



EmblemHealth[®]
WHAT CARE FEELS LIKE.

YOUR HEALTH CARE PLAN



KEEP IN TOUCH



When you change your telephone number, let us know right away by calling Customer Service. (The phone number is on the back cover.)

You can call this number any time, seven days a week, and use our automated phone system to ask for a new ID card. You can also call this number during business hours if you have other questions about your benefits. We're here to help.

You may also visit us in person on weekdays between 8:30 am and 5 pm at the Member Services Unit, in the lobby of 55 Water Street in lower Manhattan. No appointment is needed.

Member Name:

Member ID Number:

Primary Care Physician (PCP) Name and Phone:

Dentist Name and Phone:

SELECT YOUR PLAN PRIMARY CARE PHYSICIAN (PCP)

Your PCP is the plan network doctor that takes care of you by:

- Providing your primary and preventive health care
- Referring you to specialists when needed
- Coordinating the care you get from specialists
- Setting up hospital admissions when needed

You can choose a PCP from many locations. If you're staying at a shelter now, you may be able to choose a PCP who sees patients right in your shelter. If you change shelters or move and your PCP's location is no longer convenient, call Customer Service and we'll help you choose a new PCP. You can also sign in to our website to change your PCP.

If you don't choose a PCP within 30 days of your enrollment effective date, we'll choose a PCP for you, which you can change. We urge you to visit your PCP and get a checkup as soon as possible. If you have children, they should also see their PCP for a checkup, any needed shots and other well-child services.



MANAGE YOUR HEALTH ONLINE

You can manage your health care easily and efficiently by visiting our website.

Go to **emblemhealth.com** and follow the instructions to register. Then you can:

- Update your email address
- Check your enrollment status
- Request a new ID card and print a temporary ID card
- Select or change your primary care physician (PCP)
- Check your covered benefits
- Check the status of your referrals and claims
- Search for doctors and other providers

If you are staying in a shelter, you may have access to a computer room with Internet. Ask shelter staff if this service is available.

YOUR EMBLEMHEALTH MEMBER ID CARD

We have mailed your health plan member ID card. If you haven't received it, call Customer Service right away to request a new one and to make sure that we have the correct address on file (see the back page for instructions on changing your address). If you are in a shelter for single adults, a staff member may have your mail. Check with them before calling Customer Service. You can also sign in to **emblemhealth.com** to request a new card and print a temporary ID card. If you don't know your member ID number, you can use your Social Security number to sign in.



Your ID card lists your member ID number and your PCP's name and telephone number. If there is no PCP on your card, then you didn't select one or the one you selected is no longer available — which means you need to select a PCP. Just call Customer Service or sign in to our website to select or change your PCP.

Remember to carry your member ID card at all times. You should also carry your Medicaid card. You will need it to get some services that are covered by the regular Medicaid program and not us.

YOUR NEW MEMBER WELCOME KIT

We have mailed your new member welcome kit. This kit explains how to get the health care and services you need. If you didn't get your kit, call Customer Service to request one. Always check the address we have on file for you.

If you selected a PCP, your welcome kit will list the name, address and telephone number of your PCP. It will also list the same information for the dentist we selected for you. If other family members enrolled with you, your kit will list their PCP and dentist as well.

To change your dentist, call Healthplex, our dental service provider. A representative will be happy to help you. You can call the same number for urgent dental care. A representative will direct you to a dentist who can help you within 24 hours.



WHAT TO DO WHEN YOU NEED URGENT CARE



When you have a cold, a sore throat, an upset stomach, a bad wound or strained muscles and need medical care during your PCP's office hours, contact your PCP for a same-day or next-day appointment.

If you need urgent care when your PCP's office is closed, visit an urgent care center in our network.

You can call Customer Service during business hours for help in finding an urgent care center near you or visit emblemhealth.com and use the provider search tool. A partial list of urgent care centers is below. Many have extended hours, but be sure to call first to confirm that they're open.

