New! Get Your Care Online, 24/7

Feel a little sick and can’t get to a doctor? Now your Select Care plan covers Telehealth, a way to access nonurgent medical care 24/7 using a computer, tablet or phone. You'll pay just a small copay for each visit and you don’t need to meet your deductible first, if you have one. And you can search for doctors by gender, languages spoken and more. Here’s how it works:

- **For only a $10 copay, a primary or family doctor** can diagnose or treat a minor sickness or injury, like a cough, headache or low fever. The doctor can even prescribe certain medicines without having to see you in person.* In an emergency, never use Telehealth — always go to the closest hospital.

- **For only a $5 copay, a registered dietitian (RD)** will talk with you about your diet and help you create personalized meal plans, grocery lists and recipes. RDs can't prescribe drugs.

**Please note!** Telehealth is in-network care, but it doesn’t replace the care of your primary doctor. Only your doctor can provide the full range of care to meet your needs.

**Ready to Enroll?** Download the Amwell app on your iOS or Android phone. Or create an account online at [emblemhealth.amwell.com](http://emblemhealth.amwell.com). When prompted, take these three steps:

1. Select EmblemHealth as your health plan.
2. Enter your EmblemHealth member ID (you can find it on your member ID card).
3. Type in EmblemHealth as your Group Key.

**Questions?**
Visit [www.emblemhealth.com/telehealth](http://www.emblemhealth.com/telehealth). Or call EmblemHealth at **1-888-447-7703**, daily from 8 am to 8 pm (excluding major holidays).

*Telehealth prescriptions apply only where they are allowed in the United States, including New York State.*
Five New Features of Your Select Care Plan

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth</td>
<td>Talk to doctors on a computer or phone, anytime. Learn more on the cover page.</td>
</tr>
<tr>
<td>Auto Bill-Pay</td>
<td>Sign up for this free service, which automatically withdraws your premium (monthly plan cost) from your bank account each month. Learn more on this page.</td>
</tr>
<tr>
<td>Update! Health Care Reform Website (emblemhealthreform.com)</td>
<td>It’s a one-stop online shop to the ABC’s of health care reform, plan details and updates from the NY State of Health marketplace.</td>
</tr>
<tr>
<td>EmblemHealth’s Local Fruit &amp; Veggies Program</td>
<td>Get discounts on produce at local farmers markets.</td>
</tr>
<tr>
<td>New Disease Management Program</td>
<td>Access no-cost, one-on-one help caring for a medical condition. See page 3 for details.</td>
</tr>
</tbody>
</table>

We’re happy to answer your questions. Call EmblemHealth at 1-888-447-7703, daily from 8 am to 8 pm (excluding major holidays).

Access Your Health Info With myACP

Are you getting care at AdvantageCare Physicians, one of the largest physician practices in New York City and Long Island? ACP offers primary and specialty care at 36 offices.

If you’re an ACP patient, you can now sign up for myACP. This system gives you fast, secure online access to your medical records, lab results, appointment history, prescription refills and more. You can also use it to send questions right to your doctor’s office.

To start your account, visit my.acpny.com. For more on ACP, visit www.acpny.com.

Returning EmblemHealth Members

Continuing Your Auto Bill-Pay in 2015

Are you already enrolled in EmblemHealth’s auto bill-pay program?

If so, as of January 1, 2015, we started withdrawing your new premium amount (monthly plan cost) from the bank account you listed for us. You can find this new premium amount on the letter you should have received from the NY State of Health marketplace.

Interested in auto bill-pay?

Our auto bill-pay program takes the work out of paying your premium. Why? Because it automatically withdraws your premium from your bank account each month. To enroll, sign in to or register for your secure online member account at emblemhealth.com.

Questions?

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

SIGN UP TO GO PAPERLESS

By going paperless, you’ll receive communications from us in a personal secure online message center, instead of by mail. This option is a great way to reduce clutter, stay organized and store your information in one safe place.

Just go to 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.”

It’s not too late to get your flu shot! There’s no better way to prevent the flu. Your Select Care plan covers an annual flu shot at no out-of-pocket cost (no copay, coinsurance or deductible).

