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Keeping Members in the Loop: Member Communications Enhancements

Sentara Health Plans is launching new text messaging functionality to help us connect with members directly and empower them to control their communications preferences. Members will be able to view important resources and access plan information, available at their fingertips anywhere, anytime.



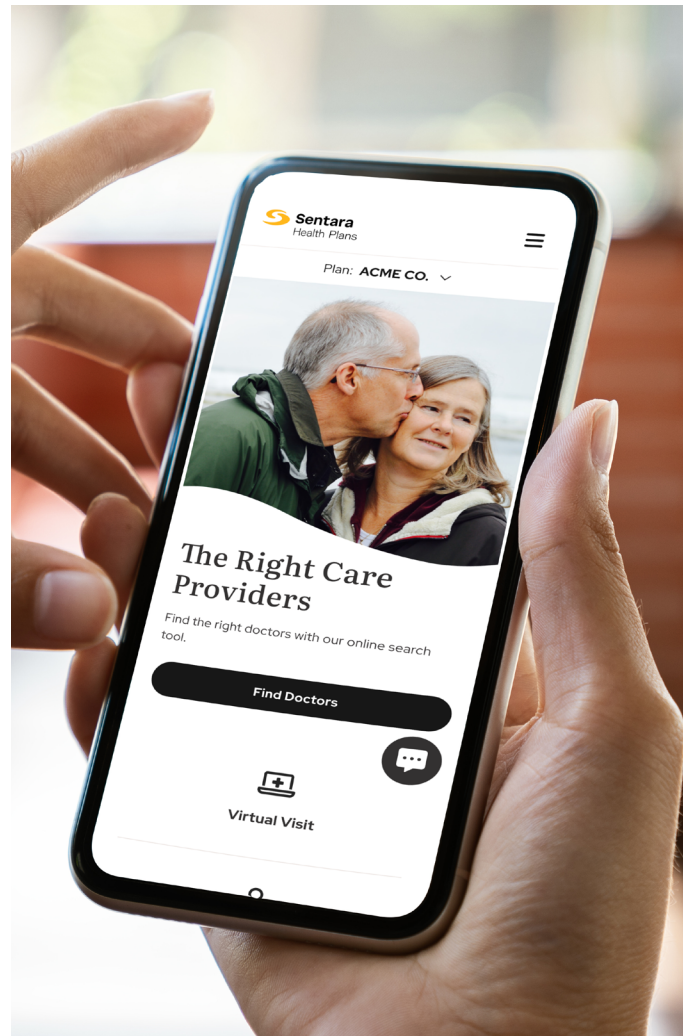
Mobile feed: The new mobile feed will have customized resources to keep members informed and help them understand their health plan benefits and make educated decisions about their healthcare. Stay tuned for upcoming announcements detailing the new mobile feed.



Setting preferences: Members can sign in to the mobile app or member portal to set their preferences in their profile. We will continue to build on this foundation to customize the ways we communicate with our members.

We are excited to engage more with our members via text messaging. In the coming months, we will be encouraging members through a variety of channels to update their preferences and verify their text consent with us.

If you have questions, please reach out to your Sentara Health Plans representative.



Check out the New Employer Portal

Sentara Health Plans is excited to announce the upcoming launch of our **new employer portal experience**.

The redesigned landing page will feature:

1. Tiles for quick access to your most frequently used tools
2. A banner displaying additional messaging

If you have any questions, please contact your Sentara Health Plans representative.



Now Available: Digital Member Guides

Our member guides are now available online for our members, so they can view anytime, anywhere! Members can sign in to their member portal or the Sentara Health Plans mobile app and go to the **Plan Documents** section to view their member guide where and when they need it. This booklet contains helpful tips, insights, and resources members can use to get started with their plan and make the most of their coverage.

For complete details of your coverage, view all documents available in the Plan Documents section.

Prioritize Your Well-being

New backpacks, lunchboxes, planners, and routines—what are you doing to support your well-being as we kick off another great school year? Tap into new rhythms and goals with the support of Sentara Health Plans. Visit **sentarahealthplans.com/mylifemyplan** for interactive, award-winning programs across integral aspects of wellness.

- Develop healthy eating and exercise habits using **Eating for Life**.
- Learn about different types of physical activity and ways to move to achieve weekly movement goals with **MoveAbout**.
- Enhance your blood flow, release muscle tension, and improve your balance with on-demand **Yoga** and **Tai Chi** programs. Chair Yoga is also available.
- Experience a calm, peaceful retreat from the everyday stressors with **Guided Meditations**.
- Find support to quit using tobacco with **Stay Smokeless for Life**.
- Practice habits to reduce stress and get more quality sleep by exploring the **Stress Less** and **Sleep Better** programs.

Access each of these and more at **sentarahealthplans.com/mylifemyplan**.





Back to School Reminders

Now that students are back in school, it is important that they eat healthy, stay active, and are up-to-date on their immunizations for a healthier and safer school year.

Eat Healthy and Stay Active

The health of students—what they eat and how much physical activity they get—is linked to their academic success. Early research is also starting to show that healthy school lunches may help to lower obesity rates. Health and academics are linked, so time spent for health is also time spent for learning. The Dietary Guidelines for Americans recommend that children and adolescents limit their intake of solid fats, cholesterol, sodium, added sugars, and refined grains. Eating a healthy breakfast is associated with improved cognitive function. Young people aged 6-17 should participate in at least 60 minutes of physical activity every day. Research shows that physical activity can help cognitive skills, attitudes, concentration, attention, and improve classroom behavior.



Catch up on Well-Child Visits and Recommended Vaccinations

Many children missed check-ups and recommended childhood vaccinations over the past few years. Centers for Disease Control and Prevention (CDC) and the American Academy of Pediatrics (AAP) recommend children catch up on routine childhood vaccinations and get back on track for school, childcare, and beyond.

