



Health Matters

Our Purpose Is You

PEOPLE AT HIGH RISK FOR DEVELOPING FLU-RELATED COMPLICATIONS

- Children younger than 5
- Adults 65 years of age and older
- Pregnant women
- People with certain medical conditions like:
 - Asthma
 - Chronic lung disease
 - Heart disease
 - Weakened immune system
 - People younger than 19 years of age who are receiving long-term aspirin therapy
 - And many other conditions



IT'S FLU SEASON!

The CDC recommends a yearly flu vaccine for everyone 6 months and older. Flu vaccination can reduce flu illnesses and prevent flu-related hospitalizations.

IS IT STRESS OR ANXIETY?

Everyone experiences stress from time to time, but what's the difference in stress and anxiety? Stress is the physical or mental response to an external cause, such as having an illness or a change in your job.

What is anxiety? Anxiety is your body's reaction to stress and can occur even if there is no current threat. If that anxiety doesn't go away and begins to interfere with your life, such as keeping you up at night, it could affect your health. More information about anxiety disorders is available at www.nimh.nih.gov/anxietydisorders.

WAYS TO COPE WITH STRESS

- Keep a journal.
- Relaxation exercises
- Exercise and eat healthy, regular meals
- Get sound, routine sleep
- Avoid excess caffeine
- Identify and challenge negative or unhelpful thoughts
- Reach out to helpful, trustworthy family and friends

RECOGNIZE WHEN YOU NEED MORE HELP

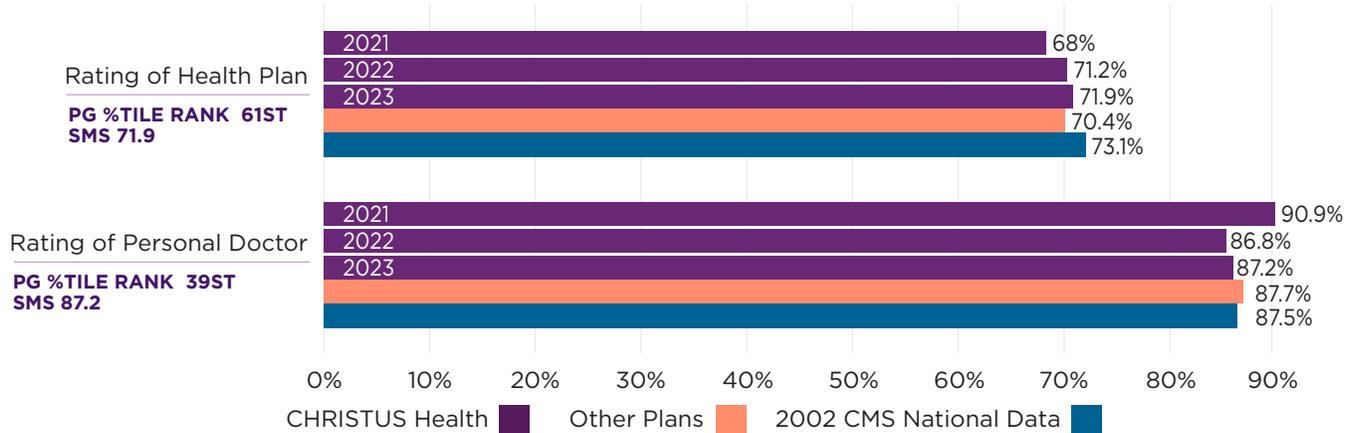
If you feel you need additional help, it may be time to talk to your doctor. If you are in immediate distress or feel you may hurt yourself, call or text the 988 Suicide & Crisis Lifeline at 988 or chat at 988lifeline.org.

This information is not intended as a medical diagnosis or suggestion of treatment. It cannot take the place of seeing a mental health professional.

2023 QUALITY HEALTH PLAN (QHP) SURVEY OUTCOMES IN LA & TX

These graphs presents the 2023 Member Satisfaction Survey summary rates for CHRISTUS Health Plan. These scores are also available online at: CHRISTUShealthplan.org/member-resources.

