

# HIP SELECT EPO

## Quick Start Guide To Your Benefits

### THE MOST IMPORTANT THINGS YOU NEED TO KNOW

You're an EmblemHealth member in our HIP Select EPO plan. 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 Select EPO 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

With the HIP Select EPO plan, you are not required to select a primary care physician (PCP) and can visit network specialists without a referral. However, we strongly encourage you to establish a relationship with a PCP. Having one doctor who knows your complete medical history may be helpful when you need specialist recommendations or to expertly coordinate your care should illness or injury strike.



### 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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## USE QUEST DIAGNOSTICS FOR LAB WORK

To help you keep any out-of-pocket expenses as low as possible, use Quest Diagnostics, our preferred laboratory provider, for lab testing. Since your HIP Select EPO 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](http://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 Select EPO plan's network. If you need to have a non-emergency procedure done, be sure that the doctor or facility has contacted us for prior approval. Some of your covered services require a copayment and others are subject to a deductible and coinsurance, depending on where you receive services. (For example, diagnostic lab and radiology services may not be subject to a deductible or coinsurance when received in a doctor's office, but they would be in an outpatient facility.)

## 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](http://emblemhealth.com) to:

- Select your HIP Select EPO 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 Select EPO 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 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](http://emblemhealth.com/memberhandbook).

## 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 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](http://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).