

HIP PRIME HMO

Quick Start Guide To Your Benefits

THE MOST IMPORTANT THINGS YOU NEED TO KNOW

You're an EmblemHealth member in our HIP Prime HMO plan that uses either the Prime network or the Premium network, depending on the network option your employer selected. (Your assigned network is noted on the front of your ID card.) 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 network, you may have to pay the doctor yourself. So when setting up office visits, make sure the doctor participates with the HIP Prime HMO plan at that location.

FIND A DOCTOR IN YOUR NETWORK

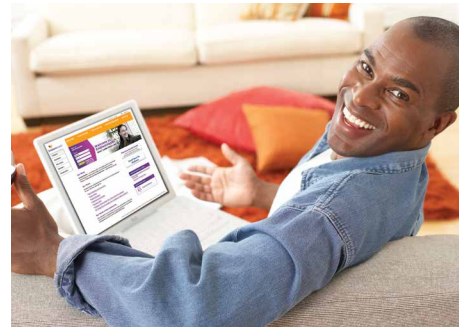
1. Sign in at **emblemhealth.com**.
2. Go to "Find a Doctor."
3. On the Provider Search web page, select the type of provider you are looking for. Enter a ZIP code to search by location or name to search by provider name.
4. Click on the "Search" button.
5. You will see a list of providers. Review the 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 Web site. If you don't register, be sure to search within the network (Prime or Premium) your employer selected. This information is noted on your member ID card.
- If you need help finding a doctor in your area, just call us at **1-800-447-8255**. We'll be happy to assist.

YOUR PCP'S ROLE

When you need specialty care, your PCP will send you to a specialist in your assigned network. Your PCP or specialist will also contact us to get any needed approvals. Referrals and prior approvals are only valid for the specialist or hospital named on the referral and for a specific number of visits and length of time. You can check all of this by signing in to *myEmblemHealth* at **emblemhealth.com**. More about that later.



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.

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HIP PRIME HMO

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 HIP Prime HMO 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 **1-888-277-8772** and use the automated phone system to schedule your lab testing. No appointment? Walk-ins are always welcome.

REDUCING YOUR COSTS

To keep your out-of-pocket costs as low as possible, be sure to see doctors who are in your HIP Prime HMO plan's network. If you need to have a non-emergency procedure, be sure that the doctor or facility has contacted us for prior approval.

GO TO THE EMBLEMHEALTH WEB SITE

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

- Select your HIP Prime HMO plan doctors
- Print a temporary ID card
- E-mail a digital copy of your ID card from your smartphone to your doctor's office
- See your HIP Prime HMO plan benefits
- See a list of covered drugs
- Check on the status of referrals
- 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 e-mail address
- E-mail us with questions

You don't need to register to get your member handbook. Just type this into your browser: emblemhealth.com/memberhandbook.

MANAGE YOUR HEALTH ONLINE

- **Health Risk Assessment (HRA)** — This confidential survey provides a “snap-shot” 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 personal health information. You can print copies to share with your doctors and keep 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 **1-800-447-8255** (TTY/TDD: 711), Monday to Friday 8 am to 6 pm (excluding major holidays).