Health Matters is published by EmblemHealth to inform members of current health issues and improve the use of services. This publication should not replace the care and advice of your doctor. Always talk to your doctor about your personal health needs. HIP Health Plan of New York (HIP) and Group Health Incorporated (GHI) are EmblemHealth companies.
A New Path to Disease Management

Under your Select Care plan, you or a covered family member can join our Disease Management PATH program at no extra cost. It offers support managing diabetes, heart failure, coronary artery disease (CAD) or chronic obstructive pulmonary disease (COPD).

Along with your doctor, we’ll help you take care of your physical, behavioral and emotional health in a way that meets your lifestyle and cultural needs.

The program is free and voluntary. Some members sign up themselves; others are referred by their doctors. Each month we also identify members for the program by reviewing health surveys, claims, pharmacy data, health appraisals, lab results and participation in coaching or other programs.

If you receive a letter about the program and don’t want to join, please call 1-888-881-3112 to let us know.

Want to Learn More?
Visit www.emblemhealth.com(PATH) or call us at 1-888-881-3112, Monday through Friday, from 8:30 am to 8:30 pm, or Saturday, from 9 am to 7:30 pm. Ask about getting help in your language when you call. If you have a hearing or speech impairment and use a TTY/TDD, call 711.

As a program member, you’ll receive:

- **Welcome call:** A registered nurse will call you to tell you about the program and help you complete a health survey.
- **Care plan:** We’ll work with you to create this plan and share it with your doctor.
- **Unlimited calls to a nurse:** Get one-on-one support, coaching and connection to services.
- **Education:** Through our quarterly newsletter and other resources, you’ll become more familiar with your condition and how to best address any symptoms, nutritional needs and treatment needs.
- **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.

Are You Pregnant or Planning a Pregnancy?
Our Healthy Beginnings PATH program offers support from maternity nurse case managers to help you have a healthy pregnancy and a healthy newborn. To register, at no extra cost, call 1-888-447-0337. Also visit www.emblemhealth.com/hbpath.

Making the Switch to Adult Care
Moving from adolescence to adulthood brings big changes. It’s important to find a health care provider who can be a partner for your adolescent throughout their adult life. EmblemHealth can help ease the transition from adolescent care to adult primary care.

Call us at 1-888-447-7703, daily from 8 am to 8 pm (excluding major holidays), and our Customer Service team will be happy to talk to you about your young adult’s specific needs, provide referrals and connect them to the right network doctors.
Are You Getting Preventive Care?

Do you see the doctor only when you’re sick? If so, you may be missing out on preventive care, a range of medical services to help you stay healthy and avoid disease.

Your Select Care plan provides full coverage for many preventive services received through the Select Care network. This means you won’t pay out-of-pocket costs (copay, coinsurance or deductible) for these services.

Below are basic guidelines for well visits (checkups) and preventive care services like exams and immunizations.

**Important!** The list below excludes many important preventive care services. Speak with your doctors about the recommended screenings you and your family may need at different ages.

For the full preventive health guidelines, visit [www.emblemhealth.com/preventivehealthguidelines](http://www.emblemhealth.com/preventivehealthguidelines).

### Preventive Care Visits

<table>
<thead>
<tr>
<th>How often should I go?</th>
<th>Children (Birth to Age 12)</th>
<th>Adolescents (Ages 12 to 21)</th>
<th>Adults (Ages 18 and Up)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Six visits between birth and 15 months</td>
<td>One visit each year</td>
<td>One visit each year</td>
</tr>
<tr>
<td></td>
<td>One visit each year starting at age 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Which services do I need?</th>
<th>Children (Birth to Age 12)</th>
<th>Adolescents (Ages 12 to 21)</th>
<th>Adults (Ages 18 and Up)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age-appropriate immunizations</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Yearly flu shot</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Body mass index (BMI)</td>
<td>Starting at age 2</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Blood pressure screening</td>
<td>Starting at age 3</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Counseling</td>
<td>For nutrition and physical activity, as well as guidance on safety, oral health, preparing for school and recognizing symptoms of illness</td>
<td>For weight, nutrition, physical activity and skin cancer, as well as risky behaviors, such as sexual activity, drug and alcohol abuse and tobacco use, and screening for depression</td>
<td></td>
</tr>
<tr>
<td>Cancer screening (breast, cervical, colorectal)</td>
<td></td>
<td>Age-appropriate screenings</td>
<td></td>
</tr>
<tr>
<td>Help managing chronic medical conditions (like asthma or diabetes)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Help managing chronic behavioral conditions (like those for ADHD or depression)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Monitoring effects of certain medicines (like digoxin, diuretics and heart medicines like ACEs and ARBs)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Discuss aspirin use</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Discuss smoking cessation or prevention</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Why Immunize?

