EmblemHealth Neighborhood Care

Guiding You to Optimal Well-Being
EmblemHealth Neighborhood Care is a local, inviting space with a one-on-one approach to solving the challenges of health care.

- Chat with a health care solutions specialist on topics of your choice, such as benefit use, doctor search, billing and wellness programs.
- Discuss your health needs privately with a nurse or pharmacist.
- Join a free health and wellness class in nutrition, yoga, Zumba and more.

Neighborhood Care also hosts the Local Fruit & Veggies Program, which helps participating members add more fresh produce to their plates — through New York City farmers markets. Read more about this program on page 2.

Stop in for a tour or just a friendly greeting!

Members and non-members alike are welcome.

Hours: Monday to Friday, 10 am to 6:30 pm
Saturday, 10 am to 3:30 pm

Harlem
215 W. 125 St.
1-866-469-0999
Languages spoken: English, Spanish

Chinatown
87 Bowery
1-855-283-2151
Languages spoken: English, Mandarin, Cantonese

Cambria Heights
206-20 Linden Blvd.
1-866-539-0999
Languages spoken: English, Spanish, Jamaican Patois
Fresh from the Farmers Market

Through our Local Fruit & Veggies Program, participating Select Care members can exchange Health Bucks coupons for fresh produce from New York City farmers markets.

This program is managed by EmblemHealth Neighborhood Care and offered in partnership with the NYC Department of Health and Mental Hygiene. If you’re participating in this program, please note a few deadlines below.

**September 15:** Complete your second activity and pick up your third set of Health Bucks.

**October 15:** Have your no-extra-cost annual preventive care checkup (only if you haven’t had this appointment since January 1, 2015).

**November 15:** Spend your final Health Bucks, as the markets wrap up this day.

Download the [To Do List](#) on our web page for a full list of program dates. To get there, sign in to or register for your online member account at [emblemhealth.com](http://emblemhealth.com) and visit “Manage Your Health.”

Get Smart About Antibiotics

Antibiotics don’t fight infections caused by viruses like colds, flu, most sore throats, bronchitis, and many sinus and ear infections. They should only be used to fight bacterial infections. Taking antibiotics incorrectly can actually strengthen bacteria, making them less effective.

Patients need to use antibiotics sensibly. Avoid taking them for illnesses caused by viruses. These conditions are best treated with rest and fluids.

If the doctor prescribes you an antibiotic:

- Don’t skip doses.
- Don’t stop taking antibiotics early unless your doctor tells you to do so.

- Make sure you understand exactly how to take them:
  - How many times a day?
  - How much time should pass between each dose?
  - Should they be taken with food?

- Finish all the medicine, even after you feel better.

When you use antibiotics the right way, you do the best for your health, your family’s health, and the health of those around you.

EmblemHealth on the Go!

The myEmblemHealth mobile app puts benefits and plan information right at your fingertips:

- Search for a doctor
- Get copay and benefits information
- Access your ID card
- Pay your bill
- View your physician (PCP)

Download the app today by searching “EmblemHealth.”

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.
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.

Earn up to $125 for your healthy beginnings

To help you stay on track with your visits, we’ll reward you with a gift card 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 weeks 3 to 8. 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
   • Every week once you reach 36 weeks
   Also have your postpartum visit 21 to 56 days after you deliver.

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

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

Resources

• Find a doctor: 1-888-447-7703, daily from 8 am to 8 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
• Get more information: emblemhealth.com/hbpath

Breastfeed for the Healthiest Start

Breastfeeding is the healthiest way to feed your baby — it helps prevent infection, ease digestion, and cut costs. 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 Cesarean 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.

First prenatal visit: Before 12 weeks from your last menstrual period
Date: _____

Additional prenatal visits: 14 visits over 40 weeks of pregnancy (conception to birth)
Date: _____ □ Date: _____ □ Date: _____ □ Date: _____ □ Date: _____ □
Date: _____ □ Date: _____ □
Date: _____ □ Date: _____ □ Date: _____ □ Date: _____ □
Date: _____ □ Date: _____ □

Postpartum visit: One visit between 21 and 56 days after you give birth
Date: _____ □
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

Please note that 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 Member Contract.

