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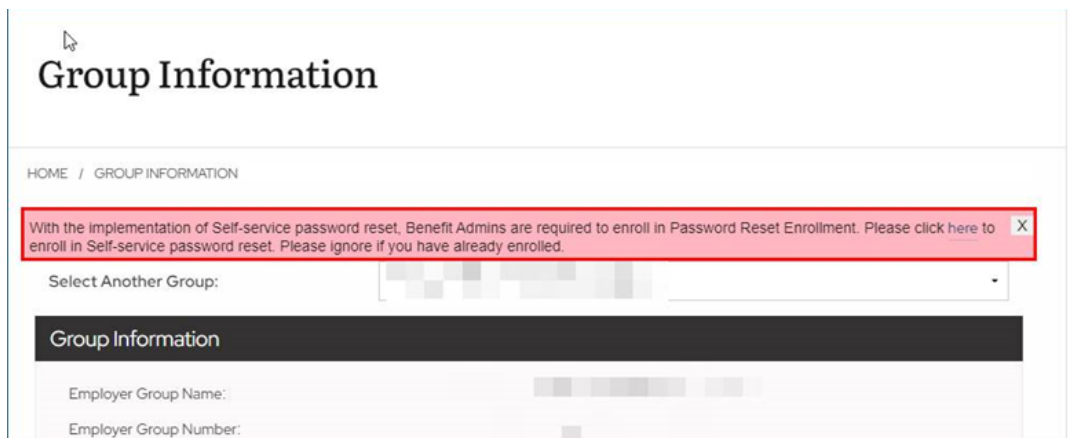
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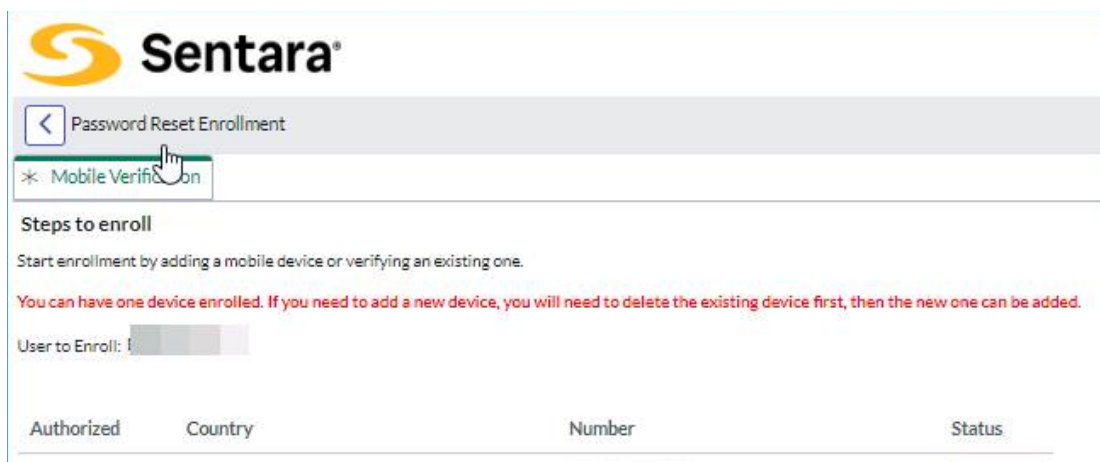


Self-Service Password Reset

Sentara Health Plans has implemented a self-service password reset option for our employer portal. This is a convenient and quick way to reset your password if needed. To use this self-service option, you will be required to complete the Password Reset Enrollment. Each time you sign in to the portal, you will see a notification on the top of the page with a link to the enrollment page. To learn more about how to enroll or verify that you are enrolled, refer to our Password Reset Enrollment frequently asked questions.



1. Employer will see the above message each time they sign in to the employer portal.
2. If not enrolled in the new self-service password reset, employers can click the word 'here' in the notification message above and will be presented with the below screen.



1. Employers should validate that the number displayed is correct. They can update the telephone number if needed.
2. If the employer is already enrolled, the message will let them know they are already enrolled.
3. The employer can bypass and proceed to the portal or change/add a new device.

New: Ordering ID Cards Through the e3 Web Enrollment Tool

The e3 Web Enrollment tool has a new update. Employers who have access to this tool can now print or order ID cards for members. To use this new feature, follow the steps below:

1. Sign in to the employer portal at sentarahealthplans.com/employers.
2. Click on **Enroll in Benefits**.
3. Then click **Group Details** at the top or the **Get Started** button.
4. On the next page, under the **Actions** column, select the drop down to click **View Group/Subgroup**.
5. Scroll down to **Members**.
6. Next to the applicable member(s), under the **Actions column**, select the drop-down and click **Member Details**.
7. Scroll again to the **ID Card** section where you can **View/Print** and/or **Order Card**.

If you have any questions, please email e3_inquiries@sentara.com.



Cultivate a Culture of Well-being

Promote the goodness of well-being and flex the many resources available to your employees. Strengthen your organizational culture and engage your workforce in a well-being challenge to promote healthy behaviors.