Thanks to immunizations (shots), some diseases are almost gone in the United States. So, why do we still need to get shots? Because if we take away the protection they offer, more people could get sick and spread disease, undoing all the progress we’ve made over the years.

Just a few immunizations can protect infants, children and teens from 16 diseases, many of which can be dangerous. Some of these diseases could require a hospital stay. Some may even be deadly — especially in infants and young children.

Most immunizations are given in early childhood and protect kids for life. Here are examples of shots children need by age:

- **Infants/children from birth to age 13**: Multiple immunizations at specific times, such as vaccines to prevent mumps, measles and rubella

- **Adolescents ages 13 to 18**: Yearly flu shot

- **By a child’s 13th birthday**: Meningococcal shot and a Tdap booster shot (prevents tetanus, diphtheria and pertussis)

For more information on recommended childhood immunizations by age, see the EmblemHealth Preventive Health Guidelines at [www.emblemhealth.com/preventivehealthguidelines](http://www.emblemhealth.com/preventivehealthguidelines).

Also be sure to check with your child’s doctor. For adolescents, ask the doctor if your adolescent missed any earlier immunizations they should get now.

**Have Questions?**

Write them down and bring them with you to your child’s next doctor visit.

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Crossword Puzzle: Affordable Care Act (“Obamacare”)

Complete the puzzle by filling in the health care word below that matches each clue. *Check the answers at the bottom of page 7.*

**Word Bank:** Subsidy, Coinsurance, Copay, Deductible, Dependent, Formulary, Premium, Referral, Subscriber, Tax Credit

**Across**

2. Main person covered under a health plan
4. Help from the US government to pay copays, coinsurance and deductibles
6. A fixed amount an insured person pays before a health insurer starts paying for covered services
8. Help from the US government to pay premiums
10. A recommendation by a doctor that a patient get care from a specialist or at a facility

**Down**

1. Spouse, child or other eligible family member covered under a subscriber’s health plan
3. A percentage of the cost an insured person pays for a covered health service
5. The monthly cost of a health care plan
7. List of drugs covered under a health plan
9. A fixed amount an insured person pays each time they get medical care

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For more information on recommended childhood immunizations by age, see the EmblemHealth Preventive Health Guidelines at [www.emblemhealth.com/preventivehealthguidelines](http://www.emblemhealth.com/preventivehealthguidelines).

Also be sure to check with your child’s doctor. For adolescents, ask the doctor if your adolescent missed any earlier immunizations they should get now.

**Have Questions?**

Write them down and bring them with you to your child’s next doctor visit.
Heart disease is the leading cause of death for both men and women in the United States. According to the Centers for Disease Control, it's also a main cause of disability among Americans.

If you have or are at risk for heart disease, here are steps you can take to control it:

- **Follow your doctor’s advice.** It may include lifestyle changes like increasing your physical activity, reducing salt intake and quitting smoking.

- **Handle your stress.** Take time to breathe, and spend time every day doing things you enjoy.

- **Take any prescribed medicine as the doctor orders.** If you take medicine to lower your blood pressure, be sure you (1) understand how to take the medication the right way, (2) refill your medication before you run out, and (3) never stop taking it or any other medicine without talking it over with your doctor. Visit [www.emblemhealth.com](http://www.emblemhealth.com) for information about our pharmacy home-delivery service, which brings a 90-day supply to your home.

- **Find out if aspirin is right for you.** Talk to your doctor about the risks and benefits of daily aspirin therapy.

