Get Your Prescription Medicine at Your Door

Our partnering pharmacy, Express Scripts, Inc., can mail most of your prescriptions to your home, except some, like controlled substances.

Over time, this can lead to big cost savings, both in copays and travel expenses.

This service is for members who take medicine regularly (rather than a one-time supply) and are getting more than 30 days’ worth of medicine (since you can get a 90-day supply at once).

Learn More or Sign Up
Visit our Pharmacy Services page at emblemhealth.com to learn how to register for home delivery and to review drugs covered under your plan.
Discounts at the Farmers Market

Through our Local Fruit & Veggies Program, participating Select Care and Essential Plan members get discounts to purchase fresh produce from New York City farmers markets.

This program is managed by EmblemHealth Neighborhood Care, in partnership with the NYC Department of Health and Mental Hygiene.

Note these upcoming deadlines if you’re participating:

<table>
<thead>
<tr>
<th>By this date...</th>
<th>Finish this task...</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 15</td>
<td>Complete your first activity and pick up your first and/or second set of Health Bucks.</td>
</tr>
<tr>
<td>September 15</td>
<td>Complete your second activity and pick up your third set of Health Bucks.</td>
</tr>
<tr>
<td>October 15</td>
<td>Have your no-extra-cost annual preventive care checkup (only if you haven’t had this appointment since January 1, 2016). Also complete your third activity and pick up your fourth set of Health Bucks.</td>
</tr>
<tr>
<td>November 15</td>
<td>Spend your final Health Bucks, as the markets wrap up this day.</td>
</tr>
</tbody>
</table>

Stay in the Right Health Plan

Certain life events may affect which health plan you should be in. Call the NY State of Health Marketplace right away at 1-855-355-5777 if you:

- Get married, have a baby or adopt a child
- Become a U.S. citizen or if your immigration status changes
- Have a change in income — for example, you get a new job or leave your job
- Move out of New York State

Generally, you must report one of these qualifying events to the NY State of Health Marketplace within 60 days. You may need to provide proof of the event.

Health Care 101

Utilization management (UM) is when a health insurer uses medical guidelines to determine the need for health care services.

UM decisions are based on getting the appropriate care in the proper medical setting. They also factor in health services covered under your plan. We never reward doctors or other individuals who conduct UM reviews for denying coverage for care.

UM decision-makers are not provided financial incentives related to the level of service they provide.

Please review your member contract to learn more, or call us if you have questions.
What’s Your Favorite Summer In-Season Produce?

"Strawberries. Besides being tasty and healthy, they remind me of going to the strawberry festivals during June."
- Chuck, Quality Management

"Blueberries. They remind me of the blueberry pie my mom used to make for summer parties."
- Rob, Product Innovation

"Bell peppers. I love to BBQ, and one of my family’s favorites is sausage and peppers. I make it every year for my son’s birthday. After five years it’s now a tradition for his day!"
- Danielle, Customer Service

"Grapes. They’re delicious and require no prep time. They can also be popped in the freezer for a cool treat on a scorching day."
- Emily, Quality Management

"Seedless watermelon. It’s full of water and nutrients, keeping me hydrated and energized on hot summer days. I like to blend it into juices and smoothies to stay cool while on the go."
- Emblem, The Wellness Dog

5 Ways to Stay Safe in the Sun

Complete each tip with the best term from the word bank below. Check your answers at the bottom of the page.

**Word Bank:** 10 am to 3 pm, beach, tanning beds, 20 minutes, 15 or higher

1. Apply sunscreen __________ before going outside. Reapply every two hours and before going in the water.

2. Choose sunscreen with a sun protection factor (SPF) of __________. It protects you from the sun’s ultraviolet rays.

3. __________ can cause skin cancer and wrinkles, just like the sun. Instead, try a sunless tanning product along with your sunscreen.

4. Avoid the sun from __________, when it’s strongest. Seek shade under an umbrella or tree, and wear a wide-brimmed hat and sunglasses.

5. Be careful when you’re on the __________ or in the pool. Sand and water can reflect the sun’s rays and lead to sunburn.

Check your skin once a month, and call your doctor if you notice any new or changing spots. Early detection saves lives.

