



Winter 2025

Healthy

Highlights

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Medicare and Medicaid Working Together

sentaramedicare.com/members
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Hello!

Welcome to 2025 and thank you for choosing Sentara Community Complete (HMO D-SNP) as your health plan provider. If you are a newly-aligned member, we've gathered some frequently asked questions that may help you during this transition. You can find them at sentarahealthplans.com/members/dsnp-member. We are happy to have you as our member, and we look forward to taking good care of you this year.

To kickoff 2025, we're sharing tips for staying healthy during flu season, information about new services in 2025, and we have a rundown of this year's new Healthy Rewards¹. **We're glad you're here.**



Pharmacy focus: How to safely discard medication

If you have medication you no longer need, it's best to discard it. Getting rid of medication isn't as easy as throwing it in the trash can, but you do have several options, as follows:

Flush it. Some medications can be safely flushed down the toilet with minimal effects on the environment. To review the list of flushable medications, visit [fda.gov](https://www.fda.gov) and type "flush list" in the search bar.

Drop it off. The Drug Enforcement Administration (DEA) Drug Take Back Day is an easy way to get rid of medication. There are locations authorized by the DEA to accept drugs outside of Take Back Day. To learn more and find a location near you, visit [dea.gov/takebackday](https://www.dea.gov/takebackday). Also, many pharmacies now have drug drop boxes near the pharmacy counter.

Mail it. Ask your pharmacist for a drug mail-back envelope. Some retail pharmacies may charge a fee for it. Put your medication in the envelope, seal it, and drop it in a United States Postal Service mailbox.

Stop by a Sentara Medical Group provider's office and pick up a no-cost Deterra® Drug Deactivation System Pouch.



It's easy to use—place your unwanted medications (including pills, liquids, and patches) into a Deterra pouch, fill it with water, and seal it. The Deterra pouch makes the medication inside useless, and you can throw the pouch into the trash.

Stay well this flu season

We're in the midst of flu season, which lasts until May. If you haven't done so already, it's time to get your seasonal flu vaccine, or "flu shot."

The CDC says if you have already been sick with the flu this season without getting vaccinated, getting a flu vaccine is still important because it helps prevent disease caused by different strains of flu viruses.

Seasonal flu is a respiratory illness caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It's contagious, and spreads easily from person to person. The annual flu vaccine is the best way to help reduce the risk of getting the flu and any of its complications.

Here are some things to keep in mind this flu season:

- Sentara Community Complete plan covers the full cost of the flu vaccine, so **you pay \$0**.
- You can get a flu vaccine at your primary care provider's (PCP) office. Be sure to make an appointment before you go.
- If you are unable to see your PCP, you can also get a flu vaccine at your local pharmacy.
- The flu vaccine is updated yearly, so you should get one every year.
- The vaccine does not cause the flu and is safe. (See sidebar for more information about vaccines.)

To learn even more about the flu and what you can do to stay safe, please visit our Flu and Cold Prevention website at sentaramedicare.com/fluandcold.

If you do get sick, you can use your over-the-counter (OTC) products allowance through NationsBenefits® to buy things like cough syrup and drops, pain relievers, and even a humidifier. To view the OTC catalog and place an order, visit SentaraMedicare.NationsBenefits.com.



Ask a Nurse Care Manager

Q: Are vaccines safe?

A: According to the Centers for Disease Control and Prevention (CDC), vaccinations are one of the greatest achievements of science and public health. The CDC and the Food and Drug Administration (FDA), as well as other agencies and researchers, closely monitor the safety of vaccines through the ongoing analysis of data, early detection of potential safety concerns, and prompt public health action if needed².

Getting vaccinated has been shown to have many benefits including reducing the risk of illnesses, hospitalizations, and even death. Vaccines help your body fight infections more effectively. To put it simply, vaccines include an antigen that prompts your body to create antibodies to fight it. Once your body has successfully gotten rid of the antigen, you're considered immune.

