

# About Your Health



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



**TEXAS STAR**  
Your Health Plan ★ Your Choice



**TEXAS**  
Health and Human  
Services

## Are you moving? Don't leave your benefits behind!

**M**oves can be exciting, but there is a lot to think about. For example, it is important to update your address **before** you move. You must update the change in address on your “Your Texas Benefits” account or call **211**.

Please keep in mind that the El Paso Health Plan only covers the El Paso and Hudspeth areas. Not reporting address changes, especially when moving to another city in Texas, can cause issues with:

- Finding a provider that accepts your health plan.
- Getting medical care.
- Not having coverage as you move to your new location.

If you have any questions, please call Member Services at **915-532-3778** or toll-free at **1-877-532-3778**.

Thank you for choosing El Paso Health.



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# How to manage your mental health

**B**ehavioral health disorders are common in the United States and affect people of all races, ages, and ways of life. They can affect the way we think, feel, and behave.

Remembering to look out for yourself when going through a rough patch can be challenging. It's easy to get caught up in the sadness of everything and forget that you're more than your mental health.

Here are 6 ways to manage your mental health:

**1. Talk to someone you trust.** It's easy to have negative thoughts. Talk to someone you trust, like a friend,

a family member, or a counselor.

**2. Take care of yourself.** Your mental health can be affected by your physical health. Remember to eat healthy food, drink water, and exercise.

**3. Do activities you enjoy.** Find ways to manage your stress. Try an old hobby or learn a new skill.

**4. Stay away from harmful substances.** Avoid alcohol and other drugs, as these substances can cause you to feel depressed or anxious.

**5. Give yourself a break.** You might get frustrated with yourself. Try to make time for yourself to relax, or take a walk when you feel stressed.

**6. Seek professional help.** Look for a therapist or a mental health clinician who can support you and guide you.

El Paso Health has a crisis line that is available for members 24 hours / 7 days a week. Call **1-877-377-6147**.



## Disease management assistance

El Paso Health wants to help you stay healthy. Our Disease Management Team can work with you, your family, and your doctors to make sure you get the care you need. If you have a chronic illness, such as asthma or diabetes, we can help you keep it under control.

### We can also help you:

- Find doctors
- Get medicine
- Arrange transportation
- Learn about your health

### If you need help, call:


- Andres Gonzalez: **915-532-3778, Ext. 1087** (select **option 4** before entering the extension)
- Lizeth Villarreal: **915-532-3778, Ext. 1031** (select **option 4** before entering the extension)

Our program helps you understand and manage your health. We also work with other groups in the community to give you extra support. We want to help you live healthy. For more information, visit our website at **[www.elpasohealth.com](http://www.elpasohealth.com)**.

# Fight the flu this season

Influenza, called the flu, is an infection of the nose, throat, and lungs caused by a virus. It can cause fever, aches, cough, hospitalization, and sometimes death. Every flu season is different; the viruses are constantly changing. The vaccines are updated annually according to the most common virus. It is recommended for everyone age 6 months or older.

The flu vaccine is not 100% effective and people may still get sick, but it can lower the chances of having complications from the flu. It is recommended to get the flu vaccine before flu season, in September and October. Children ages 6 months to 6 years old should get their shot at their doctor's office. Members ages 7 to 99 years old can get their shot at their doctor's office or at any participating in-network pharmacy.

 Please remember, the flu shot can save your life. Contact your doctor to schedule an appointment.



## Meet our Health Equity team

El Paso Health has a Health Equity Unit that can help members with situations related to non-medical drivers of health. Our coordinators live and work in El Paso, and they can assist you in finding help and resources for the following:

- Housing
- Utilities
- Food pantries
- Education



The Health Equity coordinators are here to help you. Please contact us for more info at 915-532-3778.

Health Equity Supervisor Gabriela Mendoza and Health Equity coordinators Monica Leal, Ofelia Payne, and Christian Carbajal



## Importance of getting medical checkups for children of traveling farmworkers

Well-child checkups are very important for our children. Both checkups and immunizations can prevent many childhood health problems. They also give parents the opportunity to ask questions and also help them understand how their child is developing. Parents will also receive valuable guidance on nutrition and safety tips for their children.

El Paso Health has special Medicaid services for farmworker children. To help you get these services, please call us at **1-877-532-3778, Ext. 1075**. We will help you get the medical services your child needs.

# Protect your medical records: Protect yourself

**Y**our health information is important and private. Here are some tips to keep it safe.

### Protecting your paper records at home

Many of us have medical papers at home. These might be doctor's notes or test results. Keep these papers in a safe place, like a locked drawer. When you're done with old medical papers, tear them up before throwing them away. This way, no one can read your private information.

### Staying safe online

More and more, our health information is on the internet. This can be helpful, but we need to be careful. When you use health apps or websites, always use a strong password. A good password has letters, numbers, and symbols. Be careful about using public Wi-Fi to look at your health information. It's best to wait until you're at home. And don't forget to log out when you're done!

### Watch out for medical identity theft

Did you know someone could

steal your medical information? This is called medical identity theft. To stay safe, keep your health insurance card in a secure place. Look at your medical bills carefully. If you see something strange, like a doctor's visit you don't remember, call your doctor's office or health plan right away.

Remember, your health information is private. By taking these simple steps, you can help keep it that way. If you ever have questions about your medical records or how to keep them safe, don't hesitate to ask us here at El Paso Health. We are here to help you!

### Help stop waste, fraud, and abuse

If you think someone is using health information or services in a bad way, tell us. You can:

- Call El Paso Health at **1-866-356-8395**
- Call the Texas Office of Inspector General at **1-800-436-6184**
- Go to **[oig.hhs.texas.gov/report-fraud-waste-or-abuse](https://oig.hhs.texas.gov/report-fraud-waste-or-abuse)**

Your report helps keep everyone's health information safe.