EmblemHealth®

Health Matters

2026, Volume 2





Mystery Bug Have You Down? Know Where To Go for Care

Cold and flu season can bring coughs, sore throats, stuffy noses, fevers, and body aches. Most mild illnesses get better with rest, fluids, and over-the-counter medicine. But sometimes, you may need more medical care. Knowing where to go can help you get the right care when you need it.

Start with your primary care provider (PCP).

Your PCP knows your health history and can help you decide what to do next. Call your PCP if your symptoms get worse, do not get better, or you have questions about treatment. If you are more likely to get very sick from flu or COVID-19 because of your age or health, contact your doctor early. Some treatments work best when taken soon after symptoms begin.

Go to urgent care when you need care soon.

Urgent care can help with injuries and illnesses that need attention quickly, but are not emergencies. It may also be a good choice when your doctor's office is closed, over weekends, or on holidays.

Not sure where to start?

Sign in to your account at **my.emblemhealth.com** or with the mobile app, to look for an in-network doctor or urgent care center. Need care on the go? Visit **emblemhealth.com/app** to get started.

Don't wait if it's an emergency!

Call 911 or go to the nearest emergency room if you have:

- Trouble breathing.
- Severe chest pain or pressure.
- Confusion or trouble waking up.
- A seizure.
- Severe weakness.
- Signs of severe dehydration.

Warning signs in children may include trouble breathing, blue lips or face, unusual irritability, or difficulty waking up.

Your health matters to us. You can always call the customer service number on your member ID card for help finding care.

Your Fall Health Check

A few simple steps can help you stay well during cold and flu season.

Check your vaccines.

Make sure you are not behind on flu and COVID-19 vaccines. Depending on your age and health, you may also need a vaccine for RSV or pneumonia. Ask your doctor or pharmacist how to stay up to date.

Keep healthy habits going:

- **Wash your hands often with soap and water.**
- **Cover coughs and sneezes.**
- **Avoid touching your eyes, nose, and mouth.**
- **Clean frequently touched surfaces.**
- **Improve airflow indoors when possible.**
- **Stay home when you are sick.**
- **Get enough sleep, drink plenty of fluids, and eat well.**



Taking a few steps now can help you and your family stay healthier for the holidays and new year.

Take the New myEmblemHealth App Wherever You Go!

The new myEmblemHealth app meets you where you are, making sure you have the tools and support you need to make confident decisions about your health — anytime, anywhere.*



With the new app, you get:

- An interactive health questionnaire that personalizes your wellness journey to meet your unique health goals and needs.
- Easy and instant access to your digital member ID card.
- All your essentials, organized, so you can view your benefits, claims, and bills in one place.
- Simple and smart guidance from Eva, EmblemHealth's virtual assistant, on health questions and programs included with your plan.**
- Direct connection to the PrimeCentral™ member portal. You can search for medicines and pharmacies, view your coverage, check prices, transfer prescriptions, and see prior authorization details.

Learn more at **emblemhealth.com/app** or scan the QR code to download the app. Available for Android and iOS with the latest features and enhancements.

