



Health Matters

Beneficiary newsletter

SUMMER 2026



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 800.455.9355.



Food insecurity vs. nutrition insecurity

People often talk about food insecurity and nutrition insecurity like they are the same thing. They're related, but not identical. Knowing the difference can help you take steps to protect your health.

Food insecurity means limited or uncertain access to enough food for an active, healthy life.

Nutrition insecurity means having enough food some of the time, but not consistent access to nutrient-rich foods (like fruits, vegetables, whole grains, lean proteins and low-fat dairy) needed to support health.

Why it matters

Food and nutrition insecurities are linked to a higher risk of chronic conditions like diabetes and heart disease and can make it harder to manage health conditions you already have. Discussing food access with your care team can help connect you with local resources and may support tailoring your treatment plan (for example, diabetes or blood pressure goals) based on what's realistic for you right now.

Talk to your doctor about

- Any health conditions that are hard to manage because food is limited (like diabetes, blood pressure, kidney disease or heart disease).

- Local food resources and benefit programs you may qualify for (for example, SNAP/WIC) and how to connect with them.

What you can do

- Ask your care team about local resources (food pantries, community programs) and benefit options such as SNAP/WIC if eligible.
- If you can, aim for “small wins” when shopping: choose one healthier swap (whole grain bread, frozen vegetables, beans or canned fish).
- Tell your provider if cost or access makes healthy eating difficult. Support is available.

Quick Tip: If you're relying on low-cost shelf-stable foods, look for lower-sodium canned vegetables/beans, canned fruit in water and whole grains (oats, brown rice) to boost nutrition.

When to call your provider

- You're skipping meals, losing weight without trying or feeling dizzy/weak because you don't have enough food.
- You have diabetes (or another condition) and you're having frequent low blood sugar or trouble following your eating plan due to cost or access.
- You need help right away finding food resources.



Your annual wellness visit: A simple step toward better health for you and your family

What is an annual wellness or preventive visit?

An annual wellness visit is not for when you are sick. It is a visit to help you stay healthy by checking in with your provider, reviewing your overall health and planning for the year ahead. Seeing your doctor once a year is one of the best ways to stay healthy. They help find problems early, keep you on track and help you feel your best.

For adults, this visit may include:

- A review of your medical history and medications
- Personalized health and wellness recommendations
- Preventive screenings based on age and gender
- Screenings for conditions like high blood pressure, diabetes or depression
- Vaccination and immunization review

For children and teens, preventive visits help:

- Ensure immunizations are up to date
- Identify vision, hearing or behavioral concerns early
- Provide guidance for parents and caregivers
- Support emotional and mental well-being
- Track healthy growth and development

For parents, keeping children current with well child visits helps avoid delays in care and ensures nothing important is missed. Taking time for a yearly visit can help you stay healthy today and in the future, for you and your family. Call your doctor's office today to schedule your annual visit.



Call your
**primary care
provider** first for

- Flu shots and immunizations
- Cough, cold and flu symptoms
- Ear, nose and throat care
- Physicals and wellness visits
- Chronic care, COPD and high cholesterol
- Diabetes and hypertension
- Nausea, vomiting and diarrhea



Go to **urgent
care** if your
PCP is closed for

- Cough, cold and flu symptoms
- Sprains, strains and possible fractures
- Minor cuts, lacerations and minor burns
- Nausea, vomiting and diarrhea
- Testing for flu, COVID and RSV



Go to the
emergency room
or call 911 for

- Trauma and accidents
- Loss of consciousness
- Heart attack and chest pain
- Uncontrollable bleeding
- Sudden change in vision
- Severe difficulty breathing
- Seizure, sudden dizziness and paralysis
- Suicidal feelings

Need more help? You have access to free, confidential help from a nurse 24 hours a day, seven days a week, 365 days a year. Nurses can help you decide when and where to seek care, as well as answer any health-related questions.

For the USFHP 24-hour nurse, call **800.455.9355**.



Find a physician near
you or please visit
**CHRISTUShealthplan.org/
find-a-provider.**

Protect yourself and your family from flu and RSV

The flu and respiratory syncytial virus (RSV) are common illnesses that can make people very sick, especially babies, young children, older adults and people with long-term health problems. The good news is that there are simple ways to help protect yourself and your family.

What are the flu and RSV?

The flu is a virus that spreads easily, especially in the fall and winter. It can cause fever, cough, sore throat, body aches and feeling very tired. Versus: RSV affects the lungs and breathing. It is very common in babies and young children, but it can also be serious for older adults.

How to stay healthy

Get vaccinated

Vaccines are one of the best ways to help prevent serious illness. Your doctor can help you decide what is right for you or your child.

- Flu shots are recommended every year for most people ages 6 months and older.
- RSV protection is now available for certain adults, pregnant people and babies.

Schedule regular checkups

- Answer questions about flu and RSV
- Catch problems early
- Keep vaccines up to date
- Track your health

Simple steps to prevent the spread

- Wash your hands with soap and water for 20 seconds, use hand sanitizer when washing isn't an option and avoid touching your face.
- Cover all coughs and sneezes with a tissue or your elbow and wear a mask in crowded indoor spaces if you are at higher risk.
- Stay home when you feel unwell and avoid close contact with sick people, especially to protect babies during cold and flu season.
- Regularly clean and disinfect frequently touched surfaces like phones and doorknobs.
- Improve indoor ventilation by opening windows or using fans whenever possible.

Healthy habits matter too, help protect yourself by:

- Avoiding smoking or secondhand smoke
- Drinking plenty of water
- Drinking plenty of water
- Eating healthy foods like fruits and vegetables
- Getting enough sleep
- Staying active

Why prevention matters

- Helps prevent hospital visits and stays
- Keeps communities healthier
- Protects babies and older adults
- Reduces missed school and work

Talk to your doctor or your child's doctor about flu and RSV prevention. Scheduling a visit now can help keep you and your loved ones healthy all season long.





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Keep your contact details up to date

To make sure you receive all the information about your health plan, please keep your contact details up to date. If you have moved or changed your phone number or email address, you must update your records in DEERs. An accurate profile ensures that any important plan information always reaches you on time.



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