

EmblemHealth HIPaccess® I

Quick Start Guide To Your Benefits

The most important things you need to know

You're an EmblemHealth member in our HIPaccess® I plan that uses the Prime Network. It's important to remember that your plan offers in-network coverage only. Why is this so important? Because if you see a doctor who is NOT in your covered network, you may have to pay the doctor yourself. So when setting up office visits, make sure the doctor participates in the HIPaccess® I plan at that location. If you have a medical emergency, you are covered for emergency room and emergency hospital services in or out of network.

Find a Doctor in Your Network

1. Sign in at **emblemhealth.com**.
2. Go to "Find a Doctor."
3. On the Provider Search web page, select the type of provider you are looking for. Enter a ZIP code to search by location or name to search by provider name.
4. Click on the "Search" button.
5. You will see a list of providers. Review the profiles until you find one who best meets your needs.

Keep in mind:

- By using the online directory, you always get the most current information about providers in your network, including primary care doctors, specialists, hospitals, urgent care centers, and other care facilities.
- You can use the Find a Doctor tool without registering on our website. If you don't register, be sure to search within the Prime Network. This information is noted on your member ID card.
- If you need help finding a doctor in your area, just call us at **800-447-8255**. Our hours are Monday to Friday from 9 am to 6 pm (excluding major holidays). A Customer Service representative will be happy to help.

Your PCP's Role

With the HIPaccess® I plan, you select a participating primary care physician (PCP) who provides all of your primary care. Your PCP may also refer you to specialists when needed. Although it is recommended, you do not need a referral from your PCP to see a specialist.

Use Quest Diagnostics for Lab Work

To help you keep out-of-pocket expenses as low as possible, use Quest Diagnostics, our preferred laboratory provider, for lab testing. Since your HIPaccess® I plan does not offer out-of-network benefits, please remind your doctor to use Quest when lab testing is prescribed. Quest is a national laboratory with extensive coverage in our service area. For added convenience, Quest now offers lab testing by appointment, which you can schedule online at **questdiagnostics.com/appointment**. Or, call **888-277-8772** and use the automated phone system to schedule your lab testing. No appointment? Walk-ins are always welcome.

Using Your Benefits

Be sure to see doctors who are in your HIPaccess I plan's network, the Prime Network, for all non-emergency services. If you receive non-emergency services out of network, they generally will not be covered and you must pay for them yourself.

(Continued)



Register at **emblemhealth.com**

- 1 Have your member ID card handy, then type **emblemhealth.com** into your web browser.
- 2 Click the "Register Now" button on any page. Fill out the requested information. Once you submit this form, you'll be able to access your account right away!
- 3 You'll receive a confirmation email to the address you provided.
- 4 You can sign up to go paperless, and reduce the amount of mail you get from us.



EmblemHealth HIPaccess® I

Go to the Emblemhealth Website

Want to manage your health care quickly and efficiently? Register on our website. It's easy. Within minutes, you'll be using the time-saving features of *myEmblemHealth* at **emblemhealth.com** to:

- Select your HIPaccess® I plan doctors.
- Print a temporary ID card.
- Email a digital copy of your ID card from your smartphone to your doctor's office.
- See your HIPaccess® I plan benefits.
- See a list of covered drugs.
- Receive personal reminders for health screenings.
- Download forms.
- Sign up to go paperless to reduce the amount of mail you get from us.
- Update information, such as your email address.
- Email us with questions.

Manage Your Health Online

- **Health Risk Assessment (HRA)** — This confidential survey provides a “snapshot” of your current health and offers personalized feedback based on your responses. You'll find suggestions for lifestyle changes to help maintain or improve your health status. If you're at risk for more serious medical conditions, recommendations for preventive actions are offered.
- **Personal Health Record (PHR)** — This handy tool lets you create, organize, store, and view your personal health information. You can print copies to share with your doctors and keep them on hand in case of emergencies.



WE'RE HERE TO HELP

- Register at **emblemhealth.com**.
- On the go? Download our mobile app: *myEmblemHealth*.



- Call Customer Service at **800-447-8255 (TTY/TDD: 711)**, Monday to Friday, 8 am to 6 pm (excluding major holidays).