintain protection against these serious diseases.
- **Shingles (Zoster) Vaccine:** Adults age 50 and older should receive two doses of the shingles vaccine, given at least 28 days apart.
- **Pneumococcal Vaccine:** Adults age 65 and older should receive a pneumococcal vaccine to help protect against pneumonia and other serious infections. Talk with your health care provider to confirm whether you're up to date.
- **Hepatitis B Vaccine:** Adults ages 19 to 59 should be protected against hepatitis B. You may already be covered if you completed the hepatitis B vaccine series as a child or received the full adult vaccine series.
- **COVID-19 Vaccine:** Adults should receive recommended COVID-19 vaccinations and boosters based on guidance from their health care provider.

Why Adult Vaccines Matter

Keeping your vaccinations current can help:

- Prevent serious illness and long-term health complications
- Reduce the risk of hospitalization
- Protect family members, friends, and others in your community
- Support a healthier community for everyone

What You Can Do

Taking a few simple steps can help you stay protected:

- Ask your provider whether you're up to date on recommended vaccines
- Discuss vaccinations during routine checkups
- Get vaccinated when recommended
- Keep a personal record of your immunizations
- Review your health plan benefits to understand your vaccine coverage



No matter the time of year, it's a good idea to check your vaccination status and talk with your provider about what's recommended for you. Staying up to date is one of the easiest and most effective ways to protect your health and the health of those around you.

Source: National Committee for Quality Assurance (NCQA), HEDIS® Measurement Year 2026, Adult Immunization Status (AIS-E).



Cooking smarter, not harder

Cooking can sometimes feel like a lot of work. The good news is healthy meals can be made simple. A few easy swaps and helpful tools can make cooking quicker and easier.

Easy swaps:

- Choose pre-cut fruits and vegetables instead of whole produce.
- Buy smaller produce, like baby carrots or mini potatoes.
- Use frozen vegetables that are already washed and ready to cook.

Simple protein options:

- Rotisserie chicken
- Pre-cooked shredded chicken
- Frozen meatballs
- Canned tuna or salmon

Helpful kitchen tools:

- Instant Pot
- Slow cooker (crockpot)
- Microwave
- Sheet pan for one-pan meals

Healthy Tip: Try making extra food when you cook. Save the leftovers in the refrigerator for a meal later in the week, or freeze them for another day. Having ready-to-eat meals can help you spend less time cooking. For more meal-prep ideas and easy recipes, explore the **Eating for Life program** on **sentarahealthplans.com**.

One-pan salmon dinner



This healthy meal can be made without a lot of cutting, chopping, and minimal preparation.

Ingredients:

- ½ pound of mini potatoes
- 1 tablespoon olive oil
- 1-2 teaspoons of all-purpose seasoning
- 1 pound salmon filets
- 2 tablespoons lemon juice
- 1 tablespoon of pre-minced garlic
- 3 tablespoons of olive oil
- 1 ½ teaspoons of all-purpose seasoning
- ½ teaspoon of onion powder
- ½ teaspoon of smoked paprika
- frozen broccoli, thawed

Tools:

- Sheet pan
- Meat thermometer
- Small bowl
- Spoon

Step 1: Heat the oven

1. Preheat your oven to 400 degrees.

Step 2: Prepare the potatoes

1. Rinse the potatoes.
2. Put the potatoes on the sheet pan.
3. Drizzle them with 1 tablespoon of olive oil.
4. Sprinkle 1-2 teaspoons of all-purpose seasoning.
5. Toss the potatoes until coated.
6. Bake for 15 minutes.

Step 3: Make the seasoning mix

1. In a bowl, combine the following ingredients:

- 3 tablespoons of olive oil
- 2 tablespoons of lemon juice
- 1 tablespoon of garlic
- 1 ½ teaspoons of all purpose seasoning
- ½ teaspoon of onion powder
- ½ teaspoon of smoked paprika

2. Stir well

Step 4: Season the Salmon

1. Pour the seasoning mixture over the salmon.
2. Spread it evenly to cover the top of the salmon.

Step 5: Add the broccoli and salmon

1. Carefully remove the sheet pan from the oven.
2. Move the potatoes to one side of the pan.
3. Place the broccoli on the empty side of the pan.
4. Place the salmon on top of the broccoli.
5. Return the pan to the oven.
6. Bake for 10-15 minutes.
7. Check the salmon with the thermometer. The salmon is done when it reaches 145 degrees.
8. Place the potatoes, salmon, and broccoli on a plate and enjoy!

