



Sales Department
919 Hidden Ridge
Irving | TX 75038



Our Purpose Is You



Get updates and connect
with us on Facebook.

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

CHRISTUShealthplan.org



WINTER 2022-2023

Health Matters

Our Purpose Is You

STAY SAFE DURING RSV SEASON

Respiratory syncytial virus, or RSV, is a common respiratory virus that usually causes mild, cold-like symptoms. Most people recover in a week or two, but RSV can be serious, especially for older adults and infants.

There are steps you can take to help prevent the spread of RSV. Specifically, if you have cold-like symptoms you should:

- Cover your coughs and sneezes with a tissue or your upper shirt sleeve, not your hands
- Wash your hands often with soap and water for at least 20 seconds
- Avoid close contact, such as kissing, shaking hands, and sharing cups and eating utensils with others
- Clean frequently touched surfaces such as doorknobs and mobile devices

Source: <https://www.cdc.gov/rsv/>
<https://www.cdc.gov/rsv/about/prevention.html>

IT'S FLU SEASON

No flu season is the same and infection can vary from person to person. Every year, millions of people end up getting the flu. One way to best protect yourself is to get an annual flu vaccine.

BENEFITS OF THE FLU VACCINE

- It reduces the risk of getting the flu
- Helps keep you out of the hospital
- And helps prevent serious flu related illness and death

It is still not too late to get the flu shot. It is advisable to get a flu shot before the flu begins spreading in your community. It takes about two (2) weeks after vaccination for the antibodies that protect against the flu to develop in the body.

Flu vaccines are a covered benefit for all CHRISTUS Health Plan members.

Source: <https://www.cdc.gov/flu/prevent/keyfacts.htm>



CHOOSING URGENT CARE VS. EMERGENCY ROOM

CHOOSING URGENT CARE

If your primary care provider’s office is closed and you need non-life-threatening medical treatment, go to an urgent care facility. The extended and weekend hours can help you avoid the trouble and expense of a trip to the emergency room. **An urgent care facility can help with: cough, cold, flu, sprains, strains, minor cuts and burns, nausea and more.**

CHOOSING THE ER

The emergency room is designed to treat life-threatening emergencies, major injuries, and serious illness. It is not the place to seek treatment for routine medical care and simple problems like sore throats, the flu or ear infections.

Please utilize the ER for needs like: trauma, accidents, heart attacks, uncontrollable bleeding, sudden changes in vision, difficulty breathing and other serious health events.



SURVEY

In mid-February, you may receive a survey in the mail asking you to evaluate your experiences with our health plan and healthcare providers. We hope you take this opportunity to share your thoughts with us.

If you have questions or concerns, you can count on us to help. Contact Member Services with any questions at [1-800-678-7347].

SUICIDE PREVENTION HOTLINE

If you or someone you know is having thoughts about self-harm or suicide, please seek immediate help:

Call the Suicide & Crisis Lifeline by simply dialing “988” for free and confidential help that is available 24 hours a day, seven days a week.

MEMBER ADVISORY COMMITTEE MEETINGS

CHRISTUS strives to provide the best health plan experience for our members and beneficiaries. To meet your needs and improve our performance, we conduct Member Advisory Committee meetings where you can ask questions and bring up concerns.

Be on the lookout for invitations to attend the Member Advisory Committee meetings in the future.

TAKE ACTION AGAINST BREAST CANCER

Did you know that breast cancer is the second most common cancer among women in the United States? One (1) in eight (8) women have a chance of being diagnosed with breast cancer during their lifetime. Start the year off with your health in mind and schedule a mammogram.

Source: CDC Breast Cancer In Young Women | Bring Your Brave | CDC

THE IMPORTANCE OF MAMMOGRAMS

- Mammograms, which are x-rays of the breast that help detect any signs of breast cancer, are important because early detection may prevent death. Cancer found early and before spreading can be easier to treat with greater success.
- Women 40-54 are encouraged to get yearly mammograms.
- Women 55+ may be able to switch to screenings every other year.
- When visiting your doctor, be sure to tell them if breast cancer runs in your family and if you’ve had any previous lumpectomies or mastectomies.

Mammograms are available to you at no cost. If you need assistance with scheduling a mammogram, please call [1-800-678-7347].



FOR QUESTIONS OR HELP WITH YOUR PLAN, PLEASE CONTACT MEMBER SERVICES AT 1-844-282-3026



STOP SMOKING TO HELP YOURSELF AND OTHERS

- Smoking and tobacco use continue to be leading contributors in reducing life expectancy and causing health risks.
- According to the Centers for Disease Control and Prevention (CDC), cigarette smoking remains the leading cause of preventable disease, disability, and death in the United States. Unfortunately, in younger adults, there is an increase in the use of electronic cigarettes (e-cigarettes or vapes).
- Even though e-cigarettes are not as harmful as regular tobacco products, they still can cause damage to the body. Consider stopping smoking tobacco and vapes to improve your health and the health of others.

Source: https://www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/index.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Ftobacco%2Fdata_statistics%2Ffact_sheets%2Findex.htm