Sentara® Health Plans

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Introducing the Ontrak Engage Program

Ontrak Engage is a comprehensive approach to engage and support Sentara Health Plans members diagnosed with behavioral health conditions. The program provides members with a confidential care coach to help them improve their overall health and wellness, while also lowering healthcare costs. Members can complete the program at their own pace with no pressure or judgment, on their own time.

Ontrak Engage is a fully covered benefit available to eligible members with no copayment, coinsurance, or deductible.

The care from Ontrak Engage is:

- Personalized
- Supportive
- Convenient
- Private

Ready to talk? We're here to listen.

Call 1-866-503-2730 8 a.m. – 9 p.m., Monday-Friday.

Move More This Holiday Season

Staying committed to regular movement is always hard, but when you add in a long holiday to-do list, it can be even more tempting to push it to the back burner. However, staying active will help you maintain your energy, stave off stress, and help balance out the extra calories you might consume during the holidays. Maintain your movement this holiday season.

- Bundle up and head outdoors for a light walk.
- Create a tradition of movement like hiking or skating.
- Dance to the holiday tunes while doing chores or decorating.
- Move around the room at gatherings instead of sitting.
- Give the gift of physical activity with fitness trackers, headphones, fitness subscriptions, or exercise equipment.

Get support with all aspects of your movement by viewing Sentara Health Plans' **on-demand yoga videos**, **MoveAbout program**, and **Maintaining Muscle Mass interactive tool**.

Are You a Sentara Patient? Use Sentara Bill Pay Today

You can quickly and easily view and pay bills from your Sentara provider and facilities through Sentara Bill Pay.

If you have a bill from Sentara, you can register today to:

- Consolidate and manage your family's hospital and provider bills in one place.
- See what Sentara Health Plans has covered, itemized for each visit.
- Set up a flexible payment plan.
- Access or print monthly statements, payment history, and receipts.
- Manage payment alerts and communications by email, text, or phone.
- Go paperless and reduce mailbox clutter.



Register for Sentara Bill Pay and learn more at **sentara.com/billing.**



Get Ready for Flu Season

Sentara Health Plans would like to remind our members to get their annual flu shot.

Seasonal flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and sometimes the lungs. An annual seasonal flu vaccine is the best way to help reduce the risk of getting flu and any of its potentially serious complications. Vaccination has been shown to have many benefits including reducing the risk of flu illnesses, hospitalizations, and even the risk of flu-related death.

The Centers for Disease Control and Prevention (CDC) recommends that everyone six months and older should get an annual flu vaccine. Flu vaccinations are usually available beginning in early fall and lasting throughout the flu season, which can end as late as May.

Flu vaccines are offered in many doctor's offices and clinics. Even if you don't have a regular doctor or nurse, you can get a flu vaccine somewhere else like a health department, pharmacy, urgent care clinic, college health center, and even in some schools and workplaces.

For more information, please visit our website at **sentarahealthplans.com/flu**.

Source: Key facts about seasonal flu vaccine. (2024, September 17). Influenza (Flu).



Getting Necessary Care

Sentara Health Plans aims to facilitate effortless scheduling of appointments and access to required care, tests, or treatments.

Tips to consider in getting the care you need or want:

- **Communicate clearly:** It's essential to communicate openly with healthcare providers. Clearly explain your symptoms, concerns, and any preferences you have for treatment. Don't hesitate to ask questions if something is unclear.
- **Utilize available resources:** Take advantage of resources like patient portals, telehealth services, and text services for appointments or refills.
- **Be informed:** Educate yourself about your condition and treatment options. Reliable sources like medical websites, patient advocacy groups, and healthcare providers can provide valuable information.
- **Advocate for yourself:** Don't be afraid to speak up if you feel your needs aren't being met. You have the right to make decisions about your care and to seek second opinions if necessary.
- **Plan ahead:** Preschedule appointments. Also, consider advance care planning, which involves making decisions about the care you would want to receive if you become unable to speak for yourself.



Getting Appointments and Care Quickly

Sentara Health Plans is committed to providing swift access to appointments and required medical care.

