



**SENDERO**  
HEALTH PLANS

# Q3 2023 Newsletter



# What is Influenza (Flu)?

Flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent flu is by getting a flu vaccine each year.

## Flu Symptoms

Influenza (flu) can cause mild to severe illness, and at times can lead to death. Flu symptoms usually come on suddenly. People who have flu often feel some or all of these symptoms:

- fever\* or feeling feverish/chills
- cough
- sore throat
- runny or stuffy nose
- muscle or body aches
- headaches
- fatigue (tiredness)
- some people may have vomiting and diarrhea, though this is more common in children than adults.

*\*It's important to note that not everyone with flu will have a fever.*

More information is available at [Flu and COVID-19 symptoms](#).

## How Flu Spreads

Most experts believe that flu viruses spread mainly by tiny droplets made when people with flu cough, sneeze, or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might get flu by touching a surface or object that has flu virus on it and then touching their own mouth, nose or possibly their eyes.

## How Many People Get Sick with Flu Every Year?

A 2018 CDC study published in Clinical Infectious Diseases looked at the percentage of the U.S. population who got sick with flu using two different methods and compared the findings. Both methods had similar findings, which suggested that on average, about 8 percent of the U.S. population gets sick from flu each season, with a range of between 3 percent and 11 percent, depending on the season.

# Influenza (Flu) Cont.

## How Many People Get Sick with Flu Every Year?

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## Who is most likely to get sick with flu?

The same [CID study](#) found that children are most likely to get sick from flu and that people 65 and older are least likely to get sick from flu. Median incidence values (or attack rate) by age group were 9.3% for children 0-17 years, 8.8% for adults 18-64 years, and 3.9% for adults 65 years and older. This means that children younger than 18 are more than twice as likely to develop a symptomatic flu virus infection than adults 65 and older.

## How is seasonal incidence of flu estimated?

Flu virus infection is very common, and the number of people infected each season can only be estimated because not everyone will seek medical care or get tested. Statistical estimations are based on [CDC-measured flu hospitalization rates](#) that are adjusted to estimate the total number of flu virus infections in the United States for a given flu season.

The estimates for the number of flu virus infections are then divided by the census population to estimate how common flu virus infections are in the population (called seasonal incidence or attack rate).

## Does the seasonal incidence of flu change based on the severity of flu season?

Yes. The proportion of people who get sick from flu varies. [A paper published in CID](#) found that between 3 percent and 11 percent of the U.S. population gets infected and develops flu symptoms each year. The 3 percent estimate is from the 2011-2012 season, which was an H1N1-predominant season classified as being of low severity. The estimated incidence of flu illness during two seasons was around 11 percent; 2012-2013 was an H3N2-predominant season classified as being of moderate severity, while 2014-2015 was an H3N2 predominant season classified as being of high severity.



# Influenza (Flu) Cont.

**Table 1.**

Estimates of the Incidence of Symptomatic Influenza by Season and Age-Group, United States, 2010–2016

Season	Predominant Virus(es)	Season Severity 20	Incidence <sup>a</sup> , %, by Age Group					
			0–4 y	5–17 y	18–49 y	50–64 y	≥65 y	All Ages
2010–2011	A/H3N2, A/H1N1pdm09	Moderate	14.1	8.4	5.3	8.1	4.3	6.8
2011–2012	A/H3N2	Low	4.8	3.6	2.5	3.1	2.3	3.0
2012–2013	A/H3N2	Moderate	18.6	12.7	8.9	14.3	9.9	11.3
2013–2014	A/H1N1pdm09	Moderate	12.4	7.2	9.2	13.0	3.4	9.0
2014–2015	A/H3N2	High	15.0	12.7	7.8	12.9	12.4	10.8
2015–2016	A/H1N1pdm09	Moderate	11.1	7.4	7.1	11.0	3.5	7.6
Median			13.2	7.9	7.4	12.0	3.9	8.3

\* The burden estimate for the 2020–2021 season was not calculated due to the uncharacteristically low level of influenza activity that season.

## Period of Contagiousness

You may be able to spread flu to someone else before you know you are sick, as well as when you are sick with symptoms.

- People with flu are most contagious in the first 3–4 days after their illness begins.
- Some otherwise healthy adults may be able to infect others beginning one day **before** symptoms develop and up to five to seven days **after** becoming sick.
- Some people, especially young children and people with weakened immune systems, might be able to infect others for an even longer time.

# Influenza (Flu) Cont.

## People at Higher Risk of Flu

Anyone can get the flu (even healthy people), and serious problems related to flu can happen at any age, but some people are at higher risk of developing serious flu-related complications if they get sick. This includes people 65 years and older, people of any age with certain chronic medical conditions (such as asthma, diabetes, or heart disease), pregnant people, and children younger than 5 years.

## Preventing Seasonal Flu

The first and most important step in preventing the flu is to get a flu vaccine each year. The flu vaccine has been shown to reduce flu-related illnesses and the risk of serious flu complications that can result in hospitalization or even death. CDC also recommends everyday preventive actions (like staying away from people who are sick, covering coughs and sneezes, and frequent handwashing) to help slow the spread of germs that cause respiratory (nose, throat, and lungs) illnesses, like flu.