LOUISIANA

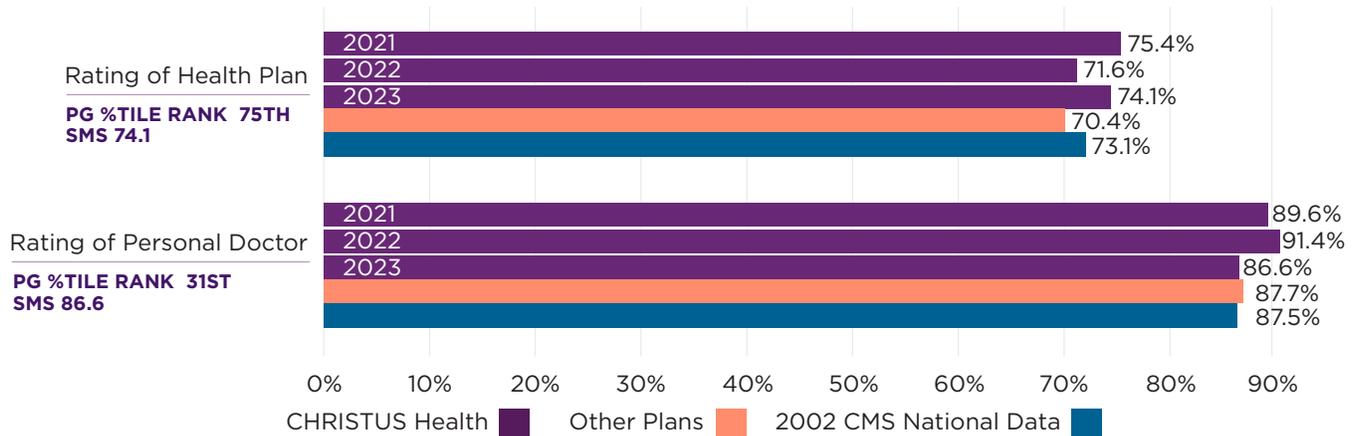


Key Drivers Of The Rating Of The Health Plan			
POWER		OPPORTUNITIES	
Q5	Able to find costs of prescriptions	Q4	Able to find costs of service or equipment
Q27	Rating of Health Care	Q6	CS provided information or help
Q25	Getting care, tests, or treatment	Q44	Rating of Specialist
Q10	Explanation of forms	Q22	Getting urgent care
Q7	CS treated members with courtesy and respect	Q23	Getting routine care
		Q41	Getting specialist appointment
		Q3	Written materials provided needed information
		Q16	Delayed or did not fill Rx due to cost
		Q9	Ease of filling out forms
		Q15	Delayed or did not visit doctor due to cost

PG% TILE = Project Goal Quality Compass Percentile

SMS = Text Messaging

TEXAS



Key Drivers Of The Rating Of The Health Plan			
POWER		OPPORTUNITIES	
Q15	Delayed or did not visit doctor due to cost	Q27	Rating of Health Care
Q41	Getting specialist appointment	Q14	Paid out of pocket for care unexpectedly
Q6	CS provided information or help	Q23	Getting routine care
Q5	Able to find costs of prescriptions	Q22	Getting urgent care
Q9	Ease of filling out forms	Q25	Getting care, tests, or treatment
		Q16	Delayed or did not fill Rx due to cost
		Q13	Health plan did not pay for needed care
		Q4	Able to find costs of service or equipment
		Q3	Written materials provided needed information
		Q17	Could not get care due to public health emergency

PG% TILE = Project Goal Quality Compass Percentile

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WHOLE-WHEAT GINGERBREAD

Enjoy this healthier version of traditional gingerbread that uses whole-wheat for more nutrients! Serve warm with fresh fruit or tea.



GINGER HEALTH FACTS

- Boosts brain function
- Eases stomach pain
- Fights infections bacteria
- Decreases cholesterol

Prep Time: 95 min Recipe

INGREDIENTS:

- Canola oil spray
- 1 3/4 cups whole wheat pastry flour
- 1/4 cup light brown sugar
- 1 1/2 Tbsp. ground ginger
- 1/4 tsp. ground cinnamon
- 1/4 tsp. ground nutmeg
- 1/4 tsp. ground cloves
- 1 1/2 tsp. baking soda
- 1/2 tsp. salt
- 1/2 cup dark unsulfured molasses
- 1/2 cup unsweetened applesauce
- 6 Tbsp. canola oil
- 1 large egg
- 1/2 cup boiling water

INSTRUCTIONS:

1. Preheat oven to 350 degrees. Lightly coat 9-inch square pan with canola oil spray. In a medium bowl, sift together flour, sugar, spices, baking soda and salt.
2. In a separate large bowl, whisk together molasses, applesauce, canola oil, and egg until well blended. Add the dry ingredients and stir until well combined. Whisk in boiling water and pour the batter into a prepared baking pan.
3. Bake for about 35 minutes, until the cake begins to pull away from the pan and a wooden toothpick inserted near the center comes out clean. Cool in the pan on a wire rack for 30 minutes. Invert cake onto a platter and cool for about 15 minutes before serving.
4. Cut into 9 squares and serve warm. For storage, wrap tightly in foil and keep in the refrigerator for up to 3 days.

Source: Gingerbread - American Institute for Cancer Research (aicr.org)

85% OF WOMEN DIAGNOSED WITH BREAST CANCER HAD NO FAMILY HISTORY

It's important to get regular mammograms. Call 888.802.0410 and a representative will assist in scheduling your mammogram with CHRISTUS Health.



NEW MEMBER PORTAL

For easier access to the information that you need, use our new member portal by clicking "SIGN IN" in the upper-right corner of CHRISTUShealthplan.org.

FOR ANY QUESTIONS, CONTACT MEMBER SERVICES AT 1-844-282-3025



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FRAUD, WASTE, OR ABUSE?

Report potential fraud, waste, or abuse in the CHRISTUS Health Plan Network by submitting details to the Special Investigations Unit via email, secure fax, or phone.

FWA HOTLINE: 855.771.8072

EMAIL: ChristusHealthSIU@ChristusHealth.org

SECURE FAX: 210.766.8849

If you prefer anonymity, call the Integrity Line at 888.728.8383 or visit ChristusIntegrityLink.org.

For compliance questions or concerns, you can email us at CHPCompliance@ChristusHealth.org



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