If you have any questions about this or other benefits, please call EmblemHealth at 1-888-447-7703, daily from 8 am to 8 pm (excluding major holidays).

Make an Impact — Get Involved

October is Breast Cancer Awareness Month and a great time to join in the fight, through the American Cancer Society’s Making Strides Against Breast Cancer walks. EmblemHealth is a multi-site flagship sponsor for walks taking place on Sunday, October 18, 2015, in NYC’s Central Park, Long Island’s Jones Beach, Washington Park Parade Grounds in Albany and Clinton Square in Syracuse. This is the largest network of breast cancer awareness events in the nation. By signing up, fundraising or participating, you will help fund research, provide comfort and save lives — now and into the future.

For details, visit makingstrides.acsevents.org.

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.

Any financial rewards provided to UM decision-makers don’t encourage decisions resulting in decreased use of services or care.

Please review your Member Contract to learn more, or call us if you have questions.
Am I Covered for That?

You can find answers to this and other plan-related questions in your Member Contract. You can also access the following information online — either at emblemhealth.com or through your personalized member account:

- Covered benefits and services, including your plan’s formulary (list of covered drugs)
- Prescription drug coverage procedures, including pharmacy restrictions and preferences
- Copays and other fees that are your responsibility
- Ability to print a temporary ID card and request a replacement permanent card
- List of network doctors and other providers
- Ways to change your primary care doctor
- Claims submission processes for covered services
- Benefit restrictions for out-of-network or out-of-area services
- Details on receiving care after hours
- Information on primary, specialty, hospital and mental health care, plus substance-abuse services
- How to access care when you’re outside your plan’s service area
- Instructions for voicing a complaint or filing an appeal
- How to get translation services
- Emergency care and when to call 911
- Our processes for evaluating new medical technology for coverage
- Ability to create a personal health record
- Opportunity to take a health risk assessment
- Health and wellness information, at emblemhealth.com/health-and-wellness
- Health care reform information, at emblemhealthreform.com

Getting Ready to Leave the Hospital

Before leaving the hospital, your nurse will prepare discharge instructions explaining the steps you need to take when you get home, such as:

✓ List of all medications you’ve been prescribed
✓ Any scheduled doctor appointments
✓ Recommended changes for your daily activities, such as a low-salt diet
✓ Any specialists you may need to visit, like a cardiologist or pulmonologist, if applicable

Be sure you understand all discharge instructions. Ask questions if anything is unclear, such as medical words that are new to you.

Make all doctor appointments as soon as you get home. Research shows that following up with your doctors within a week of leaving the hospital can lower your chances of being readmitted to the hospital.

See your primary care physician (PCP). Your PCP needs to know you were in the hospital and about changes in your health and medications, as applicable. Together you and your doctor can decide what types of services are most helpful.

If you need help making a follow-up appointment for yourself or a family member, please call us at 1-888-447-7703, daily from 8 am to 8 pm.
What’s Your Favorite Healthy Outdoor Activity?

One of the toughest parts of summer is choosing among all the healthy ways to experience the outdoors. Be sure to follow the sun safety tips on this page before heading out.

We asked some EmblemHealth employees to name their favorite outdoor activity. Here’s what they said:

- **Swimming** — because it’s both a workout and a pleasure sport. You work every muscle while enjoying the water against your skin. You also exercise your cardiovascular system because you’re constantly moving against resistance.
  
  - Carlos, Customer Service

- **Hiking** — It’s a free way to explore beautiful New York parks and forests. Plus, it’s a fun family activity and you can go at your own pace.
  
  - Anjali, Business Development

- **Playing soccer at the park with my son** — it’s his favorite sport. Plus, it’s a great cardio workout, and a good substitute for my regular gym routine.
  
