

December 2012

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## Thank You!

With the holiday season upon us and 2012 coming to a close, we'd like to take this opportunity to thank you, our business partners, for your dedication and hard work serving your clients, our customers, in what has been a challenging year.

### Recovering from Hurricane Sandy

The devastation wrought by Hurricane Sandy has affected all of us throughout the New York metropolitan area. We appreciate your loyalty and patience as we've worked around the clock, seven days a week, to recover from the disruption caused by Sandy. Within a week of the storm, service, claims, medical management and enrollment systems were up and operating. We also relaxed pre-authorization requirements to facilitate delivery of urgent care.



### Keeping You Informed

Since we launched Broker Focus last spring, we've strived to keep you informed about what's going on at EmblemHealth and in the marketplace.

- We introduced new products giving your clients cost-saving coverage options in a tough economy, plus new online tools that make working with us easier for you and your clients.
- We provided updates on important issues like health care reform.
- We showed you how we're bringing care closer to our members in the communities where they live with our new Neighborhood Care facilities.

Among the stories we brought you in 2012:

- [Introducing HealthEssentials EPO: A Low-Cost Alternative for Small Groups](#)
- [Health Care Reform Update](#)
- [New Shared Administrative Advantage Program for Self-Insured Groups](#)
- [View Your Commissions Online](#)
- [Paying Premiums Online](#)
- [Serving Your Clients in Their Neighborhoods](#)

You can read back issues by going to the *Broker Focus* [archive](#).

### Happy Holidays!

We hope you've enjoyed Broker Focus and we look forward to being your online resource in 2013 for the information you need to serve your clients and grow your book of business.

Our warmest wishes to you and your family for a joyous holiday season and a happy, healthy and prosperous New Year.