- Get moving with a walking challenge—tally up weekly steps and designate specific walking times to get your teams in motion.
- Quench thirst by inviting participants to record their daily water intake.
- Invite the calm by **sharing meditations or yoga practices**, and invite employees to journal the benefits of participating.
- Combine **education** with the invitation to log hours of sleep for a snooze-improving challenge.

Sentara Health Plans has resources to support your teams. Learn more about free programs and tools **here**.



Telephone Consumer Protection Act

We will be launching external outbound campaigns to collect paperless preferences and text messaging consent under the Telephone Consumer Protection Act (TCPA) through the remainder of the year. Please encourage your employees to take advantage of this functionality. Going paperless will help to reduce clutter in their mailbox. Sharing preferences gives your employees more control over how we contact them and helps us to better serve their communication needs.

Sentara Health Plans

It's official—we are now Sentara Health Plans. Our rebrand from Optima Health to Sentara Health Plans launched on January 1, 2024. Keep an eye out for our ad campaign featured in the Norfolk, Richmond, and Roanoke airports. You can also look for our buses in Northern Virginia!



Optima Health is now Sentara Health Plans

New name.
Same trusted health plan.



Visit sentarahealthplans.com
or scan code to learn more

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Question Unsolicited Communications

In a time where unsolicited communication blurs the line between convenience and intrusion, questioning the authenticity behind each message has become essential for safeguarding your privacy and security.



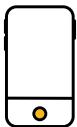
Phone Calls:

Be wary of unexpected phone calls claiming to be from your health plan. Scammers may impersonate health plan representatives to obtain sensitive information.



Emails:

Don't click on links in emails from unfamiliar senders. Be very cautious regarding unexpected emails that include a weblink requiring your sign in or software installation.



Text Messages (SMS) and Social Media:

Like emails, be cautious when receiving messages with links or requests for personal information. Scammers typically request social security numbers, account sign in details, bank account, or credit card information. They can also initiate a verification text and request that you read them the security code. Scammers can impersonate anyone or any service; if you have any suspicions, it is recommended you contact your health plan via the information provided in your MyChart portal.



Mental Health Awareness Month

May was Mental Health Awareness Month, serving as a good reminder to prioritize you and your family's mental health. If you're feeling anxious, experiencing burnout, or dealing with other stressors in life, consider doing a self-care activity or taking a mental health day. Sometimes, taking a break from your daily routine can help you refresh and overcome challenges.

WebMD® offers some self-care ideas, including:

- Gardening
- Getting more sleep
- Journaling
- Spending time outdoors
- Unplugging from social media
- Volunteering

If you feel down or overwhelmed, MDLIVE® licensed therapists and board-certified psychiatrists are ready to help. Schedule an appointment at a time that works best for you, including evenings and holidays, from the comfort of home. Visit sentarahealthplans.com/MDLIVE to get started.

It's also important to know that Sentara Health has **behavioral health treatment centers** for both inpatient and outpatient services. Not only can you benefit from Sentara Health locations, you may also use other providers or facilities that are in-network for your plan. **Sign in to your member portal** to locate in-network facilities near you.

The 988 Suicide & Crisis Lifeline is available to anyone, at any time. Crisis counselors are there to help if you call or text **988**. Some people may prefer to chat with a counselor virtually by visiting 988lifeline.org, where you can also learn about **risk factors and warning signs of suicide**. If you contact **988**, all communication is confidential and free.



Sentara Health Plans also offers many health and wellness resources through **MyLife MyPlan**. These resources can help with improving your mental health, including:

- **Becoming Mindful Not Mind Full videos**
- **Information on the Healthy Habits, Healthy You program**
- **Tips to improve your wellbeing**
- **Yoga and meditation videos**
- And much **more**

Use these resources and information to build new habits and/or find a therapist. Most importantly, put your mental health first.



Water Safety

Drowning is a leading cause of death for children. It is a major public health issue that can be prevented.

- More children ages one to four die from drowning than any other cause.
- Drowning happens in seconds and is often silent.
- Drowning can happen to anyone anytime there is access to water.

Learn basic swimming and water safety skills:

Swimming lessons can reduce the risk of drowning, but over half of U.S. adults have never taken a swimming lesson. Consider enrolling children in swimming lessons and taking lessons yourself to improve your swimming skills and comfort in the water. It's never too late to learn to swim and the benefits increase as we age.

Formal swimming lessons can reduce the risk of drowning. However, children who have had swimming lessons still need close and constant supervision when in or around water.



Supervise closely: Designate a responsible adult to supervise closely and constantly when children are in or near water (including bathtubs). You can assign a specific adult to supervise each child when they have access to water. Adults watching kids in or near water should avoid distracting activities like reading, using the phone, and consuming alcohol or drugs, because drowning happens quickly and quietly.



Learn CPR: Your CPR skills could save someone's life in the time it takes for paramedics to arrive. Many organizations, such as the American Red Cross and American Heart Association, offer CPR training courses, both online and in-person.