Tips to consider in getting the care you need more quickly:

- **Be flexible:** Offer to take any available appointment time. Flexibility can increase your chances of getting an earlier slot.
- **Use online scheduling:** Many healthcare providers offer online scheduling tools. These can sometimes show last-minute cancellations or openings.
- **Telehealth options:** Consider telehealth appointments. These can often be scheduled more quickly than in-person visits and can be a good option for non-emergency issues.
- **Walk-in clinics:** If you are unable to visit your primary care provider for an urgent but non-emergency issue, walk-in clinics, or urgent care centers can provide quicker access to care.
- **Ask for a waitlist:** Some offices have a waitlist for cancellations. Ask to be put on it so you can be called if an earlier slot opens up.



Sentara Brings More Healthcare Access to Hampton Roads

Sentara Health understands that access to care can be challenging. In a **recent article**, Sentara Health tackles the issue head-on by outlining its plan to use more advanced practice providers (APPs) like nurse practitioners and physician assistants. APPs allow Sentara to offer more access to the care they need in the Hampton Roads region. Matched with the Sentara Health Plans Mobile App and virtual care options, members can benefit from gaining access to the care they need when they need it, saving time and money along the way.

APPs fit in with Sentara's team-based primary care model, allowing a close partnership among physicians, APPs, nurses, and staff to take care of the whole person. This team approach allows for your providers to better collaborate to meet your healthcare needs.

Search all of our providers, including APPs, using our **Find a Doctor tool**.

Lung Cancer Awareness

Regular screening can help find lung cancer early when it's easier to treat, but only one in ten people at higher risk for lung cancer get screened. We recognize Lung Cancer Awareness Month in November, but every month is a great opportunity to encourage eligible individuals to talk to their provider about getting a low dose CT lung screening, which is quick, painless, and non-invasive.

Learn more at **sentara.com/screenmylungs**.

In-home Colorectal Cancer Screening With Retina Labs

Sentara Health Plans has partnered with Retina Labs to offer an in-home colorectal cancer screening program designed to make preventive care accessible and convenient for members. Members who are over 45 and have a gap in care for colorectal screening are eligible to use the Fecal Immunochemical Test (FIT) kit to screen for colon cancer from home. The self-completion kit is provided by mail and includes easy-to-follow instructions and all necessary materials for collection.

Members can conveniently complete their screening without the need for fasting or dietary restrictions. Each FIT kit includes instructions in both English and Spanish, along with all necessary collection materials, a return mailing label, and a prepaid return envelope.

To ensure timely participation, Retina Labs will send a reminder if the test has not been returned. Should additional follow-up be needed, members will receive a reminder call seven days later, with an option to reorder a kit if required. For positive or critical results, Retina Labs will proactively contact the member within five days, providing prompt information to support further care needs.

To learn more about Retina Labs, visit **retinalabsforme.com.**



Coming Soon: Receive Virtual Care Oncology Support With Iris by OncoHealth

In partnership with Sentara Health Plans, Iris by OncoHealth provides 24/7 oncology-specific support for individuals 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 resources and an extensive content library.

Accessible via web or phone, and available at no cost to eligible members, Iris provides direct access to oncology-certified providers, helping to improve well-being for those fighting cancer. To learn more about Iris by OncoHealth, **click here**.



Reminder: Stay In the Loop With Our New Member Communications Enhancements

Sentara Health Plans launched new text messaging functionality to help us connect with you directly and to empower you to control your communications preferences. We are excited to enable you to view important resources and access plan information, available at your fingertips anywhere, anytime.

Mobile feed: Your new mobile feed has customized resources to keep you informed, help you understand your health plan benefits, and make educated decisions about your healthcare.

To learn more about our mobile feed, visit **sentarahealthplans.com/members/mobile-feed**.

Set your preferences: Sign in to the mobile app or member portal to set your preferences. Select your profile and select Set My Preferences to let us know how to contact you and help us to better serve your communication needs.

We encourage you to go paperless and update your preferences today!



Dr. Melvin T. Pinn, Jr. Quality Excellence Award

Sentara Health Plans values quality and safety, especially when coordinating and managing care and safety for our members. Sentara Health Plans has a physician recognition program to promote and salute excellence.

Formerly known as the Practitioner Golden Globe Award, the newly named Dr. Melvin T. Pinn, Jr. Quality Excellence Award (QEA) was founded by the late Dr. Melvin T. Pinn, Jr., and Jamie McPherson, quality senior leader, in 2006. The prestigious award was created to recognize providers for their commitment to quality care and safety.

