

Health Matters



Ready to hit the field?

Eligible members can get a free sports physical exam to make sure they're game-day ready. Don't let them miss out on this chance to play their best.

sentaramedicaid.com/members



Welcome to Sentara Health Plans!

Welcome to your first Sentara Health Plans newsletter! Your well-being is our top priority and we're here to support you every step of the way.



Whether it's learning about your added benefits or finding the right care options, we want to keep you informed so you can make the best decisions for you and your health. In this edition, you'll find useful updates and resources.

Your added benefits¹ are highlighted throughout the newsletter so you can easily spot them.

Thank you for trusting us with your healthcare needs. We look forward to serving you and helping you achieve your health goals.

Learn more about added benefits at [sentaramedicaid.com/benefits](https://www.sentaramedicaid.com/benefits) or call our outreach and education team at **1-833-261-2367 (TTY: 711)**, Monday through Friday, 8 a.m. to 5:30 p.m.

For all other questions, call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, from 8 a.m. to 8 p.m.

Do you have Medicaid and Medicare?

If you have Sentara Community Plan and have Medicare, you may qualify for our \$0 premium Dual-Eligible Special Needs Plan (D-SNP).

You can get more benefits like \$500 every three months for over-the-counter products.

You will also have your entire care team at Sentara Health Plans – your one-stop-shop for healthcare.

- Call **1-888-460-6899 (TTY: 711)**
- Oct 1–March 31, 7 days a week, 8 a.m.–8 p.m.
- April 1–Sept 30, Mon–Fri, 8 a.m.–8 p.m.



Know where to go for care when it's not an emergency?

In an emergency, dial 9-1-1. For non-urgent or non-life-threatening issues, you have other options.

If your doctor is not available and you're not sure what to do, call our free 24/7 Nurse Advice Line at **1-833-933-0487 (TTY: 711)**, 24/7. This call is free.

Get 24-hour access to a provider with our **MDLIVE® telehealth services** for non-life-threatening health questions or medical needs, including some medicine and behavioral health concerns. Learn more at sentarahealthplans.com/mdlive or call **1-888-469-9198 (TTY: 711)**, 24/7. This call is free.

Visit an in-network **urgent care center** when your doctor is not available for symptoms and conditions that need attention right away, but are not life-threatening, such as:

- Animal bites
- Minor cuts and burns
- Nausea and vomiting
- Simple fractures and sprains



To find an urgent care center, use the mobile app, visit sentarahealthplans.com/findadoc, or call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.

Health and wellness apps for extra support

Sentara Health Plans partners with BeMe and Pyx Health® to help you get the most from your health plan, at no cost to you. These companies offer behavioral health and wellness apps designed to help make each day better for our teen and adult members. Ask your care manager if you're eligible for these apps.

BeMe is for teens to help them deal with stress, bad moods, and tough times. The app offers ways to:

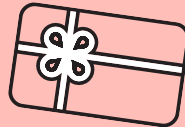
- Track their mood
- Chat 1:1 with a coach
- Help build their self-esteem
- Help with stress, anxiety, and depression



Pyx Health is for both adults and teenagers to:

- Connect with counseling and crisis lines 24/7
- Help deal with bullying and self-image
- Help improve mood, anxiety, and motivation
- Support LGBTQIA+ communities
- Provide life skills and more

Earn gift cards while staying healthy



Did you know that taking care of yourself and your family's health has its rewards?

These health activities may qualify you for a gift card²:

- Immunizations
- A1c test
- Well visits
- Colorectal screening
- Diabetic eye exam
- Foster care health and dental visits
- Mammogram and pap test
- Prenatal and postpartum care

After you've completed one of these wellness exams or services, visit sentaramedicaid.com/giftcards to learn how to get your gift card. If you have questions about your eligibility for a gift card, please call **757-252-7571 (TTY: 711)** and leave a message.



Sentara Community Care: Your neighborhood health hub

Sentara Community Care centers and mobile care vehicles make it easy for you and your family to get medical care, vaccines, sports physicals, behavioral health support, and more. The providers at the centers can also be your primary care provider (PCP) if that is easier for you.

Visit their website at sentara.com/communitycare for more details. Walk-ins are also welcome!

