



Employer News

Employer News _____ **2**

- Zelis® Prepay Claim Editing Tool
- Sentara Health Plans: New Name, Same Great Benefits

Member News _____ **3**

- Our Email Address Has Changed
- February Was American Heart Month
- Heart-healthy Eating
- Heart-healthy Recipe: Salmon With Honey-balsamic Glaze
- Elevate Your Nutrition With Eating for Life
- Colorectal (Colon) Cancer: What Should I Know About Screening?
- Colorectal Cancer Awareness Month Events
- Low Back Pain Prevention _____ **9**

Pharmacy Changes

- Pharmacy Changes Effective April 1, 2024

Zelis® Prepay Claim Editing Tool

Sentara Health Plans implemented a new partnership with Zelis starting in 2022 for all commercial and Medicare products. This partnership demonstrates our commitment to providing convenient and accurate claims processing that is consistent with clinically recognized industry standards set by the Centers for Medicare & Medicaid Services (CMS), the American Medical Association (AMA), etc.

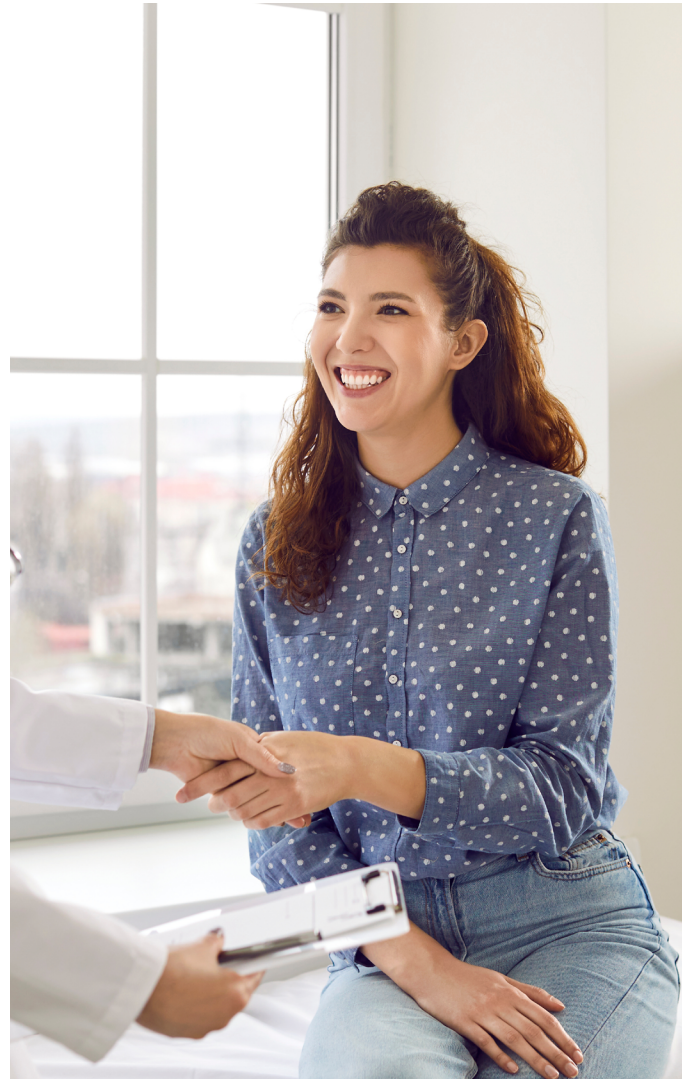
Zelis is a prepay claims solution which provides claims editing services that help identify claims billing errors prior to payment. Services include but are not limited to the following:

- ICD-10 alignment with CPT/HCPC coding accuracy
- Clinical validation (CV)
- Laboratory coding
- Coding and modifiers

The claims savings are a direct benefit, and 100% of these savings are passed on to the plan sponsor and are reflected in a reduced final “Plan Paid” amount, as well as with lower member cost share amounts. Zelis charges 12.5% of the medical claims savings achieved for this service. In 2022, all commercial groups began receiving the full benefit at no cost. In 2023, and going forward, related charges have been assessed as a medical expense for level-funded groups. Our client executives have reached out to all self-funded clients individually to review how and when the related fees will apply.