Answers: 1. 20 minutes; 2. 15 or higher; 3. tanning beds; 4. 10 am to 3 pm; 5. beach
Support for Your Pregnancy

For a healthy pregnancy and newborn, it’s important to have all needed visits with your OB/GYN (doctor) or midwife for your prenatal (before birth) and postpartum (after birth) care. To support you at every step, we offer you rewards and no-extra-cost resources.

Did You Know?
Your prenatal care is covered in full under your plan. That means you won’t pay anything out of pocket (no deductible, copay or coinsurance) when you get this care from an in-network OB/GYN. This coverage may exclude other services you receive during your prenatal appointments. Check your contract for details.

Earn Up to $125 for Your Healthy Beginnings
To help you stay on track with your visits, we’ll reward you with gift cards* worth up to $125 when you take the following two steps toward your healthy pregnancy:

1. Join Healthy Beginnings PATH. At no extra cost, take advantage of:
   - Help finding a doctor or midwife
   - 24/7 access to a nurse, either online or by phone via BabyLine
   - Health surveys and other materials
   - Assistance for a high-risk pregnancy from a maternity nurse case manager

2. Keep all your visits. Make an appointment as soon as you think you’re pregnant; babies develop quickly, especially in the first 3 to 8 weeks. Overall, see your doctor or midwife every:
   - Four weeks if you are less than 28 weeks
   - Two weeks if you are between 28 and 36 weeks
   - Once a week when you reach 36 weeks

Also have a postpartum visit 21 to 56 days after you deliver.

Interested in a Gift Card?*
Look for a brochure in the mail with details. Please allow at least 8 weeks for your gift card to be delivered.

Resources
- Find a doctor: 1-888-447-7703, Monday to Friday, from 8 am to 6 pm (excluding major holidays)
- Join Healthy Beginnings PATH: 1-877-736-2229
- Speak with a maternity nurse: 1-888-447-0337, Monday to Friday, 8:30 am to 5 pm

* To receive the gift card, you must be an active EmblemHealth member at the time of service, and must remain an EmblemHealth member throughout the processing period.

Breastfeed for the Healthiest Start
Breastfeeding is the healthiest way to feed your baby. It helps prevent infection and ease digestion. It cuts costs, too. The Surgeon General recommends exclusive breastfeeding (only breastfeeding — no formula) for a minimum of 6 months and continuing to breastfeed for a year after introducing solid foods, or longer if desired.

Safeguarding Mothers and Babies in the Hospital
Federal law ensures you and your newborn are covered for a hospital stay after childbirth. This applies for at least 48 hours after a vaginal birth and at least 96 hours after a Caesarean delivery.
Track Your Visits Here

Cut out this list and post it to your refrigerator or another place you’ll be sure to see it. Write in the date of each visit and check the box after you go.

<table>
<thead>
<tr>
<th>First prenatal visit: Before 12 weeks from your last menstrual period</th>
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<tr>
<td>□ Date: ____/ ____/ ____</td>
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<table>
<thead>
<tr>
<th>Additional prenatal visits: 14 visits over 40 weeks of pregnancy (conception to birth)</th>
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<tbody>
<tr>
<td>□ Date: ____/ ____/ ____  □ Date: ____/ ____/ ____  □ Date: ____/ ____/ ____</td>
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<td>□ Date: ____/ ____/ ____  □ Date: ____/ ____/ ____  □ Date: ____/ ____/ ____</td>
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<table>
<thead>
<tr>
<th>Postpartum visit: One visit between 21 and 56 days after you give birth</th>
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<tbody>
<tr>
<td>□ Date: ____/ ____/ ____</td>
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</table>

Are You in the Essential Plan?

If you become pregnant while covered under the Essential Plan, contact the NY State of Health Marketplace for help transitioning to another plan, at no extra cost. Call them at 1-855-355-5777, Monday to Friday, from 8 am to 8 pm, and Saturday, from 9 am to 1 pm.

Plan Benefit for Breast Reconstruction Surgery

The Women’s Health and Cancer Rights Act of 1998 requires health plans to cover breast reconstruction following a mastectomy (surgical removal of one or both breasts).