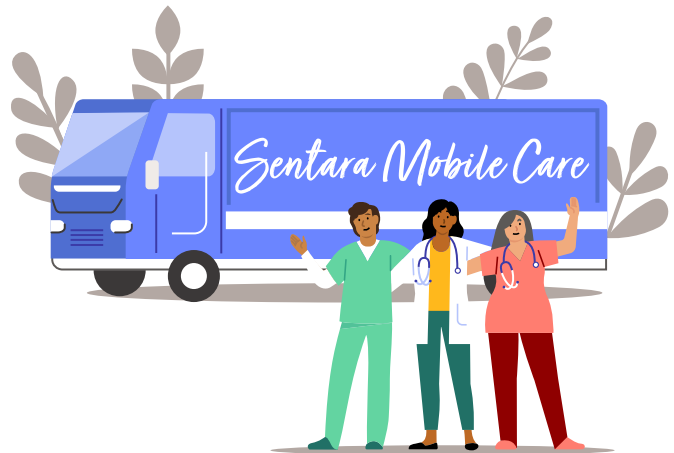
You can call the number below to schedule an in-person or virtual visit:

Hampton Roads: 757-388-1830

Northern Virginia: 703-523-1095

Richmond, Henrico, and Petersburg: 804-613-3940

Harrisonburg: 540-564-5880



Ask a nurse care manager

What can I do to boost my health and well-being?

You can improve your health and well-being with a few simple steps! Regular movement and good nutrition can help improve your quality of life. Exercises, like cardio and strength training, can help reduce pain, improve mood, and prevent blood clots.

According to the Blue Zones³ study, walking is also a powerful tool for healthy aging. So, walk your way to wellness. Every step counts toward a brighter future. Take the first step today and track your steps with a free pedometer⁴.

You can also visit patient.health-ce.wolterskluwer.com/shp and search for "Getting Started with a Movement Routine." Start today for a healthier tomorrow!

For more information about the free pedometer⁴, call our outreach and education team at **1-833-261-2367 (TTY: 711)**, Monday through Friday, 8 a.m. to 5:30 p.m.



Watch our video for tips on adding movement to your daily routine by scanning this code with your smartphone camera or QR code reader app.



Create your own adventure: Summer reading list for your kids

Summer vacation is a great time for your child to pick up a good book! Reading is an activity you can do anywhere. Rain or shine, you can read anytime. It's also a great way for your children to keep their skills fresh between school years.

Check out any of these books or book series—they're sure to spark your kid's imagination. The best part is most of these are free to read at your local public library!

For younger children:

1. Magic Treehouse series, by Mary Pope Osborne and Sal Murdocca (ages 6–9)
2. Narwhal & Jelly series, by Ben Clanton (ages 5–7)
3. Dragons Love Tacos, by Adam Rubin (ages 3–7)
4. The Jasper Rabbit books (Creepy Pair of Underwear!, Creepy Carrots!, and Creepy Crayon!) by Aaron Reynolds (ages 4–8)
5. The Smart Cookie, by Jory John and Pete Oswald (ages 4–8)

For older children ages 8-12:

1. Diary of a Wimpy Kid series, by Jeff Kinney
2. The Bad Guys series, by Aaron Blabey
3. The Babysitters Club series, by Ann M. Martin
4. The Wild Robot series, by Peter Brown
5. Big, by Vashti Harrison (an American Library Association notable book for 2024)



A mom's journey: Overcoming transportation hurdles

Tanzania, a Sentara Health Plans Medicaid member, had trouble getting to her prenatal doctor appointments because she didn't have a ride. She didn't know she had a benefit that gave her free rides¹. Everything changed for her when the Sentara Health Plans outreach team called to invite her to a baby shower.

At that time, she didn't know about any of the programs or benefits offered by the health plan. Regina Collier, from the outreach team, enrolled Tanzania in Welcoming BabySM – an incentive-based program that provides guidance, support, and education to members who are pregnant and who have just given birth.

She gave her information about gift cards for taking health actions, added benefits¹ like free diapers, feminine hygiene products, a grocery card for \$75 every three months while pregnant plus after giving birth, a free breast pump, and more. She sent her a list of The HEAL Program[®] (Health Education and Literacy) sessions available online, among other things. She even showed her how to register for the member portal and how to find a doctor on the website.

The outreach team members guided her through the entire Welcoming Baby program and all that it offers pregnant members. As part of the program, Tanzania was assigned a community health worker to help her at any time during her pregnancy or after giving birth.

