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Benefit Administration Made Easier

Encourage your clients to make use of our secure online services for more efficient benefit administration.

Online Benefit Administration

myEmblemHealth — our secure Web portal for groups — is now available to most of your clients.



Up until now, *myEmblemHealth* had been accessible only to small and large groups with GHI and EmblemHealth plans. Now, all small groups with HIP plans (including HIPIC and Healthy NY groups, as well as HIP sole proprietors) can also take advantage of the important functions offered through this portal.

With just the click of a mouse, the benefit administrators of these groups can use *myEmblemHealth* to pay their claims, check eligibility status, request ID cards, update important personal information, and view the covered services available to their group under their plan.

E-Payment System

All groups, including small and large groups with HIP plans, can now pay their premiums online! Our e-payment system, presented in partnership with JP Morgan Chase, makes premium payments and tracking payment history easier than ever.

Note: Large groups with HIP plans will continue to be directed to their own logon page. All other groups use *myEmblemHealth*.

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Manhattan's Physician Group Opens New Practice in Harlem



On August 1, Manhattan's Physician Group (MPG), with which EmblemHealth has had a long-standing relationship, opened the state-of-the-art, multi-specialty medical practice at 215 West 125 Street in Harlem. This practice will provide coordinated care, increased access and convenience for the Harlem community.

A Wide Range of Medical Services Under One Roof

MPG recently received Patient-Centered Medical Home Recognition at Level 3, the highest level, for six of its practices in Manhattan from the National Committee for Quality Assurance (NCQA). Under a patient-centered medical home model, patients actively participate in their own care, and treatment is coordinated through a primary care physician. Also, patients can receive a wide range of medical services under one roof, including family medicine, internal medicine, pediatrics, OB-GYN, gastroenterology, infectious disease and nutrition.



Providing On-Site Patient Support

EmblemHealth provides "point-of-care" support to patients in the Harlem MPG facility. On-site specialists are available to help patients follow their course of treatment, find quality home care and take advantage of community resources available to them. This type of support can help reduce the need for hospital readmission after discharge and improve health outcomes and member satisfaction.

EmblemHealth Neighborhood Care: Coming This Fall

In addition, this fall we'll bring care closer to our members by opening EmblemHealth Neighborhood Care at the same address. We will staff this warm and inviting space with a dedicated team of experts who will help EmblemHealth members find a doctor, arrange their care, solve claims issues and much more.

Stay tuned for more details of Neighborhood Care in a future issue of *Broker Focus*.

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Helping Businesses Save Money

Did you know that issues related to family caregivers cost American businesses, including small businesses, between \$17 and \$34 billion annually due to absenteeism, lost productivity and increased health care costs?



The Business of Caregiving

As part of our effort to raise awareness among New York business leaders about the needs of family caregivers, EmblemHealth co-presented "The Business of Caregiving" forum with the New York City Partnership for Family Caregiving Corps (NYCP4FCC). The event also served to highlight the many solutions and resources available to help family caregivers.

Care for the Family Caregiver

Our innovative [Care for the Family Caregiver Program](#) serves the growing community of nonprofessionals who provide unpaid care to their loved ones, often at great personal cost. We will continue to look for new ways to connect those who receive care with those who provide it professionally – including doctors, nurses and home attendants — and unpaid family caregivers.