



5101 N. O'Connor Blvd.
Irving, TX 75039



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

25-968800
MC6196



Health Matters

Beneficiary newsletter

SPRING 2025



Our newsletter is now online!

This newsletter can now be found in your Member Portal. If you haven't already registered for your account, scan the QR code below to get started.



We want to hear from you

Let us know what you would like to see in your next quarterly newsletter by scanning the QR code below.



Contact us

For any questions, contact member services at **1.800.678.7347**

Care Management

Our Care Management program can help you plan and manage care for complex, chronic health issues as well as acute, episodic or short-term needs. The goal is to provide quality care, enhance quality of life and manage health care costs.

What types of services does the Care Management team provide?

- Condition management
- Medicine support
- Coordination of appointments
- Health care provider support
- Self-management goal planning
- A Care Management referral can come from a provider, member, caregiver or discharge planner

Care Management is provided at **no cost**. Call 800.446.1730, option 2, from 9 a.m. – 5 p.m. (CST) to speak to a care manager nurse.

A 24-hour nurse line is also available at 844.581.3174.



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Hypertension

Hypertension, commonly known as high blood pressure, is a significant health concern that can lead to serious complications, including heart disease and stroke. In fact, these conditions are recognized as the leading causes of death in the United States. Understanding how to manage and control blood pressure effectively to reduce these risks is crucial.

What is normal blood pressure?:

Blood pressure is measured as:

- Systolic (top): pressure when the heart beats
- Diastolic (bottom): pressure when the heart rests

Normal blood pressure is measured as <120/80 mmHg.

Risk Factors

Age, family history, chronic conditions (like diabetes) and lifestyle habits such as poor diet, inactivity, smoking and excessive alcohol can increase your risk.

Prevention and management

- Eat a nutrient-rich diet that is low in salt and processed foods.
- Exercise 30+ minutes most days.
- Maintain a healthy weight.
- Limit alcohol and avoid smoking.
- Practice stress relief like meditation or yoga.
- Monitor your blood pressure regularly.



Diabetes management

Stay active, stay healthy: Managing diabetes through movement

Physical activity is a powerful tool in managing diabetes. Regular exercise helps lower blood sugar levels, improve insulin sensitivity and support overall

health. Whether it's a brisk walk, a dance class or gardening, staying active can make a significant difference in controlling your diabetes.

Aim for at least 30 minutes of moderate activity most days of the week. Start small if needed — every step counts! Remember, consistency is key and finding an activity you enjoy makes it easier to stick with your routine.

Consult your health care provider before starting any new exercise program and take steps to monitor your blood sugar levels during and after activity. Take control of your diabetes and your health; get moving today!



Medication adherence

Medication adherence: Why it matters and how to stay on track

Taking your medications as prescribed is one of the most important steps you can take to manage your health. Medication adherence helps control chronic conditions, prevent complications and improve your overall quality of life. However, sticking to a medication schedule can sometimes be challenging.

Here are some tips to make it easier:

- Use a pill organizer: Keep your doses organized and easy to access.
- Set reminders: Use alarms, smartphone apps or sticky notes to remind you when it's time to take your medication.
- Link it to a routine: Pair taking your meds with daily activities, like brushing your teeth or eating meals.
- Keep a list: Track your medications and review them regularly with your health care provider.
- Ask for help: If cost, side effects or complexity are barriers, talk to your doctor or pharmacist — they can offer solutions.

Your health is worth it. Staying consistent with your medications keeps you on the path to a healthier future.

Meet Your Care Manager Nurse! Torie, RN

Originally from Mississippi, Torie now calls Texas home. She has been a registered nurse for eight years, specializing in mother/baby, newborn nursery, women's health, pediatrics and geriatrics. Torie earned her ADN from Itawamba Community College and her BSN from Mississippi University for Women and is currently pursuing her MSN at the University of Texas at Arlington. She has two years of care management experience and is passionate about helping beneficiaries overcome barriers to achieve optimal health. She aims to make a meaningful difference in every member's life through advocacy and personalized care.



Colorectal screening/ cancer screening

Colorectal cancer often develops without obvious symptoms, making regular screening crucial. Screening tests can detect precancerous polyps, which can be removed before they become cancerous. Additionally, early detection enhances the chances of successful treatment if cancer is present.

Age guidelines: The American Cancer Society recommends that individuals at average risk begin screening at age 45. Those with a family history of colorectal cancer or other risk factors may need to start screening earlier.

Risk factors: If you have a personal or family history of colorectal cancer, inflammatory bowel disease or certain genetic syndromes, consult your health care provider about an appropriate screening schedule.

What you can do:

- Talk to **your provider:** Discuss screening options based on your age, family history and health.
- Schedule **your screening:** If you're due, book your appointment today.
- **Stay informed:** Know the signs of colorectal cancer and see a doctor if symptoms appear.
- **Promote awareness:** Share this info to encourage others to get screened.

Breast cancer screening

Breast cancer is one of the most common cancers among women, but early detection through screening can significantly improve survival rates. Regular screenings are crucial for identifying breast cancer at an early stage when treatment is most effective.

Who should get screened?

- Women should begin annual mammograms at age 40, continuing as long as they are in good health.
- Those with a family history or genetic predispositions should consult their health care provider about starting screenings earlier.

What you can do:

1. Schedule your mammogram: Don't delay; make your appointment today.
2. Know your body: Be aware of any changes and report them to your health care provider.
3. Educate others: Share information about the importance of breast cancer screening with family and friends.



Award-winning care

We are thrilled to announce that **CHRISTUS Health** has been named a 2024 Press Ganey Human Experience Award Winner! This prestigious award recognizes our exceptional achievements in delivering high-quality care and an outstanding member experience.