

Quick Start Guide to Your Benefits

Child Health Plus

Welcome to the EmblemHealth Child Health Plus plan. We are here to help you get the most from your health care benefits. Here's what you need to know to get started:

Keep Your Child Covered

It's important to us that your child stays enrolled in the Child Health Plus plan. To make sure he/she stays enrolled, you need to recertify your child's eligibility once a year. If you have a premium (the amount you pay for your insurance every month), you need to pay it on time. If you have not already paid it, we will send you reminders before it is due.

The Role of Your Child's Primary Care Doctor

A primary care Doctor (PCP) manages your child's health care and can make referrals to any specialists your child might need. The back of your Welcome Kit letter and member ID card show the name of your child's PCP. If there is no PCP listed, or if you would like to change your child's PCP, please follow the instructions below:

- Go to emblemhealth.com/sign-in, click Register, and fill in the required information.
- Now that you have a registered account, choose "Change PCP" and follow the "Provider Search" instructions. You'll see information about network physicians, including addresses, telephone numbers, languages spoken, and whether an office is wheelchair accessible.
- You can also change your child's PCP by calling Customer Service at **855-283-2146 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday through Friday. A Customer Service representative will be happy to help.

Need a Doctor? Consider AdvantageCare Physicians

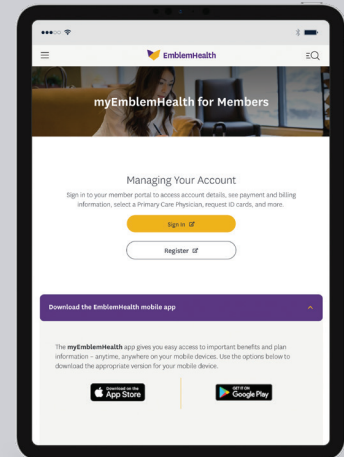
AdvantageCare Physicians (ACPNY), part of the EmblemHealth family of companies, is a primary and specialty care practice that cares for the whole you. This means ACPNY doctors and providers consider the physical, mental, and lifestyle factors that affect your health.

With offices in all five boroughs (includes BronxDocs, an affiliate of ACPNY) and on Long Island, ACPNY offers convenient hours and same- and next-day appointments in many offices, along with related services, such as lab and radiology. Go to acpny.com to see a full list of services and locations.

Plus, ACPNY offers services that improve your care experience, including easy referrals. You'll leave your office visit with a printed, approved referral in-hand. And, your referring specialist will already have it when you arrive for your appointment. It's that easy.

To see a full listing of doctors and facilities in your network, go to "Find a Doctor" on emblemhealth.com.

myEmblemHealth: Our member portal



Go paperless! Keep your health care information online in one secure, convenient place. It's easy — just set up an account on our member portal — **myEmblemHealth**.



Simply go to emblemhealth.com/sign-in, click **Register**, and fill in the required information. You'll have immediate access to your account, and will be able to see your plan benefits, find doctors and hospitals, choose a primary care doctor, request a member ID card, and much more.

On the go? Download our mobile app: **myEmblemHealth**.



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Child Health Plus



Your Child's Dental Care

Your child's dental benefits are administered by Healthplex. To reach a Healthplex Customer Service representative, call **855-910-2406**, Monday to Friday, 8 a.m. to 6 p.m. You can find more information on Healthplex's website at healthplex.com/member.

Your Child's Eye Care

Your child's routine vision services are administered by EyeMed with CPS. To reach an EyeMed Customer Service representative, call **877-324-2791**, Monday to Saturday, 7:30 a.m. to 11 p.m. or Sunday, 11 a.m. to 8 p.m. You can find more information on EyeMed's website at eyemed.com.

Your Child's Member ID Card

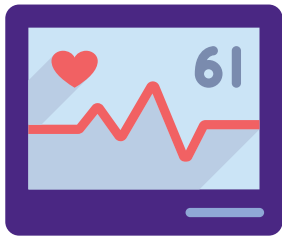
You will receive a member ID card for your child within 14 days of your child's effective date of enrollment. If you don't receive it, please call Customer Service at **855-283-2146 (TTY: 711)**. Our hours are 8 am to 6 pm, Monday through Friday. A Customer Service representative will be happy to help.

How to Get Urgent Care

If your child has an injury or an illness that is not an emergency but still needs immediate care, or if your child needs to see a doctor after hours or on weekends, he/she can get urgent care 24 hours a day, seven days a week. This Welcome Kit includes a list of participating urgent care centers.

Pay Bills Online and More

You can pay your premiums online and find even more time-saving tools to help you manage your child's health care on our website. Go to emblemhealth.com to find a doctor, see a list of covered drugs, find the most up-to-date list of urgent care centers, and more.



Check out the Health Assessment (HA) tool on our member portal. To sign in, enter your user ID and password, find the "Manage Your Health" tab, and click on "Health Assessment."

This tool gives you a "snapshot" of your current health based on how you answer the questions. You will get a personalized report with tips for improving and maintaining your health, and preventing serious illness.

Your results are confidential, but you can share them with your doctor when talking about your health care.