This year, we will reward you for getting certain vaccines. **You can earn a Healthy Reward of \$10 each for getting the COVID-19, influenza (flu), and respiratory syncytial virus (RSV) vaccines.** (See page 4 for more information about Healthy Rewards.) Get the vaccines you need, earn rewards, and stay healthy in 2025.

-Cheryl F., BSN, RN, CCM, Integrated Care Management

Your 2025 Healthy Rewards

In 2025, we'll continue to reward you for completing healthy actions. This year, we have new rewards for you including **\$10** each for certain vaccines, **\$15** for taking our online fall risk assessment, and separate rewards for certain diabetic tests. You can earn up to **\$275** in rewards on a prepaid flex card just by taking care of your health. If you don't already have a prepaid flex card, we'll send you one when you earn your first reward.

Here's how to earn rewards:



Call your provider and schedule an appointment.



Complete the appointment, screening, exam, or vaccine.



Your provider will submit a claim showing you completed it.



We process your reward. Processing takes 8–10 weeks after we receive the claim from your doctor. There's nothing else you need to do to receive your Healthy Reward.

For more information about the Healthy Rewards program, including details about each reward and a list of frequently asked questions, visit sentaramedicare.com/rewards.

In addition to Healthy Rewards, you may also qualify for up to \$50 per year in gift cards with Healthy Incentives through Sentara Community Care. For a full list of incentives visit sentaramedicaid.com/giftcard.

Your 2025 Healthy Rewards checklist:

Check off the rewards as you earn them.



All members:

- \$100**
Annual Wellness Visit
- \$20**
Annual Physical Exam
(when completed at the same time as the Annual Wellness Visit)
- \$20**
Breast cancer screening
(mammogram)
- \$20**
Colorectal cancer screening
(colonoscopy)
- \$10**
COVID-19 vaccine
- \$15**
Fall risk assessment³
- \$10**
Flu vaccine
- \$25**
In-home assessment³
- \$10**
RSV vaccine

Members with diabetes can also earn:

- \$15**
Diabetic A1C test
- \$20**
Diabetic eye exam
- \$10**
Diabetic kidney test



Get help paying for groceries with the grocery allowance⁴

Receive a grocery allowance through NationsBenefits to use toward the purchase of thousands of healthy options using the same prepaid flex card you use for Healthy Rewards.

To participate, you must complete a health condition questionnaire and self-attest to having at least one of the eligible chronic conditions.

You can complete the questionnaire and self-attest online in the NationsBenefits member portal at **SentaraMedicare.NationsBenefits.com**, or by calling their customer service at **1-877-438-7521 (TTY: 711)**, from 8 a.m. to 8 p.m., 7 days per week.

You can start using your grocery allowance even if you haven't received your prepaid flex card. Order non-perishable items from the NationsBenefits member portal as soon as your balance is loaded. Home delivery has no additional cost.

Once you have your prepaid flex card, you can spend your allowance at retail locations that operate as grocery stores including Food Lion, Harris Teeter, Kroger, and Walmart. If you have questions about the grocery allowance, please visit your NationsBenefits member portal or call NationsBenefits Customer Service.

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Walmart

New services in 2025



Create an Advance Care Plan with Koda Health

With Koda Health's Advance Care Planning Experience, eligible members can make sure their decisions are respected during unexpected illnesses. With an Advance Care Plan, you decide, in advance, in writing, what your healthcare choices are if you cannot speak for yourself. You can direct the kind of treatment you do or do not want.

With your Sentara Community Complete plan, the Koda Health Advance Care Planning service is free of charge. This includes the cost of legalizing your plan according to state requirements. You'll get personalized and strategic guidance every step of the way. Your information is kept safe—only you, and those you allow, will have access.