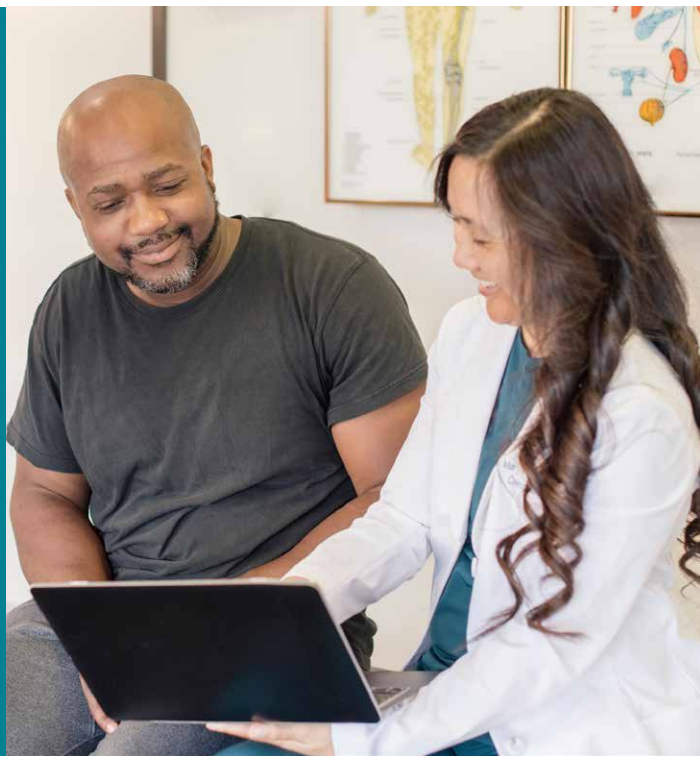
*The app is available to eligible members. Features may vary based on your health plan.
**Eva is for resource purposes only. It is not a substitute for medical advice, diagnosis, or treatment by a medical professional.

Find Convenient Care in Your Neighborhood With AdvantageCare Physicians

With more than 30 locations across all five New York City boroughs and Long Island, AdvantageCare Physicians (ACPNY)* offers convenient access to primary and specialty care. ACPNY doctors and healthcare professionals are always in-network with all EmblemHealth plans. This means you and your family have access to care from trusted doctors and coordinated care teams to support your health.

Make your appointment today! Find a doctor or medical office near you at **acpny.com/find-a-provider**.

*AdvantageCare Physicians (ACPNY) is an EmblemHealth company.



Schedule a Mammogram Today:

Finding Breast Cancer Early May Save Your Life.



Most breast cancers are found in women 50 and older,* but it also affects younger women and men. According to the American Cancer Society (ACS), breast cancer death rates have been going down. If found early, the 5-year relative survival rate is over **99%**.**

Know the ACS guidelines:***

- **Women between 40 and 44** have the option to start screening with a mammogram every year.
- **Women 45 to 54** should get mammograms every year.
- **Women 55 and older** can switch to a mammogram every other year, or continue yearly mammograms. Screening should continue as long as you are in good health and are expected to live at least 10 more years.

If you fall into the recommended age groups or have a family history, talk to your doctor about getting screened. You can use the Find Care tool by signing in to your account at **my.emblemhealth.com** or through the mobile app. The tool will help you locate an in-network radiology center where you can schedule your preventive screening mammogram. Coverage varies by plan. Check your benefits for more details.

*cdc.gov/nccdphp/priorities/breast-cancer.html
**nationalbreastcancer.org/breast-cancer-facts/
***cancer.org/health-care-professionals/american-cancer-society-prevention-early-detection-guidelines/breast-cancer-screening-guidelines.html

Elektra Health Can Help During Menopause

EmblemHealth wants to be sure you don't feel alone in your menopause journey. That's why we work with Elektra Health to give our members the care and support they need from perimenopause (before) through postmenopause (after).

During menopause, women's hormones fluctuate and eventually decline, which can cause a range of physical and emotional symptoms. This usually happens between the ages of 45 and 55. It can be a confusing time, and you may not know what to expect. Elektra can help.

Elektra offers you:

- Video visits and follow-ups with a board-certified, menopause-trained healthcare professional.
- One-on-one support from an Elektra menopause coach for long-term health and wellness.
- Unlimited access to Elektra's private online community with educational articles, videos, and events.
- A personalized care plan with labs and prescriptions, if needed.*

Book a visit online at **emblemhealth.com/elektra**. You can learn more about our women's health programs by visiting **emblemhealth.com/womens-health**.

*Normal cost sharing for clinical services may apply.



The Holidays Can Be Hard. Help is Here.

The holiday season brings joy to many people, but for others, it can cause depression, anxiety, and loneliness. If you have these feelings, you're not alone. A 2025 survey by the American Psychological Association found that 1 in 5 American adults had negative mental health because of the holiday season.* Family dynamics, finances, social obligations, and shopping for gifts can make anxiety worse. You may find that celebrating after a loved one has passed may increase these feelings.