Sentara Health Plans will continue to search for innovative solutions such as Zelis to ensure affordability and client satisfaction. If you have additional questions, please contact your Sentara Health Plans representative.



Sentara Health Plans: New Name, Same Great Benefits

As you know, on January 1, Optima Health became **Sentara Health Plans!** Although we now have a new name and website, **sentarahealthplans.com**, please rest assured that the following stayed the same:

- Our service area (providers and facilities who are currently in our network remain in the network)
- Member benefits
- Available programs and services
- Our goal to improve health every day

Our Email Address Has Changed

Effective January 1, 2024, please note that the **members@optimahealth.com** email address is no longer active. To ensure seamless communication, we kindly request that all members start utilizing the new email address, **members@sentara.com**, for general member questions and inquiries moving forward.

February Was American Heart Month

Hypertension (high blood pressure) is the leading risk factor for heart disease and stroke, which are both leading causes of death in the United States. Blood pressure is the pressure of blood pushing against the walls of your arteries which carry blood from your heart to other parts of your body. Your blood pressure fluctuates throughout the day but can damage your heart if it stays high for a long time.

Blood pressure is measured using two numbers. The first number is systolic pressure (measures the pressure when your heart beats), and the second number is diastolic pressure (measures the pressure when your heart rests between beats). Normal blood pressure is less than 120/80mmHg. The higher your blood pressure levels, the greater your risk for health problems such as heart disease, heart attack, and stroke. Your doctor can diagnose high blood pressure and make treatment plans if necessary.

*Content Source: "Prevent Heart Disease | [cdc.gov](https://www.cdc.gov/heartdisease/prevention.htm)
Centers for Disease Control and Prevention, 21 Mar. 2023,
www.cdc.gov/heartdisease/prevention.htm.*



You can help manage your blood pressure and prevent heart disease by:

- Eating a healthy diet
- Maintaining a healthy weight
- Getting regular physical activity
- Limiting alcohol intake and avoiding tobacco use

Tap into Healthy Habits, Healthy You (a diabetes and heart disease prevention program), and other resources to support you in achieving healthy behaviors by visiting **sentarahealthplans.com**.

Take charge of your medical conditions by:

- Taking any prescribed medications as directed
- Controlling your blood pressure
- Working with your healthcare team
- Getting regular checkups with your physician

Heart-healthy Eating

Healthy eating starts with healthy food choices. You don't need to be a chef to create nutritious, heart-healthy meals your family will love. Learn what to look for at the grocery store, restaurants, your workplace, and for any eating occasion. A healthy diet and lifestyle are the keys to preventing and managing cardiovascular disease. It's not as hard as you may think! Remember, it's the overall pattern of your choices that counts. Make the simple steps below part of your life for long-term benefits to your health and your heart.

At a minimum, use up as many calories as you take in.

- Start by knowing how many calories you should be eating and drinking to maintain your weight. Nutrition and calorie information on food labels is typically based on a 2,000 calorie per day diet. You may need fewer or more calories depending on several factors, including age, gender, and level of physical activity.
- Increase the amount and intensity of your physical activity to burn more calories.
- Aim for at least **150 minutes of moderate physical activity** or 75 minutes of vigorous physical activity (or an equal combination of both) each week.

Regular physical activity can help you maintain your weight, keep off weight that you lose, and reach physical and cardiovascular fitness. If it's hard to schedule regular exercise, look for ways to build short bursts of activity into your daily routine, such as parking farther away and taking the stairs instead of the elevator. Ideally, your activity should be spread throughout the week.