### WORDS TO KNOW

**Cardiovascular disease (CVD)** includes heart disease, stroke and high blood pressure. It narrows the heart’s blood vessels, leaving less room for blood-flow to the heart. The heart must then work harder to pump blood, increasing the risk of heart attack or stroke.

**Hypertension (high blood pressure)** means the heart is using more pressure than it should to pump blood through the blood vessels. Several things can cause hypertension, such as aging, family history, being overweight, smoking and getting too little exercise.

### Get Help to Quit

Smoking may increase the risk of heart disease by two to four times, according to the Centers for Disease Control. EmblemHealth’s **Tobacco-Free PATH** program can help you quit for good — through one-on-one support, education and coverage for tobacco cessation medicine. The program is available at no extra cost to you, your spouse or partner, and your children age 18 and older.

To join or learn more, call the number that’s right for you:

- New York State residents: **1-866-NY-QUITS** (1-866-697-8487)
- Residents outside New York State: **1-877-500-2393**

Hours are Monday to Friday, 8 am to 9 pm; Saturday, 9 am to 7 pm; and Sunday, 9 am to 5 pm.

If you have a hearing or speech impairment and use a TTY/TDD, call 711.
Get Heart-Smart

Each February (American Heart Month), we’re reminded to reflect on our own heart health and how we can lower our risk for heart disease or manage a related condition. Here are some steps you can take starting today:

- **Keep a healthy diet.** Eat fruits and vegetables, control portion size and limit salt intake.
- **Get regular physical activity.** Aim for five days a week or more.
- **Take steps to lower stress.** Try taking a walk or listening to music.
- **Know your numbers.** At each visit, the doctor should check your:
  - **Body mass index (BMI).** A measure of your weight relative to your height.
  - **Blood pressure.** For adults, 120/80 and lower is a healthy blood pressure.
  - **Cholesterol.** Follow your doctor’s advice if you need to lower your cholesterol.

What’s a Fun Way You Stay Fit?

Staying active is a core part of heart health. It doesn’t have to be a bore or a chore, either. Here’s how some EmblemHealth employees make getting fit fun:

- I walk and play with my dog before and after work for at least an hour each time. Having a buddy system keeps me motivated to come back for more!
  - Christine, Marketing
- Zumba!!! Just dance away the calories and feel great.
  - Ivy, Case Management
- I watch my favorite shows and movies while getting in my 40 minutes of daily cardio. It keeps me laughing throughout my workout.
  - Janeem, EmblemHealth Neighborhood Care
- My fiancé and I enjoy quality time together at the gym. We push each other and are a bit competitive, too.
  - Stefanie, Customer Service

Answers to puzzle on page 5.

**Across:**
2. Subscriber, 4. Subsidy, 6. Deductible, 8. Tax Credit, 10. Referral. **Down:**

Connect with us on Facebook
[www.facebook.com/emblemhealth](http://www.facebook.com/emblemhealth)
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:

1. Lose other health coverage, such as Medicaid or a job-based health plan.
2. Have a change in family size (for example, you get married, have a baby or adopt a child).
3. Become a U.S. citizen or if your immigration status changes.
4. Have a change in income (for example, you get a new job or leave your job).
5. Move out of New York State.

Pay 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 each month.
2. EmblemHealth member portal (online). Pay each month through your secure online member account.
3. By mail. Send in a check with the bill you get in the mail each month.
4. In person. Bring your monthly payment to our walk-in centers at 55 Water Street or 441 Ninth Avenue in Manhattan (cash, checks or money orders only).

Visit www.emblemhealth.com/paymybill for details.

Find a Select Care Doctor or Hospital
Choose doctors from the Select Care network to be sure your care is covered. Go to www.emblemhealth.com/Find-a-Doctor, follow the instructions and click on your Select Care plan (Platinum, Gold, Silver, Bronze or Basic) — they all use the Select Care network. To request a printed provider directory, please call EmblemHealth Customer Service.

Let Your Voice Be Heard
Join our online panel, EmblemHealth Member Insights Community. We’ll use your ideas to create new tools and improve your EmblemHealth experience. Visit www.emblemhealth.com/community.