Now, Tanzania knows she is supported during her pregnancy and can make good choices with the health education she is getting. Through Sentara Health Plans outreach, she found a network of support that goes beyond medical care, making sure she and her child get the help they need.

Tanzania ended up going to the baby shower and even won a car seat. Now that is a happy ending!

“If ever there was an ‘earth angel’, it’s Regina. She is a prime example of how we should all strive to be. I really found the Welcoming Baby program to be very helpful as a first-time mother.”

- Cathy C., Sentara Health Plans member



“I take great pride in making sure our members know every detail about the added benefits available to them. It’s not just a part of my job—it’s a chance to improve the member experience.”

Regina Collier, Welcoming Baby community health worker shows off the baby seat raffled at baby showers.

Men's health month: June

It's time to shine a light on something important yet often ignored – men's health. The Centers for Disease Control and Prevention (CDC) urges men who have blood disorders to take care of themselves by getting routine checkups and screenings. This is the key to early detection and prevention.

By urging men to have checkups, focus on their mental well-being, and adopt healthier lifestyles they can take steps to reduce risks and have fulfilling lives. Together, let's make Men's Health Month a time for positive change and healthier, happier lives.

For more information about men's health, check out the CDC website at [cdc.gov/healthequity/features/nmhw/](https://www.cdc.gov/healthequity/features/nmhw/).



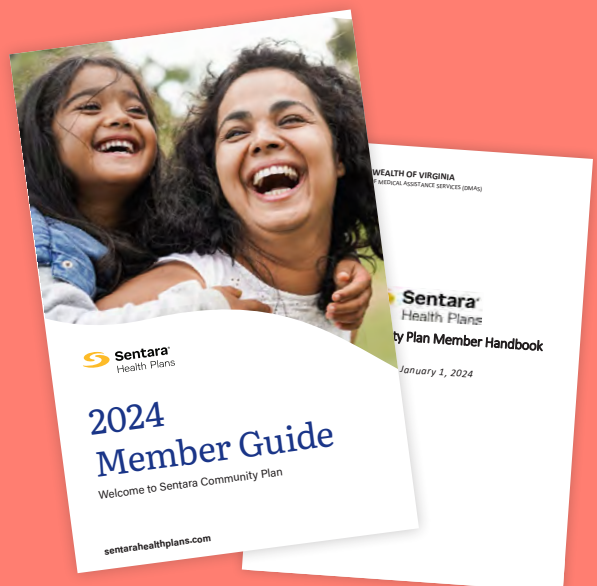
Member Handbook and Member Guide

The Member Handbook includes a detailed list of benefits, covered services, and plan limitations or exclusions. The Member Guide gives you a quick tour of how to use your benefits and services, helpful phone numbers, and much more.

View or download the most current version of the handbook and guide at sentaramedicaid.com/documents.

Your digital Member Guide is also in the member portal. Sign in at sentarahealthplans.com/signin.

If you would like a printed copy, call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. and they will mail it to you.



Your health plan information at your fingertips

Get everything you need to take care of your health in these easy steps.

Step 1: Register on the Sentara Health Plans member portal to use on your computer or the mobile app. If you haven't already, go to sentarahealthplans.com/register and fill in your information.

Step 2: Once you're registered, **get the mobile app**. Scan the QR code with your smartphone camera or QR code reader app, or go to sentarahealthplans.com/app to download the mobile app. You'll have instant access to your member ID card, benefits, Member Guide, Member Handbook, and more.

Step 3: Don't forget to **set your preferences** and let us know if you want to go paperless, opt in for text messaging, or change your preferred language to Spanish.

Language assistance and accessibility services



Sentara Health Plans can provide documents as a paper copy, in large print, in other formats or languages, or read aloud, by calling Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. You can get what you need for free. Auxiliary aids and services are available upon request at no cost to you.



Shining a spotlight on excellence: Nominate your healthcare hero

Sentara Health Plans proudly announces the Dr. Melvin T. Pinn, Jr. Quality Excellence Award, named after the late Dr. Pinn. This award recognizes a provider's dedication to safe clinical practice and community involvement.

As a Sentara Health Plans member, you can nominate a deserving provider using a paper form. The winner will be featured in Sentara Health Plans newsletters, a local news release, and on [sentarahealthplans.com](https://www.sentarahealthplans.com).

