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Helping New Members Understand Their Plans

Having a new health plan can be a confusing experience. There's a lot of information to absorb. Fortunately, your clients' newly-enrolled group members have a new resource to help them learn how to get the most out of their EmblemHealth plan: Our [Quick Start Guides](#).

New members for many of our plans receive a Quick Start Guide in their Welcome Kit — a one-page introductory flier that explains in easy-to-read language the essential first steps of starting on their new plan, including how to:

- Find a doctor
- Register with us online to get the most up-to-date plan information
- Reach us

Since each plan has its own specific benefit design, Quick Start Guides explain to members how their plan works and give basic information to help get them up and running, including tips on reducing costs. Quick Start Guides can answer many frequently-asked questions — and that can mean fewer calls to you to explain the coverage.

Your clients' group members will appreciate having this helpful information at a glance.