For more meal-prep ideas and easy recipes, explore the **Eating for Life program** on **sentarahealthplans.com**.

Snake bites begin as summer arrives, emergency physicians warn

Warmer temperatures cause snake bites

As temperatures rise and outdoor activity increases, emergency department physicians at Sentara are reminding people to stay alert for snakes and know what to do if you are bitten.

Sentara hospitals usually see an increase in snake bites during the summer months.

"Usually people are bitten while gardening, hiking, doing yard work, or completing chores around the house," said Debra Lee, M.D., chief medical officer at Sentara Northern Virginia Medical Center.

"The majority of snake bites are actually non-venomous, but there are several venomous snakes in our region that can cause serious medical complications."

What to do after a snake bite

The most important first step after a snake bite is to move away from the snake to avoid being bitten again.

Sentara doctors offer some advice: If possible, keep the affected area still and not moving to help slow the spread of venom. If you can do it safely, take a picture of the snake to help medical teams and poison control identify the type of snake. However, do not attempt to capture or bring the snake to the emergency department.



Symptoms following a snake bite can vary, but may include:

- Pain and swelling around the bite area
- Numbness, tingling, muscle weakness, or paralysis
- Rash, shortness of breath, dizziness, or lightheadedness

Be careful of common myths about treating snake bites. Actions that are not recommended are applying a tourniquet, cutting the wound, attempting to suck out venom, or placing ice on the bite.

Instead, experts recommend gently washing the area and calling 911 or going directly to the nearest emergency department or urgent care.

Not all snake bites leave obvious fang marks, so anyone who suspects they have been bitten should seek help.

Even if you are unsure whether you have been bitten by a snake, it is always wise to seek medical attention. Emergency physicians and poison control experts can help determine the safest next steps.

For more information about snakebite prevention and treatment, contact your healthcare provider or local poison control center.



Beat the heat: Easy ways to stay healthy this summer

Summer brings more opportunities to enjoy outdoor activities, fresh air, and sunshine

Summer brings more ways to enjoy outdoor activities, fresh air, and sunshine. As temperatures rise, it's important for everyone to take simple steps to stay safe while spending more time outside. These tips can help you stay cool, protect your skin, and enjoy the season with confidence.

Stay cool and hydrated during hot temperatures. Dehydration can happen quickly when spending time outdoors in the summer. Drink water throughout the day and don't wait until you feel thirsty. If your doctor has given you limits on how much fluid to drink, ask how to stay safely hydrated during hot weather.

Know the signs of heat stroke. Heat stroke is a serious condition that can happen when the body becomes overheated. Symptoms may include extreme fatigue, a body temperature of 102.2°F (39°C) or higher, nausea, painful muscle spasms, dizziness, confusion, or fainting. Recognizing these signs early can help you respond quickly and seek care when needed.

Preventing heat stroke in children

To protect children from the dangers of heat stroke, follow these essential tips:

- **Monitor temperature and heat index:** Always check both the outside temperature and the heat index. The heat index measures how hot it feels when humidity is factored in with the actual air temperature. This is crucial as high humidity can make it feel much hotter and increase the risk of heat-related illnesses.
- **Never leave children in parked cars:** Do not leave your child unattended in a parked car, even if the windows are open. The temperature inside a vehicle can rise rapidly, leading to potentially fatal heat stroke.
- **Use sunscreen:** Apply sunscreen to your child's skin to protect against sunburn, which can exacerbate the effects of heat. Reapply sunscreen as directed on the packaging, especially after swimming or sweating.
- **Avoid heat during illness:** Keep your child out of the heat if they are sick or have recently been sick. Illness can make children more susceptible to heat exhaustion and heat stroke.
- **Know the symptoms:** Educate yourself and your child about the symptoms of heat exhaustion and heat stroke. Recognizing these signs early can prevent a medical emergency.
- **Stay prepared:** Be ready to cool your children down if they start showing symptoms of heat exhaustion. Move them to a cooler environment, provide hydration, and use cool compresses on their skin.