If a covered member has a mastectomy, lymph node dissection, or lumpectomy (surgeries of the breast) and decides after consulting a doctor to have reconstructive surgery, covered services would include:

- Reconstruction of the breast on which the mastectomy was done
- Prosthesis (a device to replace a missing or impaired body part)
- Surgery and reconstruction of the other breast to produce a symmetrical (similar) appearance
- Treatment of physical complications at any stage of the mastectomy, including lymphedema care

This coverage is only for members diagnosed with breast cancer. The benefits do not apply to non-covered elective cosmetic surgery.

You may need to pay a copay or pay into your annual deductible as part of your coverage for this service, just as you might for other surgical health benefits. It depends on your plan, so please refer to your subscriber contract.

If you have any questions about this or other benefits, please call EmblemHealth at 1-888-447-7703, Monday to Friday, from 8 am to 6 pm (excluding major holidays).
Get the Right Behavioral Health Care, After the Hospital

Stress can make a behavioral health condition overwhelming. In these cases, hospital care can provide targeted care and a safe place to cope.

When you’re ready to head home, it’s important to take the following steps to help you recover and reduce the chances you’ll need to return to the hospital:

- See your behavioral health doctor within one week of leaving the hospital, even if you feel better. The doctor will check to see you’re continuing the progress you made in the hospital.
- Ask for help if you need it: hospital staff may be able to help you set your first appointment with your behavioral health doctor and make other care plans.
- Be sure you understand all the instructions before leaving. It’s up to you to get the needed care, so ask about anything that’s unclear.

Get Early Treatment for a Drug or Alcohol Issue

Take these steps if you or your teen is diagnosed with a drug or alcohol problem:

- Explore treatment options with your doctor. Not getting treatment can make problems worse.
- Begin treatment within 14 days of a diagnosis. Start early to help avoid future problems.
- Stick with the treatment. Having at least 2 more visits within 30 days increases the chance of a successful recovery.

Your plan covers substance-use services. Check your member contract for details.

Following Up on ADHD

Getting the right care is an important part of treating a child’s ADHD (attention deficit hyperactivity disorder).

About ADHD

ADHD is a behavioral health condition that often starts in childhood, but can last through adulthood. Symptoms vary and may include trouble focusing, being overly active, and acting without thinking through outcomes. Treatments are usually tailored to the specific form of ADHD. They may combine counseling, lifestyle changes and medicine.

Checking in on Medications

At follow-up visits, the doctor will check to see that any ADHD medication your child is taking is properly addressing symptoms and that any related side effects aren’t causing problems. ADHD medication dosage (amount given) is based on how a child responds to the medicine. This is unlike most medications, where the dosage is based on a child’s weight.

At Home

You play an important role in helping your child manage ADHD. Here are some tips:

- Take your child to the doctor for a medicine check within 3 to 4 weeks of starting a medicine, then again every 3 to 4 months during the first year.
- Give your child the medicine every day, including weekends, holidays and vacations.
- Add talk therapy to your child’s care plan. A behavioral health doctor can provide a safe space to talk about ADHD and help your child focus energy in positive ways.
Get Help with Your Medical Condition

At no extra cost, you or a covered family member can join our Disease Management PATH programs for help managing diabetes, heart failure, coronary artery disease, or chronic obstructive pulmonary disease (COPD).

These free, voluntary programs support your physical, behavioral and emotional health while meeting your lifestyle and cultural needs.

Some members sign up on their own; others are referred by their doctors. We also identify members through claims, pharmacy data, health assessments, lab results and coaching programs. If you get a letter about the program and don’t want to join, please call 1-888-881-3112.

As a program member, you may receive:

- **Welcome call**: A registered nurse will call you and help you complete a health assessment.
- **Care plan**: We’ll work with you to create a plan and share it with your doctor.
- **Unlimited calls to a nurse**: Get support, coaching and connection to services.
  - **Education**: You’ll get resources to help you address any symptoms, as well as nutritional or treatment needs related to your condition.
  - **Care coordination**: We’ll help you work with doctors, caregivers and EmblemHealth.
  - **Community services**: Get assistance suited to different cultural and language needs.
  - **Feedback request**: Tell us about your experience in this program.

