EmblemHealth Neighborhood Care

Bringing Care Close to Home

Have you heard the buzz about EmblemHealth Neighborhood Care? It’s a warm, inviting space devoted to helping people live healthier and feel better. All visitors are welcome.

Over coffee or tea, you can sit and chat with a health care solutions specialist about things like finding a doctor, solving billing issues, joining wellness programs, using your benefits and getting community support. You can also talk with a nurse or pharmacist about your health needs or take a free class in nutrition, yoga, Zumba and more.

Stop in for a tour or just to say hello. EmblemHealth Neighborhood Care is open Monday through Friday, from 10 am to 6:30 pm, and Saturday, from 10 am to 3:30 pm, at the locations below.

**HARLEM**
215 W. 125 St.
New York, NY 10027
1-866-469-0999
Languages spoken: English, Spanish

**CHINATOWN**
87 Bowery
New York, NY 10002
1-855-283-2151
Languages spoken: English, Mandarin, Cantonese

**CAMBRIA HEIGHTS**
206-20 Linden Blvd.
Cambria Heights, NY 11411
1-866-539-0999
Languages spoken: English, Spanish, Greek, Jamaican Patois

To learn more and take a virtual tour, visit ehnc.com or scan the QR code with your smartphone.

**Inside This Issue**

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- Living Well pg 4
- Make Screening a Habit pg 5
Mental Health and Substance Use Services

Is stress getting you down? Do you often feel helpless? Are you using alcohol or drugs to get through a rough time? We can help.

Your Select Care plan covers counseling from licensed behavioral health professionals. And if you struggle with alcohol or drugs, you can join programs and access services to help you recover. You don’t need a referral from your primary doctor for behavioral health services (services for mental health and substance use).

Your plan also covers behavioral health inpatient services (care you get when you need to stay at a facility). To find a behavioral health professional, please call ValueOptions, which manages your behavioral health benefit, at 1-888-447-2526.

Healthy Puzzle

Affordable Care Act (Obamacare)

Match each health care word to its definition below by writing the letter for the correct definition next to the number.

1. **Coinsurance**  4. **Premium**
2. **Copay**  5. **Subsidy**
3. **Deductible**  6. **Tax credit**

A. Help from the federal government to pay for copays, coinsurance and deductibles
B. The monthly cost of a health care plan
C. Help from the federal government to pay premiums
D. A fixed amount an insured person pays each time they get medical care
E. A percentage of the cost an insured person pays for a covered health service
F. A fixed amount an insured person pays before an insurance company starts paying for covered health services

**Stumped? Check the answers at the bottom of page 3.**

Is It More Than the Blues?

We all feel sad at times. But depression is different — it can be intense and long lasting. It disrupts your life and can cause pain for you and those who care about you. It may even make certain health conditions worse, like heart disease and diabetes. Talk to your doctor if you have questions or concerns about this.

Here are ways to get help:

- **Free depression screening:** Your doctor will ask you a series of questions to check for depression. If needed, your doctor can then help connect you to a behavioral health professional.

- **Depression Care PATH:** At no cost, you can get one-on-one support from a behavioral health coach, as well as help creating a personal plan to manage and treat your depression. To join or learn more, call 1-800-447-0769, Monday through Friday, from 9 am to 6:30 pm.

Resources

- Find a doctor: Visit [www.emblemhealth.com/findadoctor/selectcareNYSOH](http://www.emblemhealth.com/findadoctor/selectcareNYSOH) or call 1-888-447-7703, daily from 8 am to 8 pm (excluding major holidays).

- To learn more about your behavioral health benefit, call ValueOptions at 1-888-447-2526.

- Download articles about anxiety and depression: Visit [achievesolutions.net](http://achievesolutions.net).

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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.
Get to Know Your Prescription Drug Benefit

Your health care plan covers many different prescription drugs. But certain drugs may not be covered or you may have to pay more to get them.

To learn more about your prescription drug benefit, you can:

- Sign in to or register for your member account at emblemhealth.com.
- Review covered drugs. Go to www.emblemhealth.com/plandetails/selectcareNYSOH, choose your plan and visit the Pharmacy Center section.
- Review the member contract you got in the mail.

If you have questions, call EmblemHealth Customer Service at 1-888-447-7703 daily from 8 am to 8 pm (excluding major holidays).

Which Vaccines Do Kids Need, and When?

Do you know about the benefits of immunizations (shots or vaccines) for your child?

The Centers for Disease Control and Prevention (CDC) says that kids from birth through age 13 should get immunizations for 16 preventable diseases. Why? Because it’s the best way to keep kids from getting or spreading dangerous diseases.

Which diseases do you think immunizations can help prevent? Check the boxes you think are correct.