Wear loose, lightweight, light-colored clothing. Lighter clothing can help your body stay cool on hot days. Choose breathable fabrics, take breaks from the heat, and cool down with a shower or bath if you have spent a long time outdoors. When possible, wear clothing with built-in ultraviolet protection factor (UPF) and plan activities during cooler morning or evening hours.

Sun safety and sunscreen are important for everyone. No matter your skin tone, sunscreen helps protect you from harmful UVA and UVB rays that can contribute to skin cancer. Choose sunscreen with SPF 30 or higher, apply it generously, and reapply every two hours or after swimming or sweating. You can also protect yourself by wearing a wide-brimmed hat, seeking shade between 10 a.m. and 4 p.m., and using lip balm with SPF.

Check your medication. Some medications can increase sensitivity to heat or sun. Ask your doctor or pharmacist whether any medications you or a loved one take may raise this risk, and follow their guidance for staying safe during hot, sunny days.

Don't forget protective gear. An easy bike or kayak ride still calls for safety, and wearing a helmet can protect you in the event of an accident. Consider non-slip footwear and supportive sunglasses as part of your outdoor routine.

Be aware of insects and bites. Whether you are gardening, hiking, attending outdoor events, or spending time with family, insect protection matters. Use insect repellent to help prevent mosquito bites, which can transmit disease. Since ticks can carry Lyme disease and other illnesses, avoid tall grass, use tick repellent, and check for ticks after outdoor activities. If you are allergic to stinging insects, avoid bright clothing and strong scents that may attract them. Carry an epinephrine auto-injector if prescribed, know how to use it, and make sure it has not expired.



Plan your day around the heat by checking the forecast, using air conditioning or fans during extreme temperatures, and taking breaks in shaded or indoor areas. Keep a phone handy, let someone know your plans, and listen to your body. Signs like lightheadedness, headache, or rapid heartbeat may mean it's time to rest and cool down. Stay cool, stay hydrated, and listen to your body—because a few simple precautions can make all the difference in enjoying a safe and healthy summer.

Take action when it matters most. If you or a loved one may be experiencing signs of heat-related illness, seek care right away or call 911 in an emergency. For guidance and to connect with a trusted provider, use the Sentara Health Plans app to find a physician near you. Having quick access to care can help you feel confident and supported when it matters most.

A few small steps can make a big difference. Stay cool, stay protected, and enjoy a safe, healthy summer.

Source: https://www.sentara.com/healthwellness/articles/summer-safety-tips-for-seniors

https://www.sentara.com/healthwellness/articles/tips-for-a-safe-and-fun-filled-summer

Before the first bell: Schedule your child's back-to-school checkup

Well-child visits help families prepare for the new school year with physicals, vaccine updates and support for children's overall health.

School supplies are hitting the stores, and before we know it, back-to-school will be here.

Now's a good time to make an appointment with your child's pediatrician to get school and sports physicals, update vaccinations and review your child's overall health.

These visits, often called well-child appointments, are also a chance to talk to your child's pediatrician about the support your child may need for the upcoming school year.

"We're doing more than just a physical exam," says Brian Norwood, M.D., a pediatrician at Sentara Pediatric Physicians in Virginia Beach, Va. "Well-child visits provide an opportunity to track growth and development and screen for potential medical problems. We also talk to parents and children about any concerns related to their physical, emotional and social development."

School and sports physicals

Check with your child's school to determine if they need a physical. School physicals focus on:

- Mental health
- Medical history and vital signs
- Screening tests for hearing and vision
- Social wellbeing
- Vaccinations

Some children may also need a sports physical to determine their eligibility to play school sports. Sports physicals include:

- Completion of a Preparticipation Physical Evaluation (PPE) form provided by the school
- Physical exam
- Review the history of any past injuries or medical conditions that may impact their play

Your pediatrician will also review safety measures with you and your child to prevent sports injuries, such as:

- Always use proper equipment – including during practice
- Know the signs of a concussion
- Warm-up and stretch before games and cool down after games

Vaccination updates

"One of the most important reasons for well-child visits is to ensure your child's vaccinations are current. Providing routine vaccinations is arguably one of the most important things we can do to protect our children," says Norwood.

