



Health Matters

Member newsletter

FALL 2025

Alzheimer's awareness

Alzheimer's is a progressive brain disorder that slowly destroys memory and thinking skills. It's the most common cause of dementia. Understanding the early signs, such as memory loss that disrupts daily life, is critical for early diagnosis and treatment.

How to Reduce Your Risk

Challenge Your Brain:

Read, learn a new skill, play musical instruments, or do puzzles.

Maintain Social Connections:

Volunteer, join clubs, or spend time with friends and family. Social isolation is a risk factor for cognitive decline.



Contact us

For any questions,
contact member services at
1.844.282.3025

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, or [CLICKING HERE](#).

Suicide awareness

Recognizing the warning signs, like feeling hopeless or withdrawing from loved ones is the first step in preventing suicide. Open, compassionate conversations and access to mental health resources can make a life-saving difference and help with recovery.

Self-education to protect yourself and others:

- Learn the warning signs and risk factors.
- Ask directly if someone is considering suicide if you're concerned.
- Connect with professional help, like the 988 Suicide & Crisis Lifeline, and stay with them until help arrives.

Domestic violence

Domestic violence is a pattern of abusive behavior — physical, emotional, psychological or financial — used to control or intimidate a partner or family member. It can happen to anyone and protecting against it starts with recognizing the warning signs: isolation, manipulation, threats, or physical harm. Build a support network of trusted people, know your rights, and don't hesitate to reach out for help from professionals or local organizations. Creating a safety plan and setting boundaries are key first steps. No one deserves abuse — help is available, and healing is possible



Breast cancer awareness

Early detection of breast cancer, through regular mammograms and self-exams, is key to successful treatment. Awareness promotes proactive measures, support for patients and survivors, and for funding of research developing more effective treatments, and ultimately, a cure.

Ways to protect yourself:

- Regular self-exams to become familiar with your body and notice any differences
- Annual mammograms as recommended by your doctor

Signs and symptoms of depression

Depression is a common but serious medical illness that negatively affects how you feel, the way you think, and how you act. Its symptoms can include persistent feelings of sadness, loss of interest in activities, significant changes in appetite or sleep, and thoughts of self-harm. Recognizing these symptoms is the first step toward seeking professional help and managing the condition.

Mental health matters:

- Prioritize sleep, talk to a therapist, or journal your thoughts to help process emotions and reduce stress.
- Encourage friends and family to seek help if you notice changes in their behavior.



Get the care you deserve with Talkiatry

Talk to someone who listens. A new benefit available to you that provides mental health care that works around your schedule.

[CLICK HERE](#) to take your quick assessment today.

How it works

- 1 Take our online assessment**
Answer a few questions about what you're looking for and your medical history.
- 2 Choose your psychiatrist**
We'll help match you with a psychiatrist on our team who fits your needs and schedule.
- 3 Get the care you need**
You'll have your first virtual visit in days and start collaborating on your care with your doctor.

Signs and prevention of upper respiratory infection

An upper respiratory infection (URI), or common cold, is a contagious infection of the nose and throat. Symptoms include a runny nose, sore throat, cough, and congestion. Prevention is key: frequent hand washing, avoiding touching your face, and steering clear of sick individuals. Rest, hydration, and over-the-counter remedies can help manage symptoms.

Protecting Yourself and Your Community:

- Wash your hands often with soap and water for at least 20 seconds.
- Cover your mouth and nose when you cough or sneeze.
- Disinfect frequently touched surfaces at home and work.



Importance of foot care maintenance



Our feet are crucial for mobility and overall health. Proper foot care, including daily cleaning, moisturizing, and wearing supportive shoes, prevents common issues like infections, calluses, and ingrown toenails. This is especially important for individuals with diabetes, as proactive care can prevent severe complications.

Frequently asked questions

What is the difference between a copay and coinsurance?

- **Copayment (copay):** A copay is a fixed dollar amount you pay for a specific service. You typically pay the copay at the time of the service (e.g., when you check in for a doctor's appointment).
- **Coinsurance:** Coinsurance is a percentage of the cost of a medical service. It comes into effect after you have met your annual deductible.

Are my prescriptions covered?

How can I check?

- To check if a prescription is covered, refer to your online formulary by [CLICKING HERE](#) and navigating to "2025 Exchange Formularies"

How can I find an in-network provider in my area?

- To search for in-network providers, visit CHRISTUShealthplan.org/find-a-provider, and refer to the "[Find a Provider](#)" tool.

Coming Next Year:

We're partnering with CVS Caremark®

Beginning January 1, 2026, CVS Caremark will become your new pharmacy benefit manager. No action is required at this time, but look for more information from us in your mailbox and inbox in October!

As part of the CVS Caremark family, you'll have access to a wide range of cost-effective medications and thousands of pharmacy choices (including home delivery) for you and your family.





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

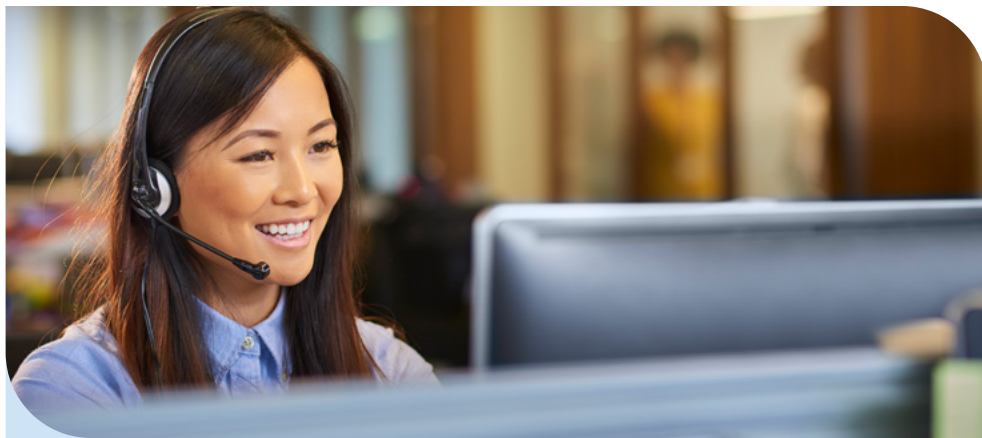
Access your member portal

Get the latest updates, newsletters and more online. If you haven't already



registered for your account, scan the QR code to get started.

For any questions, contact member services at **1.844.282.3025**.



Get help from 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 Management nurse.

A **24-hour nurse line** is also available at **844.581.3175**.



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