

Quick Start Guide to Your Benefits

EPO Qualified Health Plan

Welcome to the EmblemHealth EPO Qualified Health 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:

Your Network and Your Doctor

EmblemHealth EPO Qualified Health plans offer a virtual preferred network and standard participating network options. You will have access to a primary care provider (PCP) and pharmacy via the Teladoc360 app. Through this app, members unlock 24/7 primary care through video, phone, or chat. That's access to a PCP at any time of the day or night with no-cost sharing! You will have coverage on our Bridge Program with national access for all covered health benefits.

You have in-network coverage only. As an EPO member, you must choose a doctor who participates with the Bridge Program, depending on the EPO plan you select. Your benefits will be covered only if you see health care professionals in this network. If you see someone outside the network, you may have to pay the costs yourself. Emergency services that you receive in a hospital (e.g., hospital emergency room) are covered in- and out-of-network. A network is a group of health care professionals and facilities that contract with EmblemHealth. They provide covered products and services to members.

Be sure to check with your doctors to see if they participate in the Bridge Program at all locations. You can use our online directory to find a list of participating professionals. For more information about the network and your plan, see "How Your Coverage Works" in your contract.

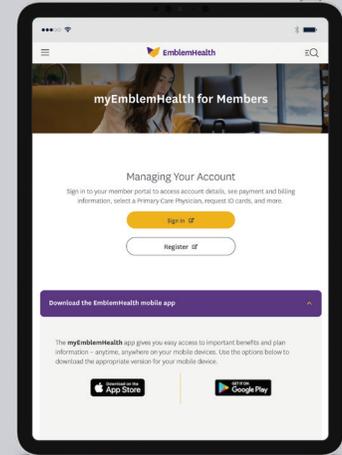
Choose a Network Doctor

- Sign in to your member portal at **my.emblemhealth.com**. (Don't have an account yet? Click "Register" at the bottom of the page to set one up.)
- Go to the "Find Care" tab. The portal automatically has your plan and network information selected.
- You can choose any criteria for your search, and the results will only include providers available in your selected plan or network. You'll see a list of providers, view their profiles, contact information, and more.

You can also search as a Guest under Find a Doctor at **emblemhealth.com**. Members may request a paper directory by calling the Customer Service number on your ID card. A representative will be happy to help.

You can also request a paper directory by calling Customer Service (**800-447-8255**; **TTY: 711**). Our hours are 8 a.m. to 6 p.m., Monday through Friday. A Customer Service representative will be happy to help.

myEmblemHealth: Our member portal



Go paperless! Keep your health care information online in one secure, convenient place. To update your paperless preferences:

- Sign in to your account at **my.emblemhealth.com**.
- Click your name in the top right corner and select 'My Profile.' (If you're using a mobile device, tap the Menu option.)
- Click the 'Communication Preferences' tab.
- From there, click the 'Edit' button to make changes.

Note: We may be required to send you some documents by mail or some documents electronically, no matter your preference.

If you're new to the portal, simply go to **my.emblemhealth.com**, click **Register**, and fill in the required information. Once your account is validated, follow the steps to create a new username and password. You'll be able to see your plan benefits, find doctors and hospitals, choose a PCP, request a member ID card, and much more.

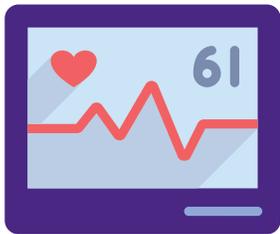
On the go? Download our mobile app for your Android or iOS devices at **emblemhealth.com/app**.



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Check out the Health Assessment (HA) tool on our member portal. Once you're signed in, click Health and Wellness. Use the "Get Started" button under Wellness Program to visit your WellSpark Health portal. Use the "Take Your Health Assessment" tile to find and complete your 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.

Referrals

No referrals are required to receive specialist care.

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.

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

To see a full listing of doctors and facilities in your network, sign in to your member portal at my.emblemhealth.com and click "Find Care."

Prior Approval

Some inpatient and outpatient services require prior approval by EmblemHealth before you receive them. Your network doctor will contact EmblemHealth to take care of this for you. Examples of these services are: inpatient non-emergency procedures; outpatient surgery; home health care; hospice care; and outpatient physical, occupational, and speech therapies. See your plan information for a full list of services that require prior approval.

