

Healthy

Summer 2025

Highlights



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Medicare and Medicaid Working Together

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Sentara Community Complete (HMO D-SNP)

Hello!

Summertime is all about fun, rest, and relaxation. In keeping with that theme, we have information to help you get a better night's sleep. We also have tips for getting to know your medicine, as well as all you need to know about the RSV vaccine. Finally, we're highlighting the Annual Wellness Visit and meals after hospitalization benefits. Keep reading for all this and more.

Voice your opinion at the MAC meeting

Every quarter, we host Member Advisory Committee (MAC) meetings around the state of Virginia. Each meeting addresses a specific topic, like benefits and outreach.

These workshop-style meetings give you the chance to meet us and give us feedback on topics like benefits, your overall experience as a member, and community concerns. Meetings are in person and virtual. To learn more and register to attend a future meeting, visit sentaramedicare.com/events. We'll see you there.



If you need a ride to a MAC meeting, use your non-medical transportation¹ benefit. To schedule a ride, call Sentara Community Complete Member Services at **1-866-650-1274 (TTY: 711)** at least three days in advance. Be sure to allow a pick-up and drop-off window of one hour.

Board our van for your next mammogram

Getting a mammogram is easier and more accessible than ever with the Sentara mobile 3D mammography van. The van travels throughout Virginia and Northeastern North Carolina. If you're over age 40, you don't need a doctor's referral to get a mammogram. To learn more about the mammogram van and to schedule an appointment, visit sentara.com/mobilemammovan. You'll receive a Healthy Reward² of **\$20** on your prepaid flex card for completing your mammogram. To learn more about Healthy Rewards, scan the QR code on page 3.



Ask a nurse care coordinator

-Elizabeth Drew, MSN, RN, CCM, Integrated Care Management



Q: What is RSV, and should I get the vaccine?

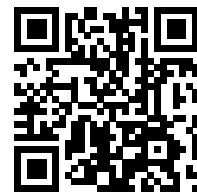
A: Respiratory syncytial virus, also known as RSV, causes infections of the lung and respiratory tract. The symptoms of RSV are like those of a cold, including a runny nose, coughing, sneezing, decreased appetite, fever, and wheezing. However, RSV can turn into pneumonia, and it can make conditions like asthma, chronic obstructive pulmonary disease (COPD), and heart failure worse.

You typically hear about RSV affecting children, but they aren't the only ones vulnerable to RSV. According to the Centers for Disease Control and Prevention (CDC), an estimated 100,000 to 150,000 adults aged 60 and older are hospitalized due to RSV.

The CDC recommends all adults aged 75 and older and those aged 60 to 74 who are at high risk get the RSV vaccine. There are several conditions that may make you high risk, like chronic heart or lung disease and having a weakened immune system.



The best time to get the RSV vaccine is in late summer or early fall. Get yours today and earn a Healthy Reward of **\$10**. You can also earn rewards for getting the flu shot and COVID-19 vaccine. Scan the QR code below with your smartphone camera or QR code reader app to learn more about the Healthy Rewards Program.



Benefit highlights

Annual Wellness Visit

We're already more than halfway into 2025, so if you haven't had your Annual Wellness Visit yet, make an appointment with your primary care provider (PCP) today.

This visit helps your PCP know what's going on with your health so they can offer the best advice. They will listen to your concerns, ask questions, and help you with any health issues you may have. It's also a great opportunity to go over your medications and make sure they're working well for you.



This year, you can earn a Healthy Reward of \$100 on your prepaid flex card just for completing this visit.

If you get your Annual Physical Exam done at the same time, you can earn an extra **\$20**. When you make your appointment, let your PCP know you'd like to complete both at the same visit. To learn more about Healthy Rewards, scan the QR code on page 3, or visit **sentaramedicare.com/rewards**.

If you don't have a PCP and need to find one, visit **sentarahealthplans.com/find-doctors-drugs-and-facilities**, or scan the QR code below with your smartphone camera or QR code reader app.



If you need help making an appointment, call Medicare Member Outreach and Education at **1-833-771-1427 (TTY: 711)**, Monday through Friday, from 8 a.m. to 5 p.m.

If you need a ride to your appointment, use your medical transportation benefit. To schedule a ride, please call Sentara Community Complete Member Services at **1-866-650-1274 (TTY: 711)** at least three days before your appointment. Be sure to allow a one-hour window for pick-up and drop-off.

Meals after hospitalization³

After a stay in the hospital or a skilled nursing facility, the last thing you may feel like doing is cooking a meal. However, good nutrition is important for recovery, so let us provide your meals.

This benefit is available to you after an inpatient hospital or skilled nursing facility stay. You can receive up to 56 ready-to-heat meals per discharge, which equals two meals per day for 28 days, including breakfast and lunch/dinner.

All meals have been designed by nutritionists to ensure your well-being and include dietary preferences such as general wellness, low sodium, diabetic, vegetarian, pureed, and kosher. Meals are prepared fresh and shipped in insulated boxes straight to your door.

