



# EMBLEMHEALTH NEIGHBORHOOD CARE

A Unique and Special Kind of Care



EmblemHealth®  
NEIGHBORHOOD CARE

# BRINGING CARE CLOSER TO HOME

New York is our home. We began offering health care to New Yorkers 75 years ago and we're still here — proudly serving nearly 3 million members. Because it's our home — most of our 4,700 employees work here — we want to make our communities healthier and happier places to be.

We know health care can be confusing. Sometimes you just need to sit and chat with a real person, ask questions, get reliable information, or solve problems. Not with a lot of insurance jargon or sales pressure. But with warm and welcoming experts who treat you with respect and can address issues on the spot.

Responding to your need, we decided to move care a little closer to home — your home. That's why we're proud to bring you EmblemHealth Neighborhood Care — a warm and inviting space where you can get personal, face-to-face attention right in your neighborhood.





## What's In It For Me, An EmblemHealth Member?

A lot. For starters, how does this sound?

At EmblemHealth Neighborhood Care, you can meet with one of our highly trained professionals, over a cup of coffee if you like, to discuss your specific needs and get help tailored to your situation. We will not only answer your questions, we can show you how to get things done — or assist you as much or as little as you need. Here are examples of how we can help you:

- Make the most of your benefits
- Solve claims or billing issues
- Look for ways to lower out-of-pocket costs
- Connect with community support
- Find a doctor who meets your needs
- Join health and wellness programs
- Enroll in our plans

We also have nurses and pharmacists who can help you with:

- Answering questions you may have about your health issue
- Understanding your doctor's instructions
- Making sense of your medicines
- Linking you to free health programs based on your needs
- Living better with a long-term illness

Best of all, these services are part of your EmblemHealth benefits and are offered at no cost to you.

## Open To Everybody

We can be of most assistance to EmblemHealth customers since we have all of their information on our systems. But we welcome all members of the community to take a tour of EmblemHealth Neighborhood Care. While you're there, we encourage you to:

- Take classes
- Speak with us to learn more about what we do
- Try our Xbox Kinect fitness station
- Discover if you have health risks
- Learn a healthy weight range for your height
- Test your health knowledge
- Use our health and wellness library

## Solving Problems Like These Are Our Specialty

**I have many doctors giving me directions. Sometimes it feels overwhelming.**

We'll help you make sense of it all and our care managers will work to make sure that your doctors are all on the same page.

**How do I keep all my medicines straight so I know when to take them?**

Our pharmacy specialist will guide you and double-check the meds you have been prescribed.

**Things are tight right now.**

**Can you help me keep costs affordable?**

We understand. We're experts at helping you make the most of your benefits and finding resources without sacrificing care.

**I know I need to see my doctor regularly, but I don't have a way to travel to her office.**

We can connect you with local organizations that offer help with rides to and from your doctor.

**Do I need a referral? A prior approval?**

We'll sit down and review the details of your situation, work out next steps and actively support you in getting the care you need.

**I'm new to EmblemHealth and I'm not sure if my coverage is effective yet.**

Our concierges can confirm your start date and take you on a one-on-one, personalized tour of your health coverage and explain all it offers.

**I'm having trouble with claims.**

We will actively help you to resolve any issues and show you how to avoid them in the future.

**I need help finding a doctor.**

We'll chat — and find out what works best for you — before presenting you with choices.

**I have questions about...**

No matter the topic, we'll make sure your questions are answered and issues are fixed.



### CAN YOU GIVE ME AN EXAMPLE OF HOW IT WORKS?

Here's a possible scenario showing how all the services at EmblemHealth Neighborhood Care come together.

**The Issues:** Zari, a woman in her 70s, comes in to see us. She has a history of hospitalizations related to diabetes and high blood pressure. She also has arthritis in her knees, which makes walking painful. After talking with Zari, we learn that she often forgets to take her medications or runs out because she doesn't always refill them on schedule. She asks for help in following her doctor's instructions.

**The Solutions:** A member of our team goes with Zari to the drugstore, buys a medication case for her daily pills, and develops an easy-to-follow schedule for her. Staff also helps Zari arrange home delivery of her medications so that she doesn't have to walk to the drug store. They work with Express Scripts (our pharmacy management partner)

to make sure that all of Zari's medications are filled on the same schedule, making it simpler for her to remember to order refills. We enroll Zari in Access-A-Ride so she can get to her doctors' visits on schedule and make an appointment for Zari to follow up with her endocrinologist, to get her diabetes under control. Our care support team provides diabetes self-management teaching, while still honoring Zari's cultural beliefs and food preferences. We also find a nutritionist from the area to work with her.

**The Result:** Zari's diabetes and blood pressure are better controlled and her risk of having to go back into the hospital is much lower. It's all about helping people avoid negative health events so they can live better. That's what care feels like.

## Some Of The Classes We Offer

In our Neighborhood Room, you can come to classes on subjects like:

- **Diabetes Nutrition** — Eating right to help prevent or control diabetes, while still taking pleasure in your meals
- **Peer-to-Peer Diabetes Coaching** — Ideas for developing the skills you need to make lifestyle and other behavioral changes, as well as support to better cope with this illness, all from mentors who have firsthand knowledge of what it means to have diabetes
- **Healthwise** — Action-oriented strategies that focus on your specific health goals, motivation, needs and obstacles
- **Living With a Long-Term Illness** — Problem solving, action planning and communicating, plus facts on depression, fatigue management and exercise
- **Have a Healthy Pregnancy** — Steps you can take now to protect the health of your baby in the future
- **Caring for Your Child** — What you can do to make sure your child grows up in a healthy environment
- **Care for the Family Caregiver** — Programs and resources to help you care for your loved ones while remembering to take care of yourself, too
- **Managing Stress** — Coping techniques like yoga and tai chi for dealing with the emotional and physical pain that's causing you to lose focus, confidence and motivation
- **Medicare 101** — What you need to know about Medicare to make informed health care decisions

The Neighborhood Room is also available for events that are important to your community, including meetings and fundraising breakfasts for recognized charities.



# Bringing EmblemHealth Neighborhood Care To Life

Here are the caring specialists you'll meet at EmblemHealth Neighborhood Care:

- **Health Care Solutions Specialists** — Highly-trained in how your health plan works, how the health care system works and adept at meeting your needs, these specialists are warm, respectful, thorough and efficient. Come in. Ask them anything health care.
- **Community Liaisons** — Our community specialists are behind the scenes working with the community to find resources for you. They are your bridge to community and government services.
- **Clinical Support Team** — Need help learning how to take better care of your health or have questions about a prescription? A registered nurse and pharmacist are at your service to provide health guidance and medication and counseling.



## Take A Virtual Tour

There's a lot more about EmblemHealth Neighborhood Care on our Web site, including a video tour. You'll find it all at [www.emblemhealth.com/ehnc](http://www.emblemhealth.com/ehnc).





**EmblemHealth**<sup>®</sup>  
**NEIGHBORHOOD CARE**

## **Come See for Yourself!**

Stop by for a free tour and a cup of coffee. The EmblemHealth Neighborhood Care team is ready to surprise and delight you.

215 W. 125th Street  
New York, NY 10027

**1-866-469-0999**

206-20 Linden Blvd.  
Cambria Heights, NY 11411

**1-866-539-0999**

Hours of operation for both locations:

Monday through Saturday 10 am to 7 pm.