Eat an overall healthy dietary pattern that emphasizes:

- A wide variety of **fruits and vegetables**
- **Whole grains** and products made up mostly of whole grains
- **Healthy sources of protein** (mostly plants such as legumes and **nuts; fish and seafood**; low-fat or nonfat dairy; and meat and poultry, if you eat them, that is lean and unprocessed)



Heart-healthy Recipe: Salmon With Honey-balsamic Glaze

Servings: 4

Serving Size: 3 ounces of fish

Ingredients:

- Cooking spray
- 1 1/2 tablespoons mayonnaise
- 1 1/2 tablespoons balsamic vinegar
- 1 tablespoon honey
- 1 1/2 teaspoons sesame seeds
- 3/4 teaspoon dried oregano, crumbled
- 3/4 teaspoon olive oil
- 1 medium garlic clove, minced
- 4 salmon fillets (about 4 ounces each)

Directions

- Preheat the oven to 375°F. Lightly spray a shallow baking dish with cooking spray.
- In a small bowl, whisk together the mayonnaise and vinegar until smooth. Whisk in the remaining ingredients except the fish.
- Put the fish in the baking dish. Lightly spread the mayonnaise mixture over the top and sides of the fish.
- Bake for 15 to 20 minutes, or until the fish is cooked to the desired doneness.

Nutritional Info

Calories: 204 per serving

Protein: 24g per serving

Fiber: 0g per serving

Content Source: "Salmon With Honey-Balsamic Glaze." recipes.heart.org, 11 May 2023, recipes.heart.org/en/recipes/salmon-with-honey-balsamic-glaze.

MEMBER NEWS

- Minimally processed foods
- Minimized intake of added sugars
- Foods prepared with little or no salt
- Limited or preferably no alcohol intake

Apply this guidance wherever food is prepared or consumed.

It is possible to follow a heart-healthy dietary pattern regardless of whether food is prepared at home, ordered in a restaurant or online, or purchased as a prepared meal. Read the nutrition facts and ingredient list on packaged food labels to choose those with less sodium, added sugars, and saturated fat. Look for the heart check mark to find foods that have been certified by the American Heart Association as heart-healthy.

Elevate Your Nutrition With Eating for Life

In celebration of National Nutrition Month this March, explore the refreshed look of **Eating for Life**. Eating for Life is a resource for Sentara Health Plans members designed with health education experts and registered dietitians to give you the know-how and skills to eat the right amount and variety of foods to promote good health.

Check out the program today to understand:

- Nutrition basics
- Limiting sodium, added sugar, and saturated fats
- Decoding nutrition facts
- Strategies for dining out
- Shopping at the grocery store

Eating for Life includes resources to help keep you informed on how to stay healthy, like an easy-to-follow meal planning activity that will help to support your financial well-being in addition to your physical health.

Learn more at **[sentarahealthplans.com](https://www.sentarahealthplans.com)**.



Live Tobacco Free

Don't smoke, vape, or use tobacco or nicotine products—and avoid secondhand smoke or vapor. For more information, see our **[tobacco cessation resources](#)**.

Content Source: "The American Heart Association Diet and Lifestyle Recommendations." www.heart.org, 18 Dec. 2023, www.heart.org/en/healthy-living/healthy-eating/eat-smart/nutrition-basics/aha-diet-and-lifestyle-recommendations.



Colorectal (Colon) Cancer: What Should I Know About Screening?

What is colorectal cancer screening?

A screening test is used to look for a disease when a person doesn't have symptoms. When a person has symptoms, diagnostic tests are used to find out the cause of the symptoms.

Colorectal cancer almost always develops from precancerous polyps (abnormal growths) in the colon or rectum. Screening tests can find precancerous polyps so that they can be removed before they turn into cancer. Screening tests can also find colorectal cancer early, which is when treatment works best.

Screening Recommendations

Regular screening, beginning at age 45, is the key to preventing colorectal cancer and finding it early. The U.S. Preventive Services Task Force (Task Force) recommends that adults ages 45 to 75 be screened for colorectal cancer and that adults ages 76 to 85 talk to their doctor about the necessity of screening.

The Task Force recommends several colorectal cancer screening strategies, including stool tests, flexible sigmoidoscopy, colonoscopy, and CT colonography (virtual colonoscopy).

When should I begin to get screened?

