

# HIP PRIME POS®

## Quick Start Guide to Your Benefits

Welcome to your EmblemHealth HIP Prime POS plan, with services provided by our Prime network. HIP Prime POS offers both in- and out-of-network benefits, but you maximize your coverage when you use in-network providers.

A network is a group of health care professionals or facilities that contracts with EmblemHealth. When setting up office visits, ask if the doctor participates with the HIP Prime POS network at that location.

### FIND A DOCTOR IN YOUR NETWORK

1. Go to “Find a Doctor” at [emblemhealth.com/findadoctor](http://emblemhealth.com/findadoctor).
2. On the Provider Search web page, select the type of professional you are looking for. Enter a ZIP code to search by location or search by name.
3. Make sure you are searching for professionals in the Prime network by checking the network drop-down options.
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:

- Our online directory has the most up-to-date list of doctors. You’ll also find hospitals, urgent care centers, and other health 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 Prime network.

If you need help finding a doctor near you, call us at **800-447-8255**. Our hours are 8 am to 6 pm, Monday to Friday.

A Customer Service representative will be happy to help.

### YOUR DOCTOR’S ROLE

With the HIP Prime POS plan, you must select a participating doctor, also known as primary care physician (PCP), who provides all of your primary care. When you need specialty care, your PCP will refer you to a specialist in your network. Your PCP or specialist will also contact us to get any necessary 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 find more information by signing in to myEmblemHealth at [emblemhealth.com](http://emblemhealth.com).

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### Register at [emblemhealth.com](http://emblemhealth.com)

1. Have your member ID card handy and go to [emblemhealth.com/members/registration](http://emblemhealth.com/members/registration).
2. 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. Once registered, you can see your plan benefits, find hospitals and other providers, get an ID card, sign up to go paperless, and more from your secure account.

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You must obtain prior approval from EmblemHealth if you will receive any of the following services from an out-of-network provider: hospital or facility inpatient admissions, ambulatory surgery services, home health care services. Failure to obtain prior approval when required will result in a 50% reduction of the benefit otherwise payable.

Certain services are only available in network, such as skilled nursing facility, hospice care services and durable medical equipment. Please refer to your Certificate of Coverage for details and a complete listing of covered services. If you have any questions call the Customer Service number on the back of your ID card.

## USE QUEST DIAGNOSTICS FOR LAB WORK

Remind your doctor to use Quest Diagnostics, our preferred laboratory provider, for lab testing. Quest is a national laboratory with extensive coverage in our service area. For added convenience, Quest offers testing by appointment, which you can schedule online at [questdiagnostics.com/appointment](https://questdiagnostics.com/appointment). Or, call **888-277-8772** and use the automated phone system to schedule your lab testing. Walk-ins are always welcome.

## REDUCING YOUR COSTS

To keep your out-of-pocket costs, or what you pay for health services, as low as possible, be sure to see doctors who are in your HIP Prime POS plan's network. You may receive care from out-of-network specialists whenever you choose, but using out-of-network benefits usually results in higher out-of-pocket costs. If you need to have a non-emergency procedure done, be sure that the doctor or facility has contacted us for prior approval.

## SET UP YOUR ONLINE ACCOUNT AND GO MOBILE

Manage your health care and health plan right from our website 24 hours a day, seven days a week. Use your secure myEmblemHealth account to:

- Find a list of in-network hospitals, urgent care centers, drug stores, and labs.
- Print a temporary ID card, or email/fax a copy from your smartphone to your doctor's office.
- See your plan benefits and covered drugs.
- Get personal reminders for health screenings.
- Download forms.
- Sign up to go paperless to get less mail from us.
- Check the status of approvals.
- Update contact information.
- Email us with questions.

## MANAGE YOUR HEALTH ONLINE

Our confidential Health Risk Assessment gives you a “snapshot” of your current health. Based on your responses, you'll find:

- Suggestions for lifestyle changes to help you feel better and stay healthy.
- Recommendations for preventing serious illness.

You can also share this with your doctor when talking about your health care.



### We're Here to Help

- Register for a secure account at [emblemhealth.com/sign-in](https://emblemhealth.com/sign-in).
- On the go? Download our mobile app, **myEmblemHealth**.



- Call the Customer Service number at **800-447-8255** (TTY: 711), 8 am to 6 pm, Monday to Friday.