Either Koda Health or Sentara Medicare will contact you if you are eligible to participate in Koda Health's Advance Care Planning Experience. You can also learn more about Advance Care Plans at sentarahealthplans.com/members/medicare/advance-care-plans.

Extra support for those with cancer

Starting early March, Iris by OncoHealth will provide 24/7 oncology-specific support for Sentara Community Complete members with cancer and their caregivers. This virtual care service complements existing oncology team care by providing personalized ongoing support between appointments and after-hours.

Iris connects members with licensed oncology experts—including mental health therapists, dietitians, and nurses—who offer personalized care for managing all aspects of their cancer experience. Members also have access to local and national supportive resources and an extensive content library.

Accessible by web, smartphone app, or phone, and available at no cost to eligible members, Iris provides direct access to oncology-certified providers, helping to improve the well-being of those facing cancer. To learn more about Iris by OncoHealth, call **1-844-912-4747 (TTY: 711)**, 24 hours per day, 7 days per week, or visit irisoncology.com.

2024 Dr. Melvin T. Pinn, Jr. Quality Excellence Award recipient chosen

We are excited to announce Dr. Walker A. Julliard as the recipient of the 2024 Dr. Melvin T. Pinn, Jr. Quality Excellence Award (QEA). One award is given annually to a doctor who shows dedication to providing safe, quality care while improving outcomes for our members.

Dr. Julliard is a cardiothoracic surgeon specializing in the surgical treatment of non-cardiac diseases of the chest. Dr. Julliard obtained his M.D. from the University of Rochester School of Medicine. He completed his residency at the University of Wisconsin Health and a fellowship in Cardiothoracic Surgery at the University of Virginia.

He has received high ratings from his patients and their loved ones. The nomination from a Sentara Health Plans member's family stated, "Our family is so thankful for Dr. Julliard and how his attention to detail gave us all the best outcome."

The Quality Improvement and Member Safety Team is in the process of selecting the 2025 Dr. Melvin T. Pinn, Jr. Quality Excellence Award recipient. Stay tuned for the announcement upcoming this year.



The Quality Improvement and Member Safety Team is now accepting nominations for the 2026 QEA Award. If you would like to nominate a doctor for the 2026 QEA Award, please visit sentarahealthplans.com/providers/qea, and scroll to the bottom of the page to access the nomination form.

Footnotes

Please note, in most instances, you will be enrolled in Sentara Community Complete (HMO D-SNP) for your Medicare benefits the first day of the month after you request to be enrolled in Sentara Community Complete. However, you may still receive your Cardinal Care (Medicaid) services from your previous Cardinal Care health plan for one additional month. After that, you will receive your Cardinal Care (Medicaid) services through Sentara Community Complete. There will be no gap in your Cardinal Care coverage.

¹Rewards cannot be used to buy tobacco or alcohol. Rewards cannot be converted to cash. You can only receive one reward per applicable service per plan year.

²Sources: cdc.gov; mayoclinic.org

³There is no doctor appointment needed to earn the Healthy Reward for the fall risk assessment and in-home assessment. For more information on these rewards, visit sentaramedicare.com/rewards.

⁴Members with chronic condition(s) that meet certain criteria may be eligible for this special supplemental benefit. The grocery allowance cannot be used to pay for non-grocery items such as alcohol, tobacco, or firearms, and it cannot be converted to cash. The grocery allowance will reload on the first of the month and expires at the end of the month. Unused funds do not carry over to the next month. Benefits vary by plan.



Keep your plan close at hand with the Sentara Health Plans mobile app

- View, print, fax, and share your ID card
- Request a new ID card
- Search for a provider
- Review claims
- Get copay and coinsurance amounts

To download the app visit sentarahealthplans.com/app



Sentara Community Complete Member Services is here for you:

1-866-650-1274 (TTY: 711)

October 1–March 31 | 7 days per week | 8 a.m.–8 p.m.
April 1–September 30 | Monday–Friday | 8 a.m.–8 p.m.

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