Learn More

Visit [emblemhealth.com/PATH](http://emblemhealth.com/PATH) or call us at 1-888-881-3112, Monday to Friday, 8:30 am to 8:30 pm, or Saturday, 9 am to 7:30 pm. Ask about getting help in your language. Call 711 if you have a hearing or speech impairment and use a TTY/TDD.

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**Get Timely Appointments**

EmblemHealth requires our network providers to schedule appointments within the following time frames, to help you get care when you need it:

- **Urgent care** — within 24 hours of calling your doctor
- **Nonurgent sick visits** — within 48 to 72 hours of calling your doctor
- **Routine mental health care or drug abuse concerns** — within 10 business days of calling your doctor
- **Routine care and specialty care** — within 4 weeks of calling your doctor

To find a doctor, visit [emblemhealth.com/findadoctor](http://emblemhealth.com/findadoctor) or call 1-888-447-7703, Monday to Friday, from 8 am to 6 pm (excluding major holidays).

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**Which Drugs Are Covered?**

While your plan covers hundreds of prescription drugs, certain drugs may not be covered or may cost you more. To see which drugs are covered under your plan:

- Sign in to or register for your secure member account at [emblemhealth.com](http://emblemhealth.com).
- Go to [emblemhealth.com/pharmacy](http://emblemhealth.com/pharmacy).
- Review your member contract.

**Questions?**

Call us at 1-888-447-7703, Monday to Friday, from 8 am to 6 pm (excluding major holidays).

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**Ready to Quit Smoking?**

Join our Tobacco-Free PATH program at no extra cost. Call 1-866-NY-QUITS (1-866-697-8487). If you use a TTY/TDD, please call 711.

**Hours**: Monday to Friday, 8 am to 9 pm, Saturday, 9 am to 7 pm, and Sunday, 9 am to 5 pm
Paying Your Monthly Bill

Each month you will need to pay EmblemHealth a premium (monthly plan cost). You have four payment options:

1. **Auto bill-pay (online).** Sign up for this EmblemHealth service, which automatically withdraws your premium from your bank account.

2. **Online.** Pay through your secure online member account.

3. **By phone.** Call **1-888-447-7703** and choose the option to pay by phone — through your checking or savings account, or with your Visa or MasterCard.

4. **By mail.** Send in a check with the bill you get in the mail.

Visit [emblemhealth.com/paymybill](http://emblemhealth.com/paymybill) for details.

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**Go Paperless!**

Going paperless is a great way to reduce clutter, stay organized and store your information in one safe place. By choosing this option, you'll receive EmblemHealth communications in your secure online message center at [emblemhealth.com](http://emblemhealth.com), instead of by mail.

Just go to [emblemhealth.com](http://emblemhealth.com) and sign in to or register for your secure online account. Once you get to your account home page, select “Go Paperless” under “Tools That Help You.”

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**Let Your Voice Be Heard**

Join our online panel, EmblemHealth Member Insights Community. We'll use ideas we gather to create new tools and improve your EmblemHealth experience. Visit [emblemhealth.com/community](http://emblemhealth.com/community).

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**HOW TO CONTACT US**

**EmblemHealth:** 1-888-447-7703
Mon-Fri, 8 am-6 pm (excluding major holidays)

**myEmblemHealth app:** Download from iTunes or Google Play

**NY State of Health Marketplace:**
1-855-355-5777
Mon-Fri, 8 am-8 pm, and Sat, 9 am-1 pm (Call for questions about your tax credits and subsidies.)

**Lab Services — Quest Diagnostics:**
• 1-888-277-8772 (appointments)
• 1-866-697-8378 (customer service)

**Emblem Behavioral Health Services:**
1-888-447-2526

**Healthy Beginnings PATH:** 1-877-736-2229
(one-on-one support before and after pregnancy)

**Web Resources:**
• [emblemhealth.com](http://emblemhealth.com)
• [acpny.com](http://acpny.com) (AdvantageCare Physicians)
• [ehnc.com](http://ehnc.com) (EmblemHealth Neighborhood Care)
• [emblemhealth.com/familycaregiver](http://emblemhealth.com/familycaregiver) (EmblemHealth’s Care for the Family Caregiver program)
• [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov) (NY State of Health Marketplace)
• [questdiagnostics.com/patient](http://questdiagnostics.com/patient) (lab services)