URGENT CARE CENTERS

Bronx

Bronx Park Urgent Medical Care
2016 Bronxdale Avenue, Suite 101
Bronx, NY 10462
1-718-918-9676

East Tremont Urgent Care
3231 East Tremont Avenue
Bronx, NY 10461
1-718-597-5800

Rapid Medicine
1381 White Plains Road
Bronx, NY 10462
1-718-892-5500

Brooklyn

Ahava Medical Center
2555 Nostrand Avenue
Brooklyn, NY 11210
1-718-951-8800

Community Urgent Care, PC
445 Park Avenue
Brooklyn, NY 11205
1-347-284-5335

PM Pediatrics of Bayside, PLLC
240 Atlantic Avenue
Brooklyn, NY 11201
1-718-246-5437

Manhattan

City MD
2398 Broadway
New York, NY 10025
1-212-721-2111

City MD
336 East 86th Street
New York, NY 10028
1-212-772-3627

Med Rite Urgent Care
919 Second Avenue
New York, NY 10017
1-212-935-3333

Take Care Medical Health
131 Eighth Avenue (17th Street)
New York, NY 10011
1-212-675-4800

Take Care Medical Health
52 East 14th Street (Union Square)
New York, NY 10003
1-212-228-0006

Queens

Astoria Urgent Medical Care
32-74 Steinway Street
Astoria, NY 11103
1-718-721-0101

New York Medical & Diagnostic Center
80-46 Kew Gardens Road
Kew Gardens, NY 11415
1-718-261-1000

Rapid MD
217-14 Merrick Boulevard
Springfield Gardens, NY 11413
1-718-712-1428

Staten Island

Minute Clinic Walk-In (CVS)
1361 Hylan Boulevard
Staten Island, NY 10305
1-866-389-2727 or 1-718-979-2828

Staten Island Physician Practice
Clove Lake Center
1050 Clove Road
Staten Island, NY 10301
1-718-816-3110



EMERGENCY CARE

You need emergency care if you have a sudden medical problem with symptoms that make you think that going without treatment would endanger your health or that of another person.

In an emergency, go to the nearest emergency room or call **911**.



PATH PROGRAMS FOR LIVING BETTER WITH CHRONIC ILLNESS

If you have diabetes, asthma, chronic obstructive pulmonary disease (COPD), congestive heart failure or coronary artery disease (CAD), the EmblemHealth PATH Program can help you manage your condition and control your symptoms. You will work with a health coach by phone and get support services in your community. For more information, the PATH program phone number is on the back cover of this booklet.

NEED EXTRA HELP MANAGING YOUR HEALTH?

Case Management

We offer case management for members with complex or serious conditions. A case management nurse will work with you and your doctors to make sure you get the care and services you need, when you need them. The purpose of this program is to make sure you get the greatest benefit from your health care. Ask your PCP or specialist if case management is right for you. You can also call our Case Management department to speak with a Nurse Case Manager (the phone number is on the back cover).

Do You Have Prescriptions?

If you have prescriptions from a Medicaid doctor or a doctor you were seeing while in another health plan, you will need to get your new plan PCP to give you new prescriptions.

Keep Track of Your Medications!

On the next two pages, write down all of the medications you are taking. Use a pencil so that you can update it if your prescriptions change. Make sure to bring this booklet with you when you go to the doctor or hospital.

Medicine Name and Strength			
Number of Pills Per Dose			
How Often You Take It			
Reason for Taking This Medicine			
Prescribing Doctor's Name			
Comments/ Questions for Your Doctor			



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Important Phone Numbers

Customer Service

1-855-283-2146 (TDD: **711**)

Emblem Behavioral Health Services Program

1-888-447-2526

Pharmacy Customer Service

1-888-447-7364

Pre-Service Review

1-866-447-9717

Dental Customer Service (Healthplex)

1-800-468-9868

Case Management Services

1-800-447-0768

PATH Programs for Living Better with Chronic Illness

1-888-881-3112

Healthy Beginnings PATH (for pregnant members)

1-877-736-2229

To change your address:

- If you did not enroll in our plan through the NY Health Marketplace, you must call NY Medicaid Choice at: **1-800-505-5678**. If you have a speech or hearing impairment and use a TTY/TDD, call: **1-888-329-1541**.
- If you enrolled in our plan through the NY Health Marketplace, you must call **1-855-355-5777**. TTY/TDD: **1-800-662-1220**.