Most people should begin screening for colorectal cancer soon after turning 45, then continue getting screened at regular intervals. However, you may need to be tested earlier than 45, or more often than other people, if you have:

- Inflammatory bowel disease, such as Crohn's disease or ulcerative colitis
- A personal or family history of colorectal cancer or colorectal polyps
- A genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer (Lynch syndrome)

If you think you are at increased risk for colorectal cancer, speak with your doctor about:

- When to begin screening
- Which test is right for you
- How often to get tested

Content Source: "What Should I Know About Screening for Colorectal Cancer?" Centers for Disease Control and Prevention, 7 Apr. 2022, www.cdc.gov/cancer/colorectal/basic_info/screening/index.htm.

Colorectal Cancer Awareness Month Events



2024 Don't Sit on Colon Cancer 5k

Please join us for this fun, family-friendly race/walk. We'll raise awareness about colon cancer prevention and screening and honor the brave survivors.

Race Course

The race starts and finishes on the campus of Sentara Princess Anne Hospital, routing through Princess Anne Commons Gateway Park and around the Veterans United Home Loans Amphitheater, for a truly unique race experience.



Where:

Sentara Princess Anne Hospital
2025 Glenn Mitchell Dr.
Virginia Beach, VA 23456



When:

Saturday, March 23, 2024
Time: Registration 7:30–8:45 a.m.
Event activities 8:00 a.m.
5K start 9:00 a.m.
1 mile walk start 9:15 a.m.

Finding Colon Cancer in Younger Adults | Wednesday, March 27, 12 p.m.–1 p.m.

With colon cancer on the rise in younger adults, it's more important than ever to know your risks and the latest screening recommendations. As the American Cancer Society recently reported, 1 in 5 people diagnosed with colorectal cancer are younger than age 55. Learn more about the latest findings, which type of screening could be best for you, and when you should get started.

Using Nutrition To Combat Colon Cancer | Thursday, March 28, 12 p.m.–1 p.m.

Hear the latest nutritional research and find out how an antioxidant-rich, anti-inflammatory diet has been shown to reduce colorectal cancer risk and help colon cancer survivors during treatment. Discover what foods are linked to polyps and how processed foods may be affecting you. Plus, learn how to make a green pasta sauce packed with folate-rich ingredients during a fun cooking demonstration.

Visit [sentara.com/events](https://www.sentara.com/events) or call **1-800-SENTARA** to register for these upcoming events.



Low Back Pain Prevention

One of the best ways to prevent back pain is to keep your back muscles strong. Follow these steps to help protect your back and prevent back pain:

- Do muscle-strengthening and stretching exercises at least two days a week.
- Stand and sit up straight.
- Avoid heavy lifting. If you do lift something heavy, bend your knees and keep your back straight. This way, your leg muscles will do most of the work.
- Get active and eat healthy. Being overweight can strain your back. Getting regular physical activity and choosing healthy foods can help you stay at a healthy weight.

For more information, see our health and wellness page on [**sentarahealthplans.com**](https://sentarahealthplans.com).

Pharmacy Changes Effective April 1, 2024

For groups with pharmacy benefits administered by Sentara Health Plans, the pharmacy changes are available online.

Download a printable listing of pharmacy changes effective April 1, 2023.



Healthcare at Your Fingertips

Download the Sentara Health Plans Mobile App today for instant access to your important plan information including:

- Commonly asked questions and answers
- Common forms and documents
- Contact information
- Tools to find doctors and facilities
- Claims and authorizations
- Wellness tools
- Member ID card
- Virtual consult scheduling
- Cost calculation for treatments and services
- Account access for your HSA or HRA¹
- Important preventive care notifications

Whether you're accessing your plan information from the mobile app, a computer, or a tablet, Sentara Health Plans digital solutions provide a cohesive experience across all platforms.

Look for the Sentara health Plans Mobile App:



To learn more about the Sentara Health Plans Mobile App, visit:

sentarahealthplans.com/members/features/get-the-sentara-health-plans-mobile-app



¹Applies to members with Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) plans