

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



Stay healthy this flu season

Flu season is here, and protecting yourself and your family is very important. The flu is caused by a virus that spreads easily when people cough, sneeze, or touch things like door handles. Anyone can get the flu, but children, older adults, and people with health problems are at higher risk of getting very sick.

The good news is that there are simple steps you can take to stay safe. The best way to prevent the flu is by getting your flu shot every year. The vaccine cannot give you the flu, and it helps your body fight off the virus if you are exposed. Even if you still get sick, your symptoms are usually much milder.

You can also stop the spread of germs by washing your hands often with soap and water. Try not to touch your face, and always cover your mouth and nose when you cough or sneeze. If you feel sick, it is best to stay home so you do not pass the flu to others.

If you or a family member has a fever, body aches, sore throat, or a bad cough, talk to your doctor. Early treatment can help you feel better faster.

Let's all do our part to keep our community healthy this flu season!

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FOR KIDS

Health risk tests

During the checkup for your child, your health-care provider may order some blood tests. The only way that the provider will know to order these blood tests is to ask several questions. The provider will ask questions to see if there could be a possibility for your child to have a disease. Also, Medicaid says that some of these tests must be ordered at specific ages, even if your child is not at risk. If you have any questions, please speak with your health-care provider. These tests are very important for your child's health.



Name of test	Age
Dyslipidemia (cholesterol)	24 months to 20 years
Diabetes	10 years to 20 years
STD (sexually transmitted diseases)	11 years to 20 years
HIV (human immunodeficiency virus)	11 years to 20 years

Name of mandatory test	Age
Dyslipidemia (cholesterol)	<ul style="list-style-type: none"> ■ Once at 9 to 11 years and ■ Once at 18 to 20 years
HIV (human immunodeficiency virus)	Once at 16 to 18 years

Medicaid fraud hurts everyone

Medicaid helps people get the care they need. But when someone lies to get money or services, it takes help away from others. That hurts everyone.

Fraud can happen in different ways. Someone might charge for a doctor visit that didn't happen. They might order supplies that no one gets. Or they might use your Medicaid number without asking. These things are not fair to families, doctors, or the Medicaid program.

Be careful if you get a call or a bill for something you don't know about. If someone offers you a gift for your

Medicaid number, say no. Never share your health or personal information with someone you don't trust. If something feels wrong, call your health plan and ask.

If you think someone is using Medicaid in the wrong way, you can report it:

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

Let's work together to keep Medicaid safe and fair for everyone in El Paso.

STAR CHIP: Renew your benefits

Do not lose your benefits! If you do not renew your application on time, you will lose all your Medicaid benefits. This will result in loss of coverage and having to pay out of pocket for your doctor's appointments and prescriptions. You may be without coverage between 30 and 60 days. Here is how you can make sure you renew on time.

You will receive your renewal application notification by email or in the mail. When you do, be sure to:

- Go to **YourTexasBenefits.com**.
- Create an account or log in to your existing account.
- Review and update your information.
- Upload your current income and deduction papers.
- Click "Submit" to submit your renewal application.
- Look for a confirmation email notifying you that your renewal request was sent.

If you have any questions, we can help you renew your application.



Call us toll-free at **1-877-532-3778**, Monday through Friday, from 8 a.m. to 5 p.m.

Have you moved, had a baby, or changed jobs recently? Be sure to keep your account information updated.

Visit **YourTexasBenefits.com** or call **2-1-1**, select your language preference, and then select **option 2** to update your information.

Food FARMacy Program

As a member of El Paso Health, you may qualify for the Food FARMacy Program if you are living with a chronic condition, such as diabetes or high blood pressure. This program can help you:

- Make better food choices.
- Access nutritious food.
- Enjoy and learn how to have a better lifestyle.

To learn more, please call us at **915-532-3778, ext. 1191**. Take the first step toward better health—your journey starts here!



Take care of your mental health during the holidays

The holidays can be a fun and happy time. We often see lights and decorations and hear cheerful music. But for many people, the holidays can also be stressful and even sad.

Some people feel lonely because they miss family or friends who are far away or no longer here. Others may feel pressure to buy gifts or plan the “perfect” holiday. Family gatherings can also bring up old arguments or hard feelings.

It’s important to remember that it’s OK to feel this way. You are not alone.

There are simple ways to take care of your mental health during the holidays:



Talk to someone. Share your feelings with a friend or trusted adult.



Take breaks. It’s OK to rest if things feel too busy.



Stick to a budget. You don’t have to spend a lot of money to show you care.



Get outside. A walk in the fresh air can help your mood.



Be kind to yourself. You don’t have to do everything or make everything perfect.

Also, try to get enough sleep, eat healthy foods, and do things that make you happy.

If you feel very sad or stressed for many days, it’s OK to ask for help. A doctor, counselor, or school nurse



can help you feel better. This holiday season, remember that your feelings matter. Take time to care for yourself and your mental health.