Know the risks of natural waters: About 40% of drowning deaths among children ages 5-14 occur in natural water. More than half of fatal and non-fatal drownings among people 15 years and older occur in natural or open waters like lakes, rivers, or oceans. Wearing properly fitted life jackets can be beneficial for many activities in and around natural water, not just boating. **When in or around open or natural water—whether in a boat or in the water—children and adults are best protected by wearing U.S. Coast Guard-approved life jackets that are well-fitted to their size and fully fastened.** Approximately 85% of people who drowned while boating in 2022 were not wearing a life jacket.



Use the buddy system: Always swim with a buddy. Choose swimming sites that have lifeguards when possible. The buddy system is especially beneficial for people with seizure disorders or other medical conditions that increase their risk of drowning.

Content Source:

"Summer Swim Safety." Drowning Prevention, 9 May 2024, www.cdc.gov/drowning/prevention/summer-swim-safety.html.

Skin Cancer Awareness

Practice sun safety

Protection from UV rays is important all year, not just during the summer. UV rays can reach you on cloudy and cool days, and they reflect off of surfaces like water, cement, sand, and snow. In the continental United States, UV rays are strongest from 10 a.m. to 4 p.m. daylight saving time.

The **UV Index** forecasts the strength of UV rays each day. If the UV index is three or higher in your area, protect your skin from too much exposure to the sun. CDC recommends several ways to protect your skin when the UV index is three or higher:

- Stay in the shade.
- Wear clothing that covers your arms and legs.
- Wear a hat with a wide brim to shade your face, head, ears, and neck.
- Wear sunglasses that wrap around and block both UVA and UVB rays.
- Use a broad spectrum sunscreen with a sun protection factor (SPF) of 15 or higher.

Avoid indoor tanning

Indoor tanning (using a tanning bed, booth, sunbed, or sunlamp to darken the skin) exposes users to high levels of UV rays. Over time, too much exposure to UV rays can cause skin cancers, cataracts, and cancers of the eye.

A tan is not an indicator of good health. When UV rays reach the skin's inner layer, the skin makes more melanin. Melanin is the pigment that gives skin its color. It moves toward the outer layers of the skin and becomes visible as a tan. Any change in skin color after UV exposure (whether it is a tan or a burn) is a sign of injury, not health.



Indoor tanning:

- Exposes users to intense levels of UV rays, a known cause of cancer.
- Does not protect against sunburns. A "base tan" is actually a sign of skin damage.
- Can lead to serious injury. Indoor tanning accidents and burns send more than 3,000 people to the emergency room each year.

Content Source:

"Reducing Risk for Skin Cancer." *Skin Cancer*, 26 Oct. 2023, www.cdc.gov/skin-cancer/prevention/index.html.

Low Back Pain

If you have low back pain, you are not alone. Back pain is one of the most common reasons people see a doctor or miss days at work. It can range from a dull ache to a sudden, sharp pain. There are two types of back pain—acute or chronic. Acute, or short-term, back pain lasts less than four to six weeks and is the most common type of back pain. It is often caused by lifting something heavy or falling. Chronic back pain continues for 12 weeks or longer and is less common.

Acute back pain usually gets better on its own, but can be treated with:

- Medications designed to relieve pain and/or inflammation
- Heat and/or ice
- Gentle stretching (not vigorous exercise)

Clinical guidelines for treating short-term low back pain strongly recommend against the use of X-rays, MRIs, or CT scans during the first six weeks. Routine imaging of the lower spine can increase healthcare costs for patients with short-term back pain and is not supported by medical evidence.

Tips To Prevent Back Pain:

- Use good posture and good body mechanics when lifting. When lifting something heavy, bend your legs and keep your back straight.
- Exercise often and keep your back muscles strong.
- Stay at a healthy weight, don't smoke, and get your daily supply of calcium and vitamin D.

For more information, please visit:

[Low Back Pain fact sheet \(nih.gov\)](#) and **[sentarahealthplans.com/members/health-and-wellness/health-conditions/back-pain-prevention](#)**.



Fuel up for the Day

Freshen up your breakfast routine with this easy recipe from Sentara Health Plans' **[Meal Planning](#)** course, offered through **[Eating for Life](#)**.

Overnight Oats

Ingredients:

- 1/2 cup rolled oats or kefir
- 1/2 cup yogurt (low-fat yogurt, no-sugar-added yogurt, Greek yogurt,
- 1/2 cup milk
- 1/2 cup berries of choice(fresh or frozen)

Instructions:

Mix all ingredients in a medium sized bowl. Either keep in the bowl or spoon mixture into two glass jars. Cover and refrigerate overnight (6 - 12 hours). Enjoy the next morning! Liquid amounts can be adjusted up or down for different textures.

Yield: Approximately two cups

Time: 10 minutes

Get adventurous, swap out your fruit flavors. Consider topping with nuts, seeds, nut butter, shaved coconut, or dark chocolate chips!

For more tips on elevating your nutrition, check out **[Eating for Life](#)**, a program developed by registered dietitians at Sentara Health Plans to give you the knowledge and skills to eat the right amount and variety of foods to promote good health.

Pharmacy Changes Effective July 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 July 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/members/features/get-the-sentara-health-plans-mobile-app



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