



Health Matters

Member newsletter

SPRING 2026

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
844.282.3025

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
- Medication 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.

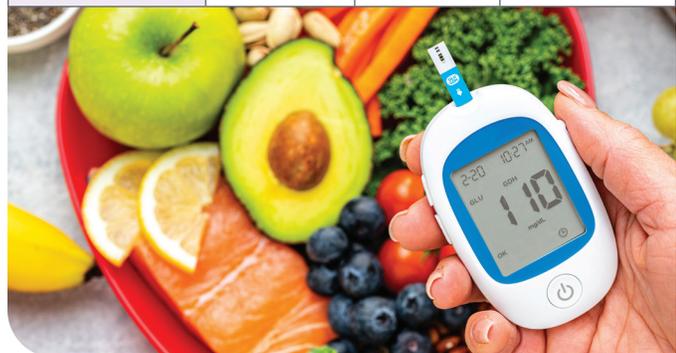


Signs and symptoms of diabetes

Monitoring your health starts with recognizing the subtle signals of diabetes, such as frequent urination, excessive thirst, blurry vision or slow-healing cuts. It is also important to watch for specific red flags like unexplained weight loss or tingling in your hands and feet, which can indicate your blood sugar needs attention. To get a clear picture of your health, your doctor can use tests like the A1C, which measures your average blood sugar over three months, or a fasting glucose check.

Knowing your numbers, such as an A1C below 5.6% or a fasting glucose under 100 mg/dL is essential for early detection and effective management. By staying alert to these symptoms and scheduling regular screenings, you are taking proactive steps toward a healthier, more balanced life.

	Test Type		
	A1C Test (3-month average)	Fasting Glucose (after 8 hours)	Oral Glucose Tolerance (2 hours post-drink)
Normal	Less than 5.8%	Less than 100 mg/dL	Less than 140 mg/dL
Prediabetes	5.8% – 6.4%	100 – 125 mg/dL	140 – 199 mg/dL
Diabetes	6.5% or higher	126 mg/dL or higher	200 mg/dL or higher



Heart disease prevention

Prioritizing your heart health is one of the most effective ways to ensure a long, active life. Even a few of the following can help support your heart health.

- Start by filling your plate with fiber-rich whole grains, lean proteins and colorful produce while limiting saturated fats and sugary drinks.
- Aim for at least 30 minutes of daily aerobic activity and regular stress-management techniques to keep your blood pressure and heart rate in a healthy range.
- Know your family history and stay up to date on screenings, such as fasting blood glucose tests, to catch potential risks early.
- Always be aware of emergency warning signs like chest discomfort, shortness of breath, or unusual fatigue.

By staying active, eating mindfully, and listening to your body's signals, you are taking the most important steps toward a heart-healthy future.

Benefit spotlight!

On Demand Care

When you're feeling sick, the trip to a doctor's office or urgent care can feel like an impossible hurdle. Now, you don't have to go anywhere. On Demand Care allows you to meet with a CHRISTUS Health board-certified provider through live video directly from your smartphone, tablet or computer. It is an easy, secure and convenient way to receive the urgent care you need through a real-time virtual visit, all from the comfort of home.

[Click here to receive care](#)

Medication adherence

Taking your medicine every day is important for managing high blood pressure, diabetes and high cholesterol. These medications help keep your numbers in a healthy range and lower your risk of problems like heart attacks and strokes. Taking your medicine differently than your provider ordered, skipping doses or stopping it can make these conditions harder to control.

If cost or picking up your medicine is difficult, talk with your care team so they can help you find a plan that works for you. Staying on track with your medicine is a simple step that helps protect your health.



Mental health screenings

Your mental health is an important part of your overall well-being. Getting a mental health screening can help find concerns early, when they are easier to manage. If your screening shows you could benefit from extra support, your care team will work with you to create a follow-up plan. This may include counseling, medicine or simple steps to help you feel better. If you have been in the hospital for mental health care, follow up visits within seven days of discharge, and no later than 30 days, are very important to support your safety, healing and recovery.



Drug and alcohol abuse awareness

Alcohol and drug misuse can affect your health, safety and relationships, even if it doesn't feel serious at first. Signs may include using more than planned, mood or sleep changes, missing work or appointments, or needing more to feel the same effect. Using too much alcohol or misusing drugs increases the risk of accidents, depression and long-term health problems. Getting help early can make a big difference, and support is available. Talking with your health care provider is confidential, judgment-free and a strong first step.

Need help or have questions?

SAMHSA National Helpline:
800.662.HELP (4357)

Free, confidential support available 24/7.

Please visit [samhsa.gov](https://www.samhsa.gov) for additional information or to find local treatment and support services.

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 **844.282.3025**.



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