Vaccinations protect children from potentially life-threatening diseases such as measles, mumps, rubella, meningitis, polio, whooping cough and diphtheria. These diseases can cause severe health issues, long-term complications, or even death.

Older children should also receive the human papillomavirus (HPV) vaccine, which helps protect against several types of cancer. In Virginia, the first dose of the HPV vaccine is required for children entering seventh grade in public or private schools. Parents or guardians may choose to opt out of this requirement after reviewing information from the Virginia Board of Health.

Many schools require specific vaccinations before a child can enroll or start their next school year. Vaccinations help prevent outbreaks that can spread quickly in communities like schools where children are in close contact.



By reducing the spread of these dangerous diseases, vaccinating a large percentage of the population also creates herd immunity, which helps protect those who can't be vaccinated, such as infants, people with certain medical conditions and the immunocompromised.

Norwood assures parents that vaccines are rigorously tested to ensure they are safe and effective for children.

"There are many myths and misconceptions about childhood vaccinations, so I encourage parents to talk to their pediatrician about any of their concerns," Norwood advises.

Creating a healthy tradition

Back-to-school appointments teach children from a young age to take care of their health and to trust their healthcare team.

"Routine physicals build a comprehensive medical history to help track your child's health and wellness over time, and this history allows us to identify subtle signs of problems at an early stage," says Norwood.

Prepare for your child's back-to-school appointment:

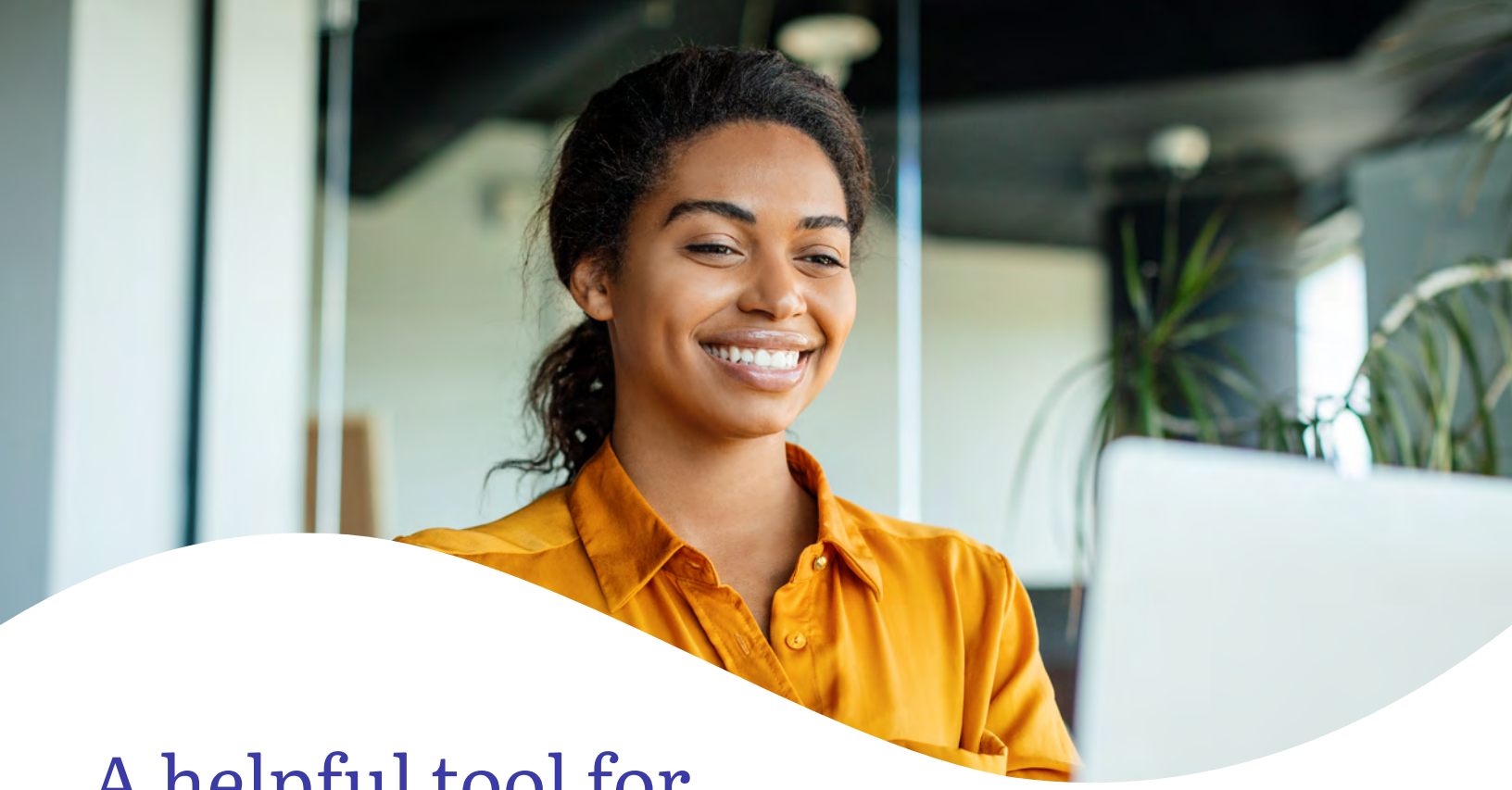
1. Bring your child's updated vaccination records if they've been vaccinated somewhere other than their pediatrician's office