## Diagnosing Flu

It is very difficult to distinguish flu from other viral or bacterial respiratory illnesses based on symptoms alone. There are tests available to diagnose flu.

More information is available: [Diagnosing Flu](#).

## Onset of Symptoms

The time from when a person is exposed and infected with flu to when symptoms begin is about two days, but can range from about one to four days.

## Complications of Flu

[Complications of flu](#) can include bacterial pneumonia, ear infections, sinus infections and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes.

## Treating Flu

There are flu [antiviral drugs](#) that can be used to treat flu illness.

More information is available: [“Seasonal Influenza, More Information.”](#)

# What Is Children's Mental Health?

Learn more about mental health, mental disorders, treatments, prevention, and public health research on children's mental health.

Being mentally healthy during childhood means reaching developmental and emotional milestones and learning healthy social skills and how to cope when there are problems. Mentally healthy children have a positive quality of life and can function well at home, in school, and in their communities.

Mental disorders among children are described as serious changes in the way children typically learn, behave, or handle their emotions, which cause distress and problems getting through the day. Many children occasionally experience fears and worries or display disruptive behaviors. If symptoms are serious and persistent and interfere with school, home, or play activities, the child may be diagnosed with a mental disorder.



Easy-to-use, interactive web tools for children and teens to deal with thoughts and feelings in a healthy way.  
[Learn More](#)

Mental health is not simply the absence of a mental disorder. Children who don't have a mental disorder might differ in how well they are doing, and children who have the same diagnosed mental disorder might differ in their strengths and weaknesses in how they are developing and coping, and in their quality of life. Mental health as a continuum and the identification of specific mental disorders are both ways to understand how well children are doing.

# What Is Children's Mental Health?

## What are common childhood mental disorders?

Among the more common mental disorders that can be diagnosed in childhood are attention-deficit/hyperactivity disorder (ADHD), anxiety (fears or worries), and behavior disorders.

[Learn more about childhood mental disorders, symptoms, and treatment.](#)

Other childhood disorders and concerns that affect how children learn, behave, or handle their emotions can include learning and developmental disabilities, autism, and risk factors like substance use and self-harm.

[Read more about related conditions.](#)

## What are the symptoms of childhood mental disorders?

Symptoms of mental disorders change over time as a child grows, and may include difficulties with how a child plays, learns, speaks, and acts, or how the child handles their emotions. Symptoms often start in early childhood, although some disorders may develop during the teenage years. The diagnosis is often made in the school years and sometimes earlier; however, some children with a mental disorder may not be recognized or diagnosed as having one.

## [EARLY SELF-REGULATION AS A WAY TO UNDERSTAND HOW CHILDREN ARE DEVELOPING](#)



# What Is Children's Mental Health?

## Can childhood mental disorders be treated?

Childhood mental disorders can be treated and managed. There are many treatment options based on the best and most current medical evidence. Parents and doctors should work closely with everyone involved in the child's treatment—teachers, coaches, therapists, and other family members. Taking advantage of all the resources available will help parents, health professionals, and educators guide the child toward success. Early diagnosis and appropriate services for children and their families can make a difference in the lives of children with mental disorders.

## Get help finding treatment

If you have concerns about a child, you can use these resources to help you find a healthcare provider familiar with treatment options.

- [Psychologist Locator](#), a service of the American Psychological Association (APA) Practice Organization.
- [Child and Adolescent Psychiatrist Finder](#), a research tool by the American Academy of Child and Adolescent Psychiatry (AACAP).
- [Find a Cognitive Behavioral Therapist](#), a search tool by the Association for Behavioral and Cognitive Therapies.
- If you need help finding treatment facilities, visit [FindTreatment.gov](#).

## Who is affected?

Childhood mental disorders affect many children and families. Boys and girls of all ages and ethnic/racial backgrounds living in all regions of the United States experience mental disorders. Based on the [National Research Council and Institute of Medicine report](#), which gathered findings from previous studies, it is estimated that in 2007, 13–20% of children living in the United States (up to 1 out of 5 children) experienced a mental disorder in a given year, costing individuals, families, and society an estimated \$247 billion per year.

## What is the impact of mental disorders in children?

Mental health is important to overall health. Mental disorders are chronic health conditions—conditions that last a long time and often don't go away completely—that can continue through the lifespan. Without early diagnosis and treatment, children with mental disorders can have problems at home, in school, and in forming friendships. Mental disorders can also interfere with a child's healthy development, causing problems that can continue into adulthood.



# What Is Children's Mental Health?

## Public health includes mental health

Supporting children's mental health also includes making sure children meet developmental milestones, understanding what to do when there is a concern, supporting positive parenting strategies, and improving access to care. CDC works with partner agencies to better understand mental health and mental disorders and the impact they have on children.

[Read more about research on children's mental health.](#)

## What you can do

**Parents:** You know your child best. Talk to your child's healthcare professional if you have concerns about the way your child behaves at home, in school, or with friends.