Let's celebrate those who go above and beyond for our health and well-being. Together, we can improve quality healthcare. You can call **1-844-620-1015 (TTY: 711)**, option 1, to ask for a paper form.



Traumatic brain injury services

Sentara Health Plans now offers care management services to members 18 years or older who have a severe traumatic brain injury (TBI). To be eligible, members must meet certain medical diagnoses and criteria. For members who have suffered a TBI, we want to make sure you get the right care with a care plan designed to meet your needs. To learn more about this service, please contact your care manager.



Easy access to plan information

As a valued member of Sentara Health Plans, we want to make sure you know where to find important information on your healthcare plan and what it covers. Important details can be found at [sentaramedicaid.com/members](https://www.sentaramedicaid.com/members), on the mobile app, or on the member portal at [sentarahealthplans.com/signin](https://www.sentarahealthplans.com/signin).

If you ever have questions about your plan, and can't find the answer online or on the app, call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.

Need to find a doctor?

Visit [sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc) or use the mobile app at any time to find a doctor, facility, specialist, and other healthcare providers.



Footnotes

¹Some benefits have restrictions and limits. ²Some incentives have restrictions and limits. Members can get up to \$50 per year in gift cards. Choose from over 100 retailer gift cards. ³[bluezones.com/2022/10/pair-healthy-eating-with-exercise-for-optimal-longevity-science-says](https://www.bluezones.com/2022/10/pair-healthy-eating-with-exercise-for-optimal-longevity-science-says). ⁴Members must be at least five years old to qualify.

Member community events

Sentara Health Plans hosts health and wellness programs, member meetings, and baby showers free for members and the community. Some events are held online, and some are in person.

What	When								
<p>Virtual and in-person Baby Showers</p> <p>Details, locations, and registration: sentaramedicaid.com/babyshowers</p>	<p>All are from 12-2 p.m.</p> <table> <tr> <td>Norfolk, 6/27</td> <td>Danville, 8/6</td> </tr> <tr> <td>ALL-Statewide, 7/9</td> <td>Petersburg, 8/23</td> </tr> <tr> <td>Central, 7/18</td> <td>Western/Charlottesville, 9/10</td> </tr> <tr> <td>Suffolk, 7/25</td> <td>Eastern Shore, 9/18</td> </tr> </table>	Norfolk, 6/27	Danville, 8/6	ALL-Statewide, 7/9	Petersburg, 8/23	Central, 7/18	Western/Charlottesville, 9/10	Suffolk, 7/25	Eastern Shore, 9/18
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<p>Maternal and Child Health classes</p> <p>Details and registration: sentaramedicaid.com/events</p>	<p>All are held online from 12-1:30 p.m.</p> <p>Fatherhood Series, 6/18 Reproductive Health, 8/27</p>								
<p>The HEAL Program®</p> <p>Details and registration: sentaramedicaid.com/HEAL</p>	<p>Days and times vary. Offered online and in-person.</p>								
<p>Member Advisory Committee (MAC) meetings</p> <p>Details, locations, and registration: sentaramedicaid.com/mac</p>	<p>All are from 12-1:30 p.m.</p> <p>Southwest: 9/10 Western/Charlottesville: 6/20, 9/18 Northern VA: 6/27, 9/25 Tidewater: 7/30 Central: 8/6 Roanoke/Alleghany: 8/8</p>								

For questions about our events, call Members Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.

Need a ride?

Whether you need to get to the doctor, physical therapist, or pediatrician, you have a ride¹. With your added benefits, you also get 24 round-trip rides to the grocery store, community events, laundromat, places of worship, and more.

Call **1-877-892-3986 (TTY: 711)**, Monday through Friday, 6 a.m. to 6 p.m. to schedule a ride.







Inside this edition:

- Where to go for medical care
- Welcoming BabySM
- Learn how movement is good for your health
- Community events near you



Connect with us:

-  facebook.com/sentarahealthplans
-  [@SentaraHealthPlans](https://instagram.com/SentaraHealthPlans)
-  linkedin.com/showcase/sentara-health-plans
-  sentaramedicaid.com/members

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후: 한국어어를 사용하여 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-881-2166 (TTY: 711) 번으로 전화하여 주십시오.

ATENCION: Si habla español, existen servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al 1-800-881-2166 (TTY: 711).

NAME
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Sentara[®]
Health Plans

