



HEALTH MATTERS

2023, Volume 1





Avoid Burnout. Caring for Your Mental Health Starts Today.

We all know that taking care of our mental health is just as important as taking care of our physical health. But burnout can make mental health challenges more difficult to manage. Medical professionals and business experts now agree burnout is a growing mental health crisis. This phenomenon is usually caused by workplace stress and personal challenges like parenting or managing a chronic illness.

Adults have been taking on more work with less resources, and caregiving responsibilities have shifted.

How do you know if you're burnt out? A sense of isolation is one warning sign. Other symptoms can include:

- Lack of energy or motivation getting through tasks.
- Inability to join social events because you're too drained.
- Irritability (there are more "bad" days than good).
- Trouble getting a good night's sleep.

Here are some ideas that may help:

- **Find a support group.** They can provide open communication and help you develop coping skills. Reach out to local non-profits, or hospitals for information about virtual or in-person groups.
- **Connect with friends, colleagues, and loved ones.** If you're feeling isolated, a phone call or Zoom call can help you stay connected with people that live far away. Try sharing your feelings with loved ones to find new solutions for easing stress.

- **Take a few minutes for self-care.** Spend five minutes a day on something that brings you joy, like a cup of coffee, reading, or meditating.
- **Give back.** Volunteering can help you establish (or reestablish) a sense of purpose. Begin by donating to a food drive or collecting old clothes.
- **Learn to say NO.** Recognizing things that will lead to further burnout is important. Explain politely, but firmly, that this is not a good time to be taking on new responsibilities.
- **Feeling overwhelmed?** You're not alone. Visit emblemhealth.com/mentalhealth for more resources, including how to get help and find a mental health provider.

Your Health, Your Rewards

EmblemHealth's Member Rewards Program gives you more opportunities to be rewarded for taking care of your health. Use your rewards for items that promote good health. To register and see what services could earn you rewards, call EmblemHealth Connect Concierge at **877-344-7364** (TTY: **711**), 8 a.m. to 8 p.m., seven days a week. If registering by phone, you must agree to the terms and conditions during your call. If you want to review them before you call, visit **termsandconditions.emblemhealthwellness.com**. To get a copy mailed to you, call Connect Concierge.

To process your reward card for an eligible service, you must register for the program, complete the health service, and the claim or attestation must be received by Dec. 31, 2023. Only one reward can be earned for each service. Your gift card cannot be exchanged for cash. Other limitations may apply. Please allow 8 to 10 weeks after your health service for your reward card to arrive.

Primary and Specialty Care, Right in Your Neighborhood



For convenient, in-network primary and specialty care right in your neighborhood, look no further than AdvantageCare Physicians (ACPNY). Whether you're feeling sick, managing an ongoing health issue, or just need a regular check-up, ACPNY's "whole you" approach has your total care picture in mind.

30+ Locations

You'll find ACPNY medical offices throughout the New York metro area: Manhattan, Queens, Brooklyn, Staten Island, Long Island, and in the Bronx with their affiliate, BronxDocs.* Most offices offer co-located labs, radiology, and other related medical services. And many are right next door to an EmblemHealth Neighborhood Care.

Your Own Care Team

As an ACPNY patient, you'll have a dedicated primary care provider (PCP), supported by a team of care professionals to help you get the right care at the right time, including virtual visits.

Digital Connection

With your myACPNY patient portal account, you can make appointments, request prescription refills and lab results, and more. And your medical records are available to your doctor no matter which of our offices you visit.

To learn more about ACPNY and make an appointment, visit **acpny.com**.**

**Bronx residents receive care at three locations of BronxDocs, an affiliate of AdvantageCare Physicians. AdvantageCare Physicians and BronxDocs are part of the EmblemHealth family of companies. Other providers are also available in our network.*

***Some members must choose an ACPNY primary care provider (PCP) before making an appointment.*

Ask Your Doctor: Shingles and Pneumococcal Vaccines

Preventive care is the best way to look out for your health. Next time you talk to your primary care provider (PCP), ask them if you are up to date with recommended health screenings and vaccinations, including shingles and pneumococcal vaccines.

For shingles, a two-dose vaccine is recommended by the Centers for Disease Control and Prevention (CDC) for adults 50 and older. Adults 65 and older are at greater risk for complications from pneumococcal disease, which can cause pneumonia, meningitis, and other illnesses. The US Dept. of Health and Human Services recommends this vaccine yearly.

Source: CDC



Tired of scrolling through random content on your phone? We've got something better. WellSpark Health's* well-being benefits platform, MySpark Central, offers a curated health content library with topics that can help you focus more on your wellness. Create healthier habits, feel better, and help reduce your risk of preventable chronic diseases. Take advantage of the well-being resources that interest you, including **eMLife** (formerly eMindful), to create healthier habits, manage stress, feel better, and help reduce your risk of preventable chronic diseases.

Sign in today to get started!

- Visit **emblemhealthwellness.com** or download the WellSpark Health app using the QR codes here and enter code: **EMBLEM**.
- If signing in for the first time, click "Create A New Account."
- Complete the one-time registration process. You will need your EmblemHealth member ID number to register.
- Once registered, you will be directed to the MySpark Central homepage where you can review WellSpark well-being resources.

*WellSpark Health is part of the EmblemHealth family of companies.



Get Healthy With WellSpark Health!





Easily View Your Health Plan Information With myEmblemHealth

EmblemHealth is committed to helping you stay healthy. And now, you can make the most of your health plan in our member portal, **myEmblemHealth**. Sign in or register at **my.emblemhealth.com**. Once you're signed in to your account, you will be able to:

- Pick a primary care provider (PCP).
- See your claims, copays, deductibles, and more.
- Download a virtual ID card.

Go Paperless

Go paperless to view your documents and plan materials as soon as they are available. You will be notified of new communications by email or text message, based on your preferences. Click "My Profile" and select "Go Paperless" under "Communication Preferences."

Let Us Be Your Compass

Along with going to your primary care provider (PCP) for your annual wellness visit, it's also important to manage your health at home. EmblemHealth's online health assessment tool — available for adults only — can help make it easier. This interactive questionnaire provides a snapshot of your health as well as suggestions for maintaining and improving it.

You will receive a personalized online report as well as recommendations for addressing current medical conditions, such as high blood pressure, and for reducing risk factors that may lead to more significant health issues. You can even print out a report to share with your doctor.

Sign in to **my.emblemhealth.com** to start your health assessment today!



Health Matters is published by EmblemHealth to inform members of current health issues and improve the use of services. This publication should not replace the care and advice of your doctor. Always talk to your doctor about your personal health needs. Other providers are available in the network. Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.



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Fight Stress and Find Serenity With Neighborhood Care

Meditation and yoga can be great for relaxation and improved physical health, but they may also improve your mental health. Join our weekly EmblemHealth Neighborhood Care in-person and virtual meditation and chair yoga classes.

Our mindful meditation classes incorporate breathing and guided imagery exercises to help you reduce stress, manage anxiety, and promote emotional health. Our gentle yoga classes are a moving practice to help foster mental calmness, reduce stress, and increase flexibility. Chair yoga classes are also available for people with limited mobility. Talk to your doctor about incorporating mindful-based therapy into your life.

Neighborhood Care can also support your wellness goals with free in-person fitness classes, health education, nutrition workshops, mental health seminars, and more. With locations throughout New York City, Neighborhood Care is here to help start your wellness journey. All events are free and open to the public, but registration is required. For more information, visit emblemhealth.com/neighborhood.