Preventive Care

In-network preventive care services described in your Contract are covered in full and not subject to any cost-sharing when you use a Bridge Program professional. These services include routine checkups, immunizations, gynecologic exams, mammograms, well-baby care, and prescription birth control for women.

Your Deductible

A deductible is the amount you pay before your plan starts to pay. Some services, like checkups, don't require a deductible. For others, once you reach this amount, your plan shares the costs for your care. Your Schedule of Benefits has more details.

Keep Your Costs Down

Because out-of-network services (except emergency care) are not covered, seeing doctors and using hospitals only in the Bridge Program helps to keep your costs lower. If you need a procedure and it's not an emergency, be sure the doctor or place where you are being treated has contacted us for approval first.

After you meet the deductible, you may have either a copay or coinsurance. A copay is the amount you pay for health services each time you use them. Coinsurance is the percentage you pay for health services, after your deductible, when your insurance plan begins to pay. These will depend on where you get care. Check your Schedule of Benefits for details.

What You Pay: Maximum

Copays, coinsurance, and deductibles go toward the maximum you pay. Once you reach this limit, your plan pays for in-network services in full.

Lab Tests: LabCorp and Quest Diagnostics

LabCorp and Quest Diagnostics are our preferred labs. If you have lab tests in your doctor's office, make sure they are sent to either LabCorp or Quest Diagnostics. If you need to go to LabCorp for tests, you can set up an appointment online at [labcorp.com/labs-and-appointments](https://www.labcorp.com/labs-and-appointments). For Quest, appointments can be set up online at [questdiagnostics.com/appointment](https://www.questdiagnostics.com/appointment) or by calling **888-277-8772**. No appointment? Both LabCorp and Quest Diagnostics welcome walk-ins.

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Pharmacy

Your plan covers a wide range of prescription drugs. Visit emblemhealth.com/resources/pharmacy/drugs-covered to see a list of covered drugs under your plan's formulary.

This plan has a three-tier design. This means your copays are usually lowest when you use generic drugs (Tier 1), higher when you use brand-name drugs on the formulary (Tier 2), and highest when you use brand-name drugs not on the formulary (Tier 3).

Vision

Vision services are administered by EyeMed with CPS Optical. To reach an EyeMed Customer Service representative, call **877-324-6211** (TTY: **711**), 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.

Dental Benefits

Dental services are administered by Healthplex. To reach a Healthplex Customer Service representative, call **855-932-3292** (TTY: **800-662-1220**), Monday to Friday, 8 a.m. to 6 p.m. You can find more information on Healthplex's website at healthplex.com/member.

Acupuncture

We take a holistic approach to health and offer an acupuncture benefit. Acupuncture can help the body heal naturally. It can be added to treatment you are already following. Or, it can be used in place of treatment for pain related to many types of conditions. Acupuncture is inserting needles or applying heat or electrical stimulation to specific parts of the body to help the healing process. We've partnered with American Specialty Health, Inc. (ASH) to bring this new benefit to you. Acupuncture visits are available through ASH at no cost to you — 12-visit limit per calendar year. You don't need to meet your deductible to use this benefit. To speak with an ASH Customer Service representative, call **800-678-9133** (TTY: **711**). Their hours are Monday to Friday, 7 a.m. to 9 p.m. You can find more information at emblemhealth.com/live-well/plan-benefits/acupuncture-benefit.

Bridge Program*

The Bridge Program offers the broadest network available through EmblemHealth with access to over 848,000 providers, while competitively priced. This program covers all counties in New York, Connecticut, and New Jersey while partnering with First Health, an NCQA-accredited provider network, providing access to a wide range of high-quality inpatient and outpatient providers nationally. With Bridge, members can get the care they need where they need it with enhanced, seamless coverage in the tristate area and nationwide through.

Neighborhood Care Provides Support and Wellness in the Neighborhood

EmblemHealth Neighborhood Care locations provide in-person customer support, help finding community resources, and health and wellness programs.

From learning a language to fitness classes, diabetes management and much more, these services are available at no cost! Visit emblemhealth.com/neighborhood for locations and hours.

Questions? Call the Customer Service number on the back of your member ID card (TTY: 711), Monday to Friday, 8 a.m. through 6 p.m. (excluding major holidays).