- Measles
- Polio
- Mumps
- Tetanus
- Pertussis
- Whooping cough

If you checked all the boxes, you’re correct!

Following the CDC’s childhood immunization schedule (at www.cdc.gov/vaccines) can help protect infants and children early in life, when they’re most likely to get sick. To be fully protected, children need all doses of the vaccines listed in this schedule.

It’s also important to keep your child’s immunizations up to date. So ask your child’s doctor at every visit whether your child is due for any vaccines.

For more information, go to www.emblemhealth.com/preventivehealthguidelines.

Frequently Asked Questions

Q: I bought a health care plan that covers me in 2014. When will I have to renew my plan?

A: Your plan will cover you for the rest of 2014. But you must renew your plan during the next open enrollment period. This period starts November 15, 2014 and ends February 15, 2015 for coverage that begins in 2015.

Q: If my income or family size changes, will it affect the help I get paying for my plan?

A: It might. Certain life events can affect the dollar amount you may get to lower the costs of your health plan, which may change the type of plan you need. Examples of these events are if your income or family size changes, if you become a US citizen, or if you move to an area with different health plan options. For more on this, please visit the NY State of Health Marketplace online at www.nystateofhealth.ny.gov.

Have other questions about health care reform? Register at emblemhealth.com to email your questions, which we’ll answer within one business day.

Call Us at a New Number

We have a new customer service number, especially for you. The new number is 1-888-447-7703, and it’s open daily from 8 am to 8 pm (excluding major holidays). Our phone number for the hearing impaired is still 711. When you call, follow the menu options as usual.

If you need to speak with our service team, you’ll talk to someone with intensive training in your Select Care plan and the NY State of Health Marketplace. We look forward to giving you quick answers and any other help you need.
Health Matters

Living Well

HOW DO YOU CUT STRESS FROM YOUR LIFE?

Everyone manages stress differently. Here’s how some EmblemHealth employees cope with stress.

“There is nothing more relaxing to me than getting home, sitting in my easy chair and listening to smooth jazz music.”
— Philippe, Customer Service Walk-In Center

“I think about all the things in my life I am grateful for, all the blessings. I have also started practicing meditation — it’s important to find time to sit quietly to clear your mind and relax.”
— Tiffany, Case Management

“When I feel burdened by stress, I go for a run. It gets my blood pumping, and when I’m finished, I’m too tired to worry about anything else.”
— Chris, Health & Wellness

Visit www.emblemhealth.com/healthandwellness to find wellness programs and healthy discounts.

Stress Busters

Work, relationships and busy schedules can leave you feeling anxious and stressed out. Fill in the missing words below to reveal some simple ways to ease your mind and soothe your soul:

Word choices: walk, positive, breathe, focus, caffeine

• Just __________. Close your eyes and take a few slow, deep breaths. It can calm you down.

• Limit __________. Coffee, soda and other foods with this drug can add to your anxiety.

• Take time out. Try a relaxing activity, like taking a __________ or listening to music.

• Think good thoughts. There’s power in __________ thinking.

• Live in the present. Try not to linger in the past or dwell on the future. __________ on the here and now.

Check your answers against those below.

Want to talk to someone for extra support? Check page 2 for information on the mental health care and substance use services covered under your plan.

Answers: 1. breathe 2. caffeine 3. walk 4. positive 5. focus

Ready to Give Up Tobacco?
When you’re ready to quit, EmblemHealth’s no-cost Tobacco-Free PATH program is available to all EmblemHealth plan members age 18 and older.

When you join, you’ll get:
• Help creating a quit plan over the phone with trained counselors
• 24/7 phone support
• Educational materials by mail
• Access to online tobacco cessation resources
• Full coverage for tobacco cessation medicine (nicotine patch, gum, lozenges, bupropion or Chantix).
Talk to your doctor about which medicine is right for you.

To join the program, call 1-866-611-QUIT (1-866-611-7848) all day, every day. TTY/TDD users should call 1-877-777-6534.

Your Opinion Matters to Us

What do you think of your plan so far? Are you happy with our customer service? What can we do better?

Share your thoughts at one of our fall forums. Participation is limited, so be sure to sign up soon — and no later than October 13, 2014.

For dates and locations, visit www.emblemhealth.com/forum.
To participate, call 1-800-447-6688 (TTY/TDD: 711), Monday through Friday, from 9 am to 5 pm.

Sign Up to Go Paperless

You can choose to receive communications from us in your secure online message center at emblemhealth.com, instead of in the mail. Going paperless is a great way to reduce clutter, stay organized and store your information in one safe place.

