

HEALTH MATTERS

2020, Volume 2



Care With Confidence **AdvantageCare**



AdvantageCare Physicians (ACP NY) is ready to deliver your continued care in office settings that follow guidelines from the New York State Health Commissioner and Centers for Disease Control and Prevention.

We've introduced appointment scheduling that allows for social distancing, expanded virtual visit services, and enhanced safety and sanitation protocols throughout the waiting areas and examination rooms of our 37 offices across New York City and Long Island. (In the Bronx, patients may visit three convenient locations of BronxDocs.)



Virtual, Face-to-Face Visits for Everyday Care

In addition to in-office visits, you can confidently continue your routine care with a virtual visit. Talk directly to an ACP NY provider about your health care needs from the comfort of home. Virtual visit appointments are now available for primary care, nutrition, mental health, and more.



COVID-19 Testing

In partnership with the City of New York and New York State, ACP NY has brought COVID-19 testing to our communities. Members simply schedule for a virtual visit screening, and then a provider will determine whether they should receive a diagnostic or antibody test. Testing is now available at more than 20 ACP NY offices. Schedule your screening at this dedicated testing line: **866-749-2660**.

To schedule an in-person or virtual visit, call:

ACP NY | 646-680-4227

BronxDocs | 646-680-5200

When it comes to whole-you care, we're in this together. Learn more about your options at acpny.com.

A Partner in Health

Your health matters now more than ever. Partnering with your Primary Care Provider (PCP) is key to achieving and maintaining your well-being. Your PCP is more than someone you see when you feel sick or have an immediate health care need. They can help you monitor your overall care, treat short-term health issues, and guide you toward your healthiest future. A Primary Care Provider is:

Someone Who Knows You

Seeing your PCP regularly will help them to know your full medical history and make informed choices about your health. Having one provider at the center of your care allows you to build a relationship founded on familiarity, mutual understanding, and communication.

Supported by a Team

A PCP often leads a team that includes nurse practitioners, physician assistants, and specialists. Your PCP and Care Team will collaborate to deliver care that helps you achieve better health outcomes.

A Resource for Making Healthier Choices

Your PCP will establish a baseline for tracking your health. Early detection, routine screenings, and checkups help maintain your health and better manage chronic illnesses. With knowledge of your medical history, your PCP will know if you need colonoscopies, mammograms, vaccines, and more.

As an EmblemHealth HMO member, you have access to our network of PCPs, including those with our preferred care partner, ACPNY. All ACPNY providers are in the EmblemHealth network and can be found in 37 offices in Manhattan, Brooklyn, Queens, Staten Island, and on Long Island. In the Bronx, patients access care in three convenient locations of BronxDocs, an affiliate of ACPNY.

Ready to Make the Switch?

Choosing an ACPNY provider is as easy as 1, 2, 3:

- 1** Call the number on the back of your ID card to speak to a Customer Service representative. We'll be happy to help you find an ACPNY provider and make the switch.
- 2** Log in to our secure portal at emblemhealth.com/sign-in. Click on "Tools that help you." Next, choose "Change PCP" under the section titled "Change." Fill out the required information, then print your temporary ID card to use while you wait for your new one.
- 3** Walk into an EmblemHealth Neighborhood Care center. Our representatives will be happy to help you choose a PCP and make an appointment. Find a location near you at emblemhealth.com/about/neighborhood-care.

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



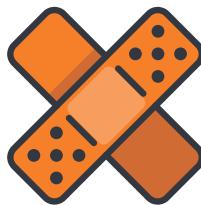
Caring for the Whole You

Many factors define your health—your family history, work environment, diet, exercise, stress level, and more. That's why ACPNY believes in getting to know you. The whole you. The ACPNY experience includes:

- **Continuous care** — As a patient, you benefit from your own personalized Care Team. You see them on a regular basis and they follow up with you between visits.
- **Comprehensive care** — You will have access to our diverse collective of Specialty Care Providers, along with other services you need, including lab and radiology.
- **Convenient care** — Your care can be seamlessly coordinated across all ACPNY medical offices. No matter which of our locations you visit, your medical records are available to your provider through your online patient portal.
- **Community** — ACPNY offices and staff are as diverse as the communities and neighborhoods they serve, and the patients they care for. Many ACPNY offices are co-located with EmblemHealth Neighborhood Care, which can connect you to valuable local services and resources.

To learn more about ACPNY and make an appointment, visit acpny.com.

Protect Yourself and Your Family From the Flu



Maintaining your overall health is more important now than ever. COVID-19 does not lessen the importance of protecting yourself from seasonal 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 shot may not protect you from this year's viruses.

Call your doctor to make an appointment to get your flu shot. If the vaccine is the only reason for your office visit, it's free. All children six months and older should be vaccinated against the flu each year.

Visit emblemhealth.com/flu for more info.

Source: CDC



ACPNY and EmblemHealth HMO Members

Through its partnership with ACPNY, EmblemHealth offers access to a wide range of in-network primary and specialty care providers, and extra convenience for EmblemHealth HMO members:

- **Flexible scheduling:** EmblemHealth HMO patients have access to appointment times to fit their busy schedules.
- **Multiple visit types:** With various appointment types, and in-office and virtual visit options, care is convenient and accessible.





Whole You Care Is Looking Even Better



ACPNY is working to provide convenient care — in a more modern, appealing setting. In addition to more recently opened offices, ACPNY's locations are undergoing significant improvements, including:

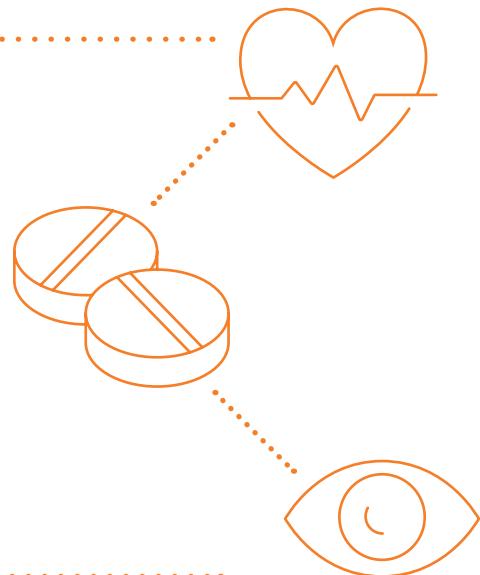
- **Interior refreshes** — bringing our recently renovated offices up to our most current standards.
- **Complete renovations** — transforming interiors into new environments.
- **Expansions** — improving patient experience and services with the potential addition of EmblemHealth Neighborhood Care.

Find the office closest to you at acpny.com.

Growing Specialties at ACPNY

ACPNY has an extensive network of specialists — and more are being added regularly. As an EmblemHealth HMO member, you have access to these expanding specialty services:

- Cardiac diagnostic testing
- Office eye laser equipment for vision care
- Improved women's health offerings and contraceptives
- New gastroenterologists, optometrists, and cardiologists
- And much, much more planned.



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 (independent, external review) 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.