It's tempting to distract yourself with poor habits or substance misuse by binge drinking, using drugs, or overeating. But these behaviors can cause long-term damage to your physical health. Instead, try one of these tips to improve your mind this winter.

- **Set boundaries.** If an obligation brings more stress than joy, offer another option, like a shorter visit with family or not exchanging gifts.
- **Get outside.** Fresh air calms the body. Plan a trip to a neighborhood park for a holiday celebration or light display.
- **Reach out.** Invite a friend or neighbor to share a cup of tea or bake cookies. Instead of texting, connect with a friend on a phone call.
- **Volunteer.** Helping others can improve your community and reduce loneliness.

Need to talk to someone?

Get support by calling our confidential, dedicated Mental Health Concierge line at **646-447-9417** (TTY: **711**) from 9 a.m. to 5 p.m., Monday through Friday. We will schedule an appointment with a local mental health professional within five business days. To learn more, visit **emblemhealth.com/talktosomeone**.

*psychiatry.org/news-room/news-releases/americans-more-anxious-about-the-holidays

Make the Most of Your OTC Credit This Holiday Season



The holiday season is a great time to use your over-the-counter (OTC) credit. All Essential Plan members receive **$125*** each quarter to spend on healthy foods such as chicken, eggs, bread, fruits, vegetables, and other eligible health-related items.

As you prepare for the holiday season, use your OTC credit to stretch your budget while stocking up on items you need, like pantry staples, bandages, and more.

Shopping is easier than ever with the Scan to Pay feature in the OTC Network app. Forgot your OTC card at home? No problem. Simply open the app and use your personal barcode at checkout. You can also check your balance, view purchases, and find participating stores right from your phone.

Don't wait too long. Any unused OTC credit expires on **Dec. 31, 2026**, and will not carry over into 2027. Learn more about eligible OTC products and where to shop at **emblemhealth.com/essentialplanotc**. For help with your OTC card or account, or to download the app, visit **mybenefitscenter.com** or call **888-682-2400** (TTY: **711**), available 24/7.

*Quarters begin in January, April, July, and October. "Scan to Pay" is not accepted at Key Foods, Save a Lot, and Walgreens.

Don't Lose Your Coverage: Watch Out for Renewal Information.

While you're planning for the new year, keep an eye on your mailbox, email, and text messages for important information about your Essential Plan renewal. These messages include key dates and next steps to help you avoid gaps in coverage.

We can help you renew your coverage, even if you've worked with a broker in the past.

Essential Plan 3 or 4 members may be asked by the NY State of Health to provide additional documents during the renewal process.

You can find more information about renewals at **emblemhealth.com/renew**.

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. Limitations, cost sharing, and restrictions may apply. Benefits may change each year, and our network may change at any time. You will receive required notice of impacts to your benefits or coverage.

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Please Recycle This Magazine

Stay Social and Move: Visit Neighborhood Care

During colder months, it can be harder to stay healthy, socialize, or even get yourself out of the house. Come visit EmblemHealth Neighborhood Care and take advantage of free classes and events* to help improve your overall health and wellness. We'll keep you busy until spring.



EmblemHealth Neighborhood Care also offers in-person customer service and resources to manage your health. With 15 locations across Brooklyn, Manhattan, Staten Island, Queens, and The Bronx, there are a variety of events for you this winter, including:

- Fitness classes to help you stay active.
- Yoga and meditation classes to improve your mental health.
- Farmers markets with healthy and affordable produce for sale.
- Social luncheons where you can eat healthy meals and meet members of your community.

Join a class or event today to help you stay active, reduce stress, and eat healthy. You might even make a new friend! For more information, visit **emblemhealth.com/neighborhoodcare**.

*Events are subject to change. All events are free and open to the public, unless otherwise stated in the event description. Registration is required. No obligation to enroll.

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