  - Erick, Grievance & Appeals

- **Taking my two dogs for a walk** — It’s time for my family and me to get away from technology and enjoy each other’s company, while getting in some exercise, too.
  
  - Amy, Provider Relations

Make the Most of Your Fun in the Sun

The July 2015 In the Know monthly update provided information on how to reduce your risk for skin cancer, the most common form of cancer in the US. So test your knowledge and complete each tip with the term that best completes the sentence. Check the answers at the bottom of the page.

**Word Bank:** sand and water, clothing, at the salon, shade, sunscreen

1. Avoid tanning in the sun and **______.** Like the sun’s ultraviolet rays, tanning beds can cause skin cancer and wrinkles. To appear sun-kissed, try a sunless tanning product — but be sure to use sunscreen along with it.

2. **Generously apply **______ to all exposed skin. Put it on 20 minutes before going outside and reapply every two hours and every time you go in the water. It should have a sun protection factor (SPF) of 15 or higher for protection from ultraviolet A (UVA) and ultraviolet B (UVB) radiation.

3. **Wear protective **______. Light-colored long-sleeved shirts, pants, wide-brimmed hats and sunglasses are smart clothing options for your outdoor play.

4. **Find **______, when possible. From 10 am to 3 pm, the sun’s rays are at their strongest — and most dangerous. Seek relief under an umbrella or tree.

5. **Be careful around **_______. They can reflect the sun’s rays, increasing the chance for sunburn. So, take precautions when lying on the beach or cooling off in the pool. Early detection saves lives. Check your skin once a month, and call your doctor if you notice any new or changing spots.

   **Answers:** 1. at the salon; 2. sunscreen; 3. shade; 4. clothing; 5. sand and water
EmblemHealth Pharmacies at AdvantageCare Physicians

AdvantageCare Physicians (ACP) is a one-stop-shop to team-based care covering a range of specialties, from primary care and heart care, to lab services and nutrition services.

There are EmblemHealth pharmacies at 12 of the 36 ACP locations throughout New York City and Long Island. You can pick up your prescription medicine at any of these pharmacies, no matter which ACP location you visit.

There are several advantages to having a pharmacy right at the doctor’s office:

- You can pick up your prescriptions at the same place you get your medical care.
- Pharmacists work directly with your doctors to make sure your medications are the best fit for your health needs and budget.
- EmblemHealth pharmacies have shorter wait times than retail drugstores, plus quick and efficient processes for filling prescriptions.

Our friendly EmblemHealth pharmacists will take the time to explain your medications and dosing schedules and show you how to use any medical device prescribed by your doctor.

For pharmacy phone numbers and hours of operation, visit emblemhealth.com/emblempharmacy.

To learn more about AdvantageCare Physicians, visit acpny.com.

Need Help Quitting Smoking?

Join our Tobacco-Free PATH program at no extra cost. Call today!

- New York State residents: 1-866-NY-QUITS (1-866-697-8487)
- Non-NY State residents: 1-877-500-2393
- TTY/TDD users: 711

Call Monday to Friday, 8 am to 9 pm, Saturday, 9 am to 7 pm, or Sunday, 9 am to 5 pm.

Get Prescriptions at Your Door

Our Pharmacy Home Delivery Program makes it easy to get the medicine you need, when you need it.

Our partnering pharmacy, Express Scripts, Inc. (ESI), can mail most of your prescriptions to your home — except some, like controlled substance medicine.

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).

Visit our Pharmacy Services page at emblemhealth.com for details on registering and to review the drugs covered under your Select Care plan.

Change of Address or Phone Number?

If so, please call us at 1-888-447-7703 so we can make sure you continue to receive important communications, like incentive checks and information on benefit changes. If you’re unsure, call us to be sure your information is up-to-date.
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 each month.

2. **Online each month.** Pay each month 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 each month.

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
daily, 8 am-8 pm (excluding major holidays)

**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:** 1-888-447-0337
(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)