2. Bring your child's school's required physical forms (and sports physical forms if needed)

3. Get familiar with state vaccination requirements (Virginia and North Carolina school vaccination requirements are available online.)

To schedule a back-to-school checkup, call your child's doctor. If you need to find a doctor, use the Sentara Health Plans mobile app or visit **sentarahealthplans.com** to search for an in-network provider who can help your child get ready for the school year.

Source: https://www.sentara.com/healthwellness/articles/back-to-school-checklist



A helpful tool for managing your care

Healthcare technology can sometimes feel overwhelming, but the right tool can make it easier to manage important parts of your care in one secure place. A patient portal can help you stay connected, keep track of upcoming visits, and take a more active role in your health.

A patient portal, such as Sentara MyChart, is one example of a secure online tool that gives you convenient access to your health information and care team. Depending on the portal your provider uses, you may be able to schedule, view, reschedule, or cancel appointments; receive reminders; complete online check-in before your visit, such as Sentara eCheck-In; view test results such as lab work or X-rays; request prescription refills; and send messages to your provider.

Downloading the Sentara MyChart app can make these tools even easier to use because you can take your health information with you wherever you go. With the app on your phone, appointment details, reminders, messages, and other helpful features are available right at your fingertips—making it simple to manage your care at home, at work, or on the go.

Trusted health information sources, including the Office of the National Coordinator for Health Information Technology, explain that easy access to your health records can help you get, check, and use your health information. Research also suggests that patient portals may help people better understand their health information and feel more confident managing their care. Some studies have found that portal use may be associated with helpful behaviors, such as taking medicines as directed, staying up to date on preventive care, and keeping important appointments with doctors and other members of the care team.

Patient portals can also support people managing long-term conditions by giving them a way to review test results, use health education tools, message their care team between visits, and keep appointment information organized in one easy-to-access place.

Using a patient portal is a simple way to stay connected and take an active role in your health. Ask your care team which patient portal they offer, how to sign up, whether a mobile app is available, and what features can help you schedule, reschedule, and keep your appointments.

Sentara® Health Plans

Healthcare at your fingertips

Download the **Sentara Health Plans mobile app** today for instant access to important plan information including:

- Member ID card
- Virtual consults
- Doctor and facility searches
- Claims and authorizations
- Wellness tools
- Treatment cost calculator
- Important preventive care notifications
- HSA or HRA[1] account access
- Answers to frequently asked questions
- Common forms and documents
- Contact information for the health plan

Whether you're accessing your plan information from the mobile app, a computer, or a tablet, Sentara Health Plans digital solutions provide a cohesive experience across all platforms.

Look for the Sentara Health Plans mobile app:

Download on the App Store

GET IT ON Google Play

To learn more about the Sentara Health Plans mobile app, visit: **sentarahealthplans.com/app.**

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Did you know?

Sentara Health Plans members are entitled to certain rights and beholden to certain responsibilities. Members can review rights and responsibilities anytime on our website at **sentarahealthplans.com/members/manage-plans/member-rights-and-responsibilities-commercial**.