For more information or to see if you qualify, call Sentara Community Complete Member Services at **1-866-650-1274 (TTY: 711)**.



Put chronic insomnia to rest with these tips

There are few things in life more frustrating than lying in bed at night unable to fall asleep. Sleep is very important, affecting everything from our heart to our metabolism, and even our thinking and memory.

Everyone has an occasional night of tossing and turning, but according to the American Academy of Sleep Medicine, 1 in 8 Americans has been diagnosed with chronic insomnia. Chronic insomnia is caused by things like⁴:

- Stress and anxiety.
- Travel and work schedule.
- Poor sleep habits.
- Certain medicines.
- Medical conditions, including sleep-related disorders.

How do you know if your sleepless nights are actually chronic insomnia? Chronic insomnia is defined as having trouble falling asleep or staying asleep at least three nights a week for three months or longer. Symptoms of insomnia include⁴:

- Having a hard time falling asleep.
- Waking up during the night.

- Waking up too early.
- Feeling tired or sleepy during the day.
- Feeling cranky, depressed, or anxious.
- Having a hard time paying attention and remembering.
- Making errors.

If you are having trouble sleeping and it's affecting your daily life, talk to your doctor. They can determine the cause of your sleeplessness, offer suggestions to improve your sleep, and may even prescribe medication to help you sleep. You can also try these tips:

- **Start a bedtime routine:** Following a routine every night will signal your brain that it's time for sleep. For example, put all your electronic devices away, take a warm shower, then read a book until it's time to fall asleep.
- **Eliminate activities in the evening that may keep you awake:** Drinking alcohol or caffeinated drinks, eating a heavy meal, and exercising before bedtime can make falling asleep more difficult.
- **Reduce daytime naps:** There's nothing like a good nap, but it could be disrupting your nighttime sleep. If you nap regularly, try reducing the amount of time you nap.

Other medical conditions, such as asthma, can also make sleep more difficult. If you have asthma, you may qualify for a free mattress cover or protector and a pillowcase every two years through your Medicaid added benefits under Sentara Community Plan. For more information, contact Medicaid Member Outreach and Education at **1-833-261-2367 (TTY: 711)**, Monday through Friday, from 8 a.m. to 5:30 p.m. or **Added_Benefits@sentara.com**.

For the occasional sleepless night, use your over-the-counter (OTC) products allowance to buy sleep aids to keep on hand, or a hypoallergenic pillow. Visit the NationsBenefits® member portal at **SentaraMedicare.NationsBenefits.com** to view the OTC catalog and place an order. Don't forget, your quarterly OTC allowance expires on September 30 for this quarter, and leftover funds do not carry over to the next quarter.



Pharmacy focus: Get to know your medication

Whether you take one medication or multiple, it's important to know all you can about them. Here are some tips to help you get to know your medication better:

- Get familiar with the name of your medication, as well as the dosage and when you should take it. Always read and save the instructions from your pharmacy before you begin taking any new medication.
- Be sure to store your medication as directed. For example, some medications need to be refrigerated.
- Understand what your medication treats and what it should do for you.
- Keep a list of all your medications, including prescriptions, over-the-counter, and any herbal supplements and vitamins. Bring the list with you to every doctor appointment.

Knowing what to expect from your medication will help you determine if it's working for you and prepare you for any potential side effects. This information is important and should be shared with your doctor. If you have any questions about your medication, ask your doctor or pharmacist.



Dr. LaTonya D. Russell: 2025 Dr. Melvin T. Pinn, Jr. Quality Excellence Award Recipient

Sentara Health Plans is excited to announce Dr. LaTonya D. Russell as the recipient of the 2025 Dr. Melvin T. Pinn, Jr. Quality Excellence Award (QEA). Dr. Russell was also the recipient of the 2023 Sentara Golden Stethoscope Award to honor the outstanding patient experience she provides.

Dr. Russell is a board-certified pediatrician who practices at Sentara Family Medicine Physicians & Pediatrics and is the Director of Medical Operations for Sentara Community Care. She has dedicated her career to providing care and services to children and is a strong advocate for the underserved and underrepresented in our community.

This year marks the 10th anniversary of this esteemed award for its commitment to quality and excellence. Nominations are accepted throughout the calendar year, and the award is presented annually to one physician who demonstrates commitment to the delivery of quality care and outstanding service to the community while improving member outcomes. 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

¹Members with chronic condition(s) that meet certain criteria may be eligible for this special supplemental benefit. Pick-up and drop-off locations must be within the service area. Rides are one-way. Trips over 50 miles require authorization.

²Rewards 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.

³Prior authorization is required by a health plan care coordinator upon discharge.

⁴Sources: mayoclinic.org

Medicare and Medicaid Working Together


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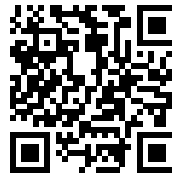
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- View, print, and share your ID card.
- Request a new ID card.
- Search for a provider.
- Review claims.
- Get copay and coinsurance amounts.