Just sign in to or register for your secure online account at emblemhealth.com, and then, from your account home page, select “Go Paperless” under “Tools That Help You.”
Make Screening a Lifelong Habit

Being screened (tested) can help prevent certain cancers and other diseases. It’s also the best way to find any signs of diseases early, when they’re easier to treat. You can get screenings, like the ones below, through your health plan. Check the chart to see what you should be screened for and when. Talk to your doctor about your risk for these cancers and how you can best prevent them.

<table>
<thead>
<tr>
<th>Who?</th>
<th>Which screening?</th>
<th>What does it look for?</th>
<th>When should I start?</th>
<th>How often?</th>
<th>What else should I know?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Everyone</td>
<td>Colonoscopy</td>
<td>Colorectal cancer</td>
<td>Starting at age 50. You may need to start earlier if you’re at higher risk due to your medical or family history.</td>
<td>Every 10 years</td>
<td>This screening can find polyps (small growths in the intestines). Polyps usually show no symptoms and can turn into cancer if untreated.</td>
</tr>
<tr>
<td>Everyone</td>
<td>Fecal Immunochemical Test (FIT) / Fecal Occult Blood Test (FOBT)</td>
<td>Colorectal cancer</td>
<td>Starting at age 50. You may need to start earlier if you’re at higher risk due to your medical or family history.</td>
<td>Every year</td>
<td>You can do this test yourself in the privacy of your home and then send it to a lab. It checks for blood in your stool.</td>
</tr>
<tr>
<td>Women</td>
<td>Mammogram</td>
<td>Breast cancer</td>
<td>Starting at age 40</td>
<td>Every 1 to 2 years</td>
<td>To get this test, you don’t need a referral, but you do need a prescription from your doctor.</td>
</tr>
<tr>
<td>Women</td>
<td>Pap test</td>
<td>Cervical cancer</td>
<td>Starting at age 21, through age 65</td>
<td>Every 3 years between ages 21 and 65, or every 5 years when combined with a human papillomavirus (HPV) test between ages 30 and 65</td>
<td>You don’t need a referral or a prescription from your doctor to get this test.</td>
</tr>
</tbody>
</table>

Having a Baby?

If you’re having a baby, congratulations! It’s important that you go to all needed doctor visits for your prenatal (before birth) and postpartum (after birth) care. Use the form below to keep track of your doctor visits. For each scheduled doctor visit, write in the date of your visit and then check the box after your visit.

**First prenatal visit:** Within 12 weeks of 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: _____  Date: _____  Date: _____  Date: _____

**Postpartum visit:** Within 21 to 56 days after you give birth  
Date: _____

Put this list on your refrigerator or a place you’ll be sure to see it. If you keep all your visits, we’ll send you a gift card. Look for more information in the mail.

At no extra cost, new moms can join Healthy Beginnings PATH, an EmblemHealth program to support a healthy pregnancy and baby. Sign up early to take advantage of:

- Help finding a doctor
- 24/7 phone support or an online chat with a maternity nurse
- Health surveys and other materials with tips for a healthy pregnancy
- Assistance from a nurse case manager if your pregnancy is high risk

If your doctor or midwife decides after consulting with you to discharge you or your newborn earlier, state law gives you the right to have one home care visit within 24 hours after leaving the hospital.

**Resources**

- Find a doctor: Call 1-888-447-7703, daily from 8 am to 8 pm (excluding major holidays).
- Join Healthy Beginnings PATH: Call 1-888-447-0337.

**Safeguarding Mothers and Babies**

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 for at least 96 hours after a Cesarean delivery.

For the healthiest start, only breastfeed (no formula) your baby for the first 6 months, and continue to breastfeed as your baby starts solid foods. It’s the easiest way for babies to digest, and it can help prevent infection.
Important: Stay in the Right Health Care 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 US 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 (the monthly cost of your health plan). There are three ways to do this:

Online. Go to www.emblemhealth.com/paymybill/selectcareNYSOH and follow the instructions.

By mail. Send us your payment with the bill you get by mail each month.

In person. Visit EmblemHealth’s walk-in centers in Manhattan at 55 Water Street or 441 Ninth Avenue (cash, checks or money orders only).

Find a Select Care Doctor or Hospital

It’s important to choose doctors from the Select Care network only. If you see a doctor who’s not in this network, you may need to pay the costs yourself. To choose a network doctor, go to www.emblemhealth.com/findadoctor/selectcareNYSOH and click on your Select Care plan (Platinum, Gold, Silver, Bronze or Basic). You can search by provider type, location, doctor name or medical specialty. For questions or to request a printed provider directory, please call EmblemHealth Customer Service.

Let Your Voice Be Heard

Join our new online panel, the EmblemHealth Member Insights Community. We’ll use your ideas to create new tools and improve your EmblemHealth experience. To sign up or learn more, visit www.emblemhealth.com/community.