Making sure that your child sees their doctor for well-child visits and recommended vaccines is one of the best things you can do to protect your child and community from serious diseases that are easily spread.

Well-child visits and recommended vaccinations are essential and help make sure children stay healthy. Children who are not protected by vaccines are more likely to get diseases like **measles** and **whooping cough**. These diseases are extremely contagious and can be very serious, especially for babies and young children. In recent years, there have been outbreaks of these diseases, especially in communities with low vaccination rates. The recommended immunizations for children birth through six years old can be found **here**. The recommended immunizations for preteens and teens 7-18 years old can be found **here**.

Well-child visits are essential for many reasons, including:

- Tracking growth and developmental milestones
- Discussing any concerns about your child's health
- Getting scheduled vaccinations to prevent illnesses like measles and whooping cough (pertussis) and **other serious diseases**

Source: "Vaccines for your children." *Vaccines for Your Children*, www.cdc.gov/vaccines-children/?CDC_Aref_Val=https://www.cdc.gov/vaccines/parents/visit/vaccination-during-COVID-19.html.

What is Breast Cancer Screening?

Breast cancer screening means checking a woman's breasts for cancer before there are signs and symptoms of the disease. All women need to be informed by their healthcare provider about the best screening options for them.

Although breast cancer screening cannot prevent breast cancer, it can help find breast cancer early, when it is easier to treat. Talk to your doctor about which breast cancer screening tests are right for you, and when you should have them.

Where can I go to get screened?

You can get screened for breast cancer at a clinic, hospital, or doctor's office. If you want to be screened for breast cancer, call your doctor's office. They can help you schedule an appointment.

What breast cancer screening tests are available?

Mammogram – An X-ray of the breast. For many women, mammograms are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms. Having regular mammograms can lower the risk of dying from breast cancer. At this time, a mammogram is the best way to find breast cancer for most women of screening age.

Breast Magnetic Resonance Imaging (MRI) - A breast MRI uses magnets and radio waves to take pictures of the breast. A Breast MRI is used along with mammograms to screen women who are at high risk for getting breast cancer. Because breast MRIs may appear abnormal even when there is no cancer, they are not used for women at average risk.



Clinical Breast Exam - A clinical breast exam is an examination by a doctor or nurse, who uses their hands to feel for lumps or other changes.

Breast Self-Awareness - Being familiar with how your breasts look and feel can help you notice symptoms such as lumps, pain, or changes in size that may be of concern. These could include changes found during a breast self-exam. You should report any changes that you notice to your doctor or healthcare provider.

Source: "Screening for Breast Cancer." Breast Cancer, 16 Sept. 2024, www.cdc.gov/breast-cancer/screening/?CDC_AAref_Val=https://www.cdc.gov/cancer/breast/basic_info/screening.htm.



Where to Go for Urgent Care Needs

If you or a family member gets sick, remember to:



Contact your primary care physician (PCP) when you start to feel sick with symptoms, such as a sore throat or fever, or when you have questions about your medications or specific treatment options.



Call a nurse for free, 24/7, to find out what kind of doctor to see. The number for the Nurse Advice Line can be found on the back of your member ID card.



Schedule a virtual visit with a provider or visit your nearest urgent care center when seeking care outside of normal office hours.



Remain in touch with your PCP when you receive care from other providers.



**Dr. Melvin T. Pinn, Jr. Quality
Excellence Award 2024 Recipient:**

Dr. Walker A. Julliard

Sentara Health Plans' quality member safety team is excited to announce the 2024 **Dr. Melvin T. Pinn, Jr. Quality Excellence Award (QEA) Award recipient—Dr. Walker A. Julliard!** Dr. Julliard underwent a thorough review, met the requirements, and was selected to receive this prestigious award by the QEA committee's consensus vote.

Dr. Julliard is a cardiothoracic surgeon, with specific expertise in the surgical treatment of non-cardiac diseases of the chest, including lung cancer and malignant pleural mesothelioma. He is affiliated with Virginia Commonwealth University Health System and Massey Comprehensive Cancer Center. Dr. Julliard is particularly skilled in minimally invasive surgical procedures including thoracoscopic, robotic, and laparoscopic methods as well as traditional open techniques and endoscopic non-surgical approaches.



He has received high ratings from his patients and patients' loved ones. He was nominated to receive the Dr. Melvin T. Pinn, Jr. Quality Excellence Award with an excerpt of a written testimony stating, "Our family is so thankful for Dr. Julliard and how his attention to detail gave us all the best outcome."

In his personal life, Dr. Julliard enjoys spending time outdoors hiking and backpacking with family.



The Dr. Melvin T. Pinn, Jr. QEA is a prestigious recognition program designed to recognize physicians for demonstrating commitment to quality care and safety while improving outcomes for members. Throughout the calendar year, nominations are accepted, and one physician is selected annually to receive this accolade for the delivery of safe clinical practices and quality care.

The quality member safety team is accepting nominations for the 2025 QEA Award. Please click this link to submit your nomination.

Pharmacy Changes Effective October 1, 2024

For groups with pharmacy benefits administered by Sentara Health Plans, the pharmacy changes are available online.

Download a printable listing of pharmacy changes effective October 1, 2024.



Healthcare at Your Fingertips

Download the **Sentara Health Plans Mobile App** today for instant access to your important plan information including:

- Commonly asked questions and answers
- Common forms and documents
- Contact information
- Tools to find doctors and facilities
- Claims and authorizations
- Wellness tools
- Member ID card
- Virtual consult scheduling
- Cost calculation for treatments and services
- Account access for your HSA or HRA¹
- Important preventive care notifications

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:



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

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¹Applies to members with Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) plans