**Youth:** It is just as important to take care of your mental health as it is to take care of your physical health. If you are angry, worried, or sad, don't be afraid to talk about your feelings and reach out to a trusted friend or adult.

**Healthcare professionals:** Early diagnosis and appropriate treatment based on updated guidelines are very important. There are resources available to help diagnose and treat children's mental disorders.

**Teachers/school administrators:** Early identification is important so that children can get the help they need. Work with families and healthcare professionals if you have concerns about the mental health of a child in your school.

## Resources

- [CDC's Children's Mental Health](#)
- [CDC's Child Development](#)
- [CDC's "Learn the Signs. Act Early." Campaign](#)
- [CDC's Legacy for Children™](#)
- [CDC's Mental Health](#)
- [CDC's Positive Parenting Tips](#)
- [CDC's Safety and Children with Disabilities](#)
- [CDC's Youth Tobacco Prevention](#)
- [CDC's Emergency Preparedness: Mind Coping with a Disaster or Traumatic Event](#)
- [CDC's Adverse Childhood Experiences Study](#)
- [National Resource Center on ADHD | CHADD](#)
- [Substance Abuse and Mental Health Services Administration Programs | SAMHSA](#)
- [Screening and Brief Intervention for Substance Use Disorders | SAMHSA](#)
- [Tourette Association of America | TAA](#)

# Behavioral Health Resources



**512-472-HELP (4357)**

[IntegralCare.org](https://IntegralCare.org)

## Adult Services

Integral Care helps adults living with mental illness and substance use disorder rebuild and maintain their mental and physical health. We provide the tools everyone needs to maintain well-being, reach their full potential and contribute to our community.



Counseling &  
Case Management



Mental & Primary  
Health Care



Housing &  
Homeless  
Services



Drug & Alcohol  
Treatment



Job Training &  
Employment  
Support



HIV Services

Services are available regardless of ability to pay  
and can be provided in many languages.

Call us to learn how we can help you.

**512-472-HELP (4357)**

# Behavioral Health Resources



**512-472-HELP (4357)**

[IntegralCare.org](https://IntegralCare.org)

## Child & Family Services

Healthy families are the cornerstone of a strong community. Integral Care makes sure families have the skills and resources they need to thrive. We help families build their health and well-being so they can meet their everyday needs at all stages of life.



Counseling &  
Case Management



Medical  
Services &  
Medications



Family Education  
& Support



Therapy for  
Infants and  
Toddlers



Suicide  
Prevention



Support for  
Children on  
Probation

Services are available regardless of ability to pay  
and can be provided in many languages.

Call us to learn how we can help you.

**512-472-HELP (4357)**

# Additional Sendero HealthPlan Member Resources



📞 Questions? 512-421-5678

🔑 Activate Benefit

👤 Log In

## 24/7 on-demand urgent care by subscription or benefit

NormanMD connects you to a doctor within minutes — anywhere in Texas. From babies to adults, pediatricians and adult medicine doctors evaluate and treat your illnesses and concerns, right from your smartphone, tablet or computer.

How It Works

Sign Up



## Care for you and the ones you love most

### \$0 copay

Make your health care costs more predictable

### Quick answers

Talk to family medicine and pediatric doctors within minutes via messaging, audio or video chat and image sharing

### Visit summaries

Summaries are viewable in your account and are sent to your primary care doctor



### Prescriptions

Get prescriptions delivered right to your door in many cases

### Care plan

Our doctors guide you through follow-up care, including OTC and Rx medications

### No appointments

Get care from a doctor in minutes, no need to schedule



# Special Programs To Help You With Your Health

Sendero Health Plans offers services to help you become educated about health care conditions, coordinate your care, and manage your medical conditions.

We offer case management services to help coordinate your care and to provide advice on managing your medical conditions. This program is especially useful if you have multiple medical conditions or if you have recently experienced a major challenge to your health.

If you would like to be considered for case management, for you or someone who helps you, you can call us at **1-855-297-9191**.



## Nurse Advice Line

Call toll free 1-855-880-7019

Do you have questions about your health?  
Do you need advice from a caring and experienced nurse?

IdealCare offers a toll-free Nurse Advice Line that you can call at any time, 24 hours a day, 7 days a week with questions about your health. Call toll free 1-855-880-7019.



# Important Phone Numbers

## Member Services

1-844-800-4693

Monday through Friday,  
8:00 A.M to 5:00 P.M.

## Hearing Impaired (TTY)

7-1-1

## Nurse Advice Line

1-855-880-7019

## Behavioral Health Crisis Hotline

1-855-765-9696

## Vision Line

1-800-334-3937

## Utilization Management

1-855-895-0475

## Liberty Dental Plan (Dental)

1-866-609-0426

## Navitus (Pharmacy)

1-866-333-2757

## Norman MD (24/7) On-Demand Urgent Care from local doctors

(512) 421-5678

Monday through Friday

8:00 A.M to 5:00 P.M.

If you call after hours or over the weekend and leave a voice message, you will receive a return call on the next business day.

In case of an emergency call 9-1-1 or go to the closest hospital emergency room to you.

