

HEALTH MATTERS

2019, Volume 2



The Truth About Stress

Believe it or not, sometimes stress can be good for you. In fact, stress is a natural reaction. When you feel stressed, signals are firing to your hormones to help speed up your heart and breathing rate. Even before your mind kicks in, your body is preparing to handle the situation ahead. You may find that stress shows up when you need it most.

The body can do incredible things when it's healthy. We put ourselves at risk when stress levels become too high for too long. When we hold on to stress, not only do we feel the effects, so do the people around us. Small changes in diet and exercise routines can make a big difference. Taking time for ourselves and for others can give us important perspective on what really matters.

Being aware of our stressors and developing coping techniques to manage them takes time and practice. As your health insurance company, we want to give you healthy tips to manage your stress so that you can make health a priority.

Make Health a Habit

EmblemHealth wants to help you stay healthy, all year round. Setting healthy habits doesn't have to be hard. Here are some tips to help you meet your health goals.

1. Create visual reminders that will help you to engage in a healthy behavior.

Set up a notification on your phone or lay out your workout clothes the night before.

2. Act, but start small. Is your goal to start eating healthy at lunch?

Start by packing a small snack every day, like a piece of fruit.

3. Treat yourself with an immediate reward — one that you can feel.

For example, take a minute to acknowledge how much energy you have after a workout. This will keep you on track even longer.



Define This! Urgent Care



Urgent care is a place that handles non-emergency

medical issues like minor cuts or strains, colds, or flu. Going to an urgent care center is a great way to get care when your regular doctor is not available.

Need a Primary Care Doctor? Try AdvantageCare Physicians.*



EmblemHealth has teamed up with AdvantageCare Physicians (ACPNY) to provide you with quality care from doctors and providers who get to know **the whole you**.

ACPNY offers same- and next-day appointments, and when you need a referral within the EmblemHealth network, you can leave your ACPNY office visit with an approved referral in-hand. Each referral will be posted on your **myACPNY** patient portal and on your **myEmblemHealth** member portal. Your specialist will already have your approved referral when you arrive for your appointment.

Ready to make an appointment?

AdvantageCare Physicians: 646-680-4227 or visit acpny.com

BronxDocs: 646-680-5200 or visit bronxdocs.com

*AdvantageCare Physicians is part of the EmblemHealth family of companies.

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

Protect Yourself and Your Family from the Flu

The influenza vaccine (flu shot) is the best way to prevent this common but serious respiratory infection.

Flu viruses evolve fast, so last year’s vaccine may not protect you from this year’s viruses. Call your doctor to make an appointment to get a free flu vaccine. EmblemHealth members ages 18 and over can get their vaccine at a local pharmacy. All children six months and older should be vaccinated against flu each year.

Visit emblemhealth.com/flu for more info.

Source: CDC



Love Shouldn't Hurt. It's Time to Stop Domestic Violence.

Domestic violence affects millions of men and women each year and has been linked to physical and mental health issues, including drug abuse. If you or someone you know needs help, call:

- EmblemHealth Domestic Violence Message Line: **646-447-6799**
- National Domestic Violence Hotline: **800-799-SAFE (800-799-7233)**
- Elderly Crime Victims Resource Center: **212-442-3103**

EmblemHealth’s Domestic Violence Coordinator can help. Resources are available on our website at emblemhealth.com/Health-and-Wellness/Stay-Healthy/Domestic-Violence.

Additional resources are available on the NYC Mayor’s Office website at www1.nyc.gov/site/ocdv/index.page.



IMPORTANT EMBLEMHEALTH MEMBER RESOURCES

At EmblemHealth, we’re committed to supporting you. An important part of that commitment is making sure you’re informed about all the resources available to you. This includes:

- Member resources available on our website.
- Your privacy rights.
- Your external appeals rights.
- Your member rights and responsibilities.
- How to find a doctor or hospital.
- How to get a provider directory.
- How to get information in your preferred language.
- Doctor transitions as your child grows.
- What to do if you reach your benefit limit.
- Our care management services.
- Coordinating your health care.
- Utilization management decisions.
- Our quality improvement program.
- Your pharmacy coverage.
- How new medical technologies may become a covered benefit.

To learn more, visit emblemhealth.com/HealthMatters or call us at the number on the back of your member ID card. You can also request a copy of this information be mailed to you in your preferred language.

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.