



HEALTH MATTERS

2021, Volume 3

Gift it Forward

Hope and connection may have been in short supply these past couple of years, but we're now getting used to the feeling of spending time with and embracing our loved ones again. This holiday season may be the first where you gather with many of your friends and family in one place since 2019.

This year, we want to encourage you to give a gift that can make a difference in someone else's life. It doesn't have to be big, or expensive. It may not even cost you anything, and the impact it could have on someone is priceless.

Honor someone with a charitable donation. Skip the gift card and instead contribute to a charity you (or your recipient) supports. Many will let you donate in someone's name and some might even offer a dollar-for-dollar match, letting you double the amount you give. Your employer might also offer gift-matching for certain charities. Not sure where to donate? Visit charitynavigator.org for ideas.

Gift your time. Volunteer for a local organization, clean up trash at the beach or park, or give blood in someone's name. It may not be flashy, but it's thoughtful.

Support a local business or creator. By supporting local businesses, you're helping your community and the planet by reducing the environmental footprint from transportation and shipping. Consider supporting local women- or minority-owned businesses in your area.

Fight the Flu

This year, protecting yourself against the seasonal flu is more important than ever. Even if you're vaccinated against COVID-19, the flu vaccine adds another layer of health protection for you and your family. Visit your doctor or go to a local pharmacy to get your vaccination. Learn more at emblemhealth.com/flu.

Consider AdvantageCare Physicians (ACPNY) — EmblemHealth members have access to in-network providers at ACPNY, with 35+ offices across all New York City boroughs and Long Island.* Visit acpny.com/flu to schedule your flu vaccine appointment** today at your neighborhood ACPNY office.



Source: CDC *Bronx residents receive care at three locations of BronxDocs, an affiliate of AdvantageCare Physicians. AdvantageCare Physicians and BronxDocs are part of the EmblemHealth family of companies. Other providers are available in our network. **Some members must choose an ACPNY Primary Care Provider before making an appointment. Visit emblemhealth.com to see a full listing of doctors and facilities in your network.



Join Our Member Advisory Panel

Your opinion matters. That's why we're inviting you to join our new Member Advisory Panel.

As a panel member, you'll help us improve our plans and service. Here's how it works:

- We'll email you short surveys throughout the year.
- All surveys are voluntary, so it's up to you how many you want to complete.
- Each one will take only a few minutes — and will be a great way for you to share your thoughts with us.
- You may also be invited to join an in-person or virtual meeting throughout the year.

Go online to emblemhealth.com/mempanel1 or open your camera to scan this quick response (QR) code with your smartphone.



Sign up today! We look forward to hearing from you.

Beat the Seasonal Blahs

Seasonal Affective Disorder (SAD) is a form of depression that happens during the same season every year and can affect people any time of the year. SAD happens when our circadian rhythm, or internal body clock, is disrupted because of a lack of exposure to daylight. As we enter fall and winter, it's important to know the signs, like trouble sleeping and increased anxiety, and care for your mental health.

Here are some ideas that may help:

- **Get outside and get moving.** Even a short walk can help.
- **Talk to your doctor.** In some cases, medicine or a vitamin D supplement may help. Work with your doctor to find what's right for you.
- **Watch your sleep.** Try to go to bed and wake up at the same time every day.
- **Consider light therapy.** Rain or snow outside? A light box is a great alternative. They may help reduce insomnia and improve mood.
- **Connect with friends and loved ones.** If you're feeling isolated, schedule Zoom calls or walks with friends and family.

Feeling overwhelmed? You're not alone. Visit our website for helpful resources, including how to get help, at emblemhealth.com/mentalhealth.

A Healthy Understanding

We get it — there are a lot of words associated with your health insurance plan. What do they all mean? Below, we've outlined a few key terms. If you ever have a question about your health insurance bill or a charge, stop into our Neighborhood Care locations or call the Customer Service number on your member ID card. A representative will be happy to help. Visit emblemhealth.com/neighborhood to find the one closest to you.

In-network: Health care professionals or facilities that contract with your health plan.

Out-of-network: Health care professionals or facilities that do not contract with your health plan. Depending on your plan, you may be able to use out-of-network services, but you may pay more, and you might have to file a separate claim for us to pay you back.

Maximum out-of-pocket (MOOP): The most you will pay for covered health care services from in-network providers in any year.

Primary care provider (PCP): The doctor who provides your everyday care. Not a specialist. Also called a primary care doctor.

Telemedicine: Telemedicine lets you talk to a doctor on the phone or use a computer or mobile device (like a cellphone or tablet). It's like going to your doctor's office, but it's faster, easier, and more convenient.



Stay In Touch

We want to make sure that we are updating you with important health plan information. Sign in to your secure member portal at emblemhealth.com or by scanning the QR code here. Be sure to update your email address, cell phone number, and preferred language. You can also call us at the number on your member ID card.

Health Matters is published by EmblemHealth to inform members of current health issues and improve the use of services. This publication should not replace the care and advice of your doctor. Always talk to your doctor about your personal health needs. This is not a complete description of benefits. Contact the plan for more information. Limitations, cost-sharing, and restrictions may apply. They may change each year. Our network may change at any time. You will receive notice when necessary.