Sentara Health Plans will continue to annually recognize an outstanding in-network provider who promotes safe clinical practice and delivery of 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 January 1, 2025

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

Download a printable listing of pharmacy changes effective January 1, 2025.



Sentara® Health Plans

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 HRA[1]
- 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:

Download on the App Store

GET IT ON Google Play

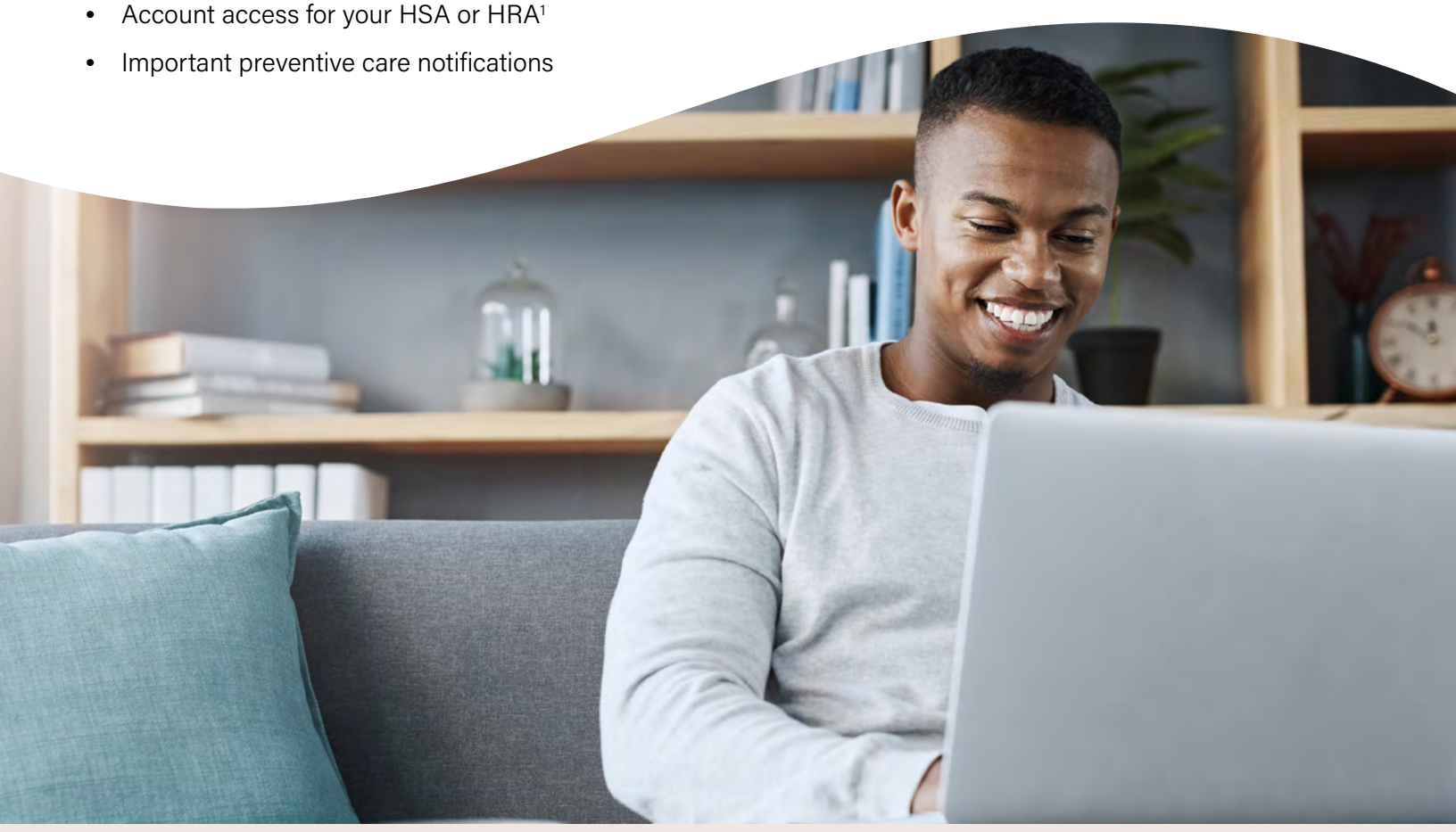
To learn more about the Sentara Health Plans Mobile App, visit: **sentarahealthplans.com/app.**

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