Care When it Matters Most

When you have a health problem that requires a lot of care, like cancer, diabetes, or hypertension, our Care Management PATH program services can help and support you to meet your health care needs. Our social workers and registered nurses can help you sort through your options and help make sure you get the right care.

These care managers are here to:

• Help you understand your disease or health issue.
• Work with you and your doctors.
• Connect you with local services.
• Provide guidance on taking care of yourself.

Call us at 800-447-0768 (TTY: 711) for more information. Our hours are 9 a.m. to 5 p.m., Monday through Friday.
Notes for New Moms

Bringing home your baby is a time of great joy. During this happy time, there can also be emotional and physical challenges. Make sure to see your doctor 21-56 days after you give birth to ensure that you’re healing properly.

Some women experience “baby blues.” This is caused by changes in the body and hormones. It’s normal to have a mild case of “baby blues” that decrease over time – even up to six weeks after birth. Get help if the symptoms last for longer than that.

For help with the “baby blues,” call the Postpartum Resource Center of New York at 855-631-0001 or call the number on the back of your member ID card.

Call 911 or 311 right away if you feel you may harm yourself or your baby.

Join Our Healthy Beginnings PATH program.

For a healthy pregnancy and newborn, it’s important to have all the necessary visits with your OB/GYN (doctor) or midwife. This applies to your prenatal (before birth) and postpartum (after birth) care. You can earn up to $125 in gift cards just for enrolling in the PATH (Positive Actions Toward Health) program and completing all your doctor or midwife visits.

The program offers two phone calls during your pregnancy to check in on you and talk about any difficulties you may be facing. Then, a third phone call will take place after you deliver your baby.

If your pregnancy is high risk, a maternity nurse care manager will work with you one-on-one throughout your pregnancy. The nurse will call you and will help coordinate with your doctor or midwife to make sure your special needs are met.

You can call our toll-free Nurse Line at 877-444-7988, 24 hours a day, seven days a week throughout your pregnancy and after your baby is born. A nurse can answer your questions about pregnancy, child care, family planning, and more.

For more information about the Healthy Beginnings PATH program, please call 888-447-0337.

Our hours are Monday to Friday, 9 a.m. to 5 p.m. Or visit emblemhealth.com/hbpath.

As Your Child Grows

When your child becomes a teen, it’s time to find the right doctor to help with the transition to adulthood. We’re here to help. Simply go to emblemhealth.com/findadoc to see a list of doctors in our network who can meet your growing child’s needs. If you have questions, call Customer Service at the number on the back of your child’s member ID card. A representative will be happy to help.

Join our Tobacco-Free PATH program at no extra cost to you.* Call us at 866-NY-QUIT (866-697-8487) (TTY: 711). For non-NY residents, please call 877-500-2393.

*GHI New York City PPO members are not eligible for the Tobacco-Free PATH program. These members should call the National Quitline at 800-QUITNOW (800-784-8669) to find a quit-smoking program run by their state.

Your Member Rights and Responsibilities

Understanding your rights and responsibilities helps you make the most of your membership. These outline what you can expect of us and what we expect from you. This also helps us give you the best health care possible. Visit emblemhealth.com/members/resources to read your Member Rights and Responsibilities.

Using Quest Diagnostics for Lab Work

To save money on laboratory services, we encourage you to use an in-network laboratory. Our network is a group of health care professionals and facilities that contracts with EmblemHealth to provide your covered products and services. While EmblemHealth does contract with hospital labs and specialty labs, we suggest using our network provider, Quest Diagnostics, for most of your routine lab work. This will save you money.

About Quest Diagnostics

Quest Diagnostics has been the nation’s leading provider of diagnostic testing for over 30 years. Quest Diagnostics has hundreds of community-based Patient Service Centers in our area. You can even go online to schedule appointments at your local Quest Diagnostics Patient Service Center. To find the Patient Service Center nearest you, please call their toll-free number at 800-377-7220 or visit their website at questdiagnostics.com.
Always follow your doctor’s orders when you’re taking any prescription medication. Don’t stop taking any medications without talking to your doctor. If you don’t take your medicine the right way, it can create health problems. This could mean extra doctor visits, emergency room visits or hospital stays, or your health could worsen.

A pharmacist can help you take medicine safely, too. Tell your doctor and pharmacist about your health issues and all the medicines you take, including vitamins and over-the-counter drugs.

You can have your medications delivered to you at no cost. To learn how to use the home delivery pharmacy, Express Scripts, visit express-scripts.com.

Questions About Pharmacy Coverage?

You can find answers on our website. Here, you’ll find information on:

- Medications covered under your plan, including restrictions and preferences.
- Copayment information, including tiers.
- Medications that require prior authorization and how your provider can request an exception.
- Explanations on limits on medication refills, doses, or prescriptions.
- Use of generic medications, lower-cost medications (therapeutic interchange), or cost-effective medication options (step-therapy protocols).
- Information on formulary updates.

Please sign in to your account at emblemhealth.com/members to learn more.

Reminder – Get Your Flu Shot

Get your flu shot so you can stay healthy this season. Make sure to get a flu shot before you get sick. Everyone over the age of six months should get a flu shot. The Centers for Disease Control and Prevention (CDC) especially recommends flu shots for:

- Children over the age of 6 months.
- Adults over the age of 65.
- Pregnant women.
- Children and adults with a chronic health problem like asthma, diabetes, or heart disease.

The kind of flu virus can change each year. It’s important to get a flu shot each year to help protect yourself and your family. Call your doctor today to schedule your flu shot.

If you have a chronic health problem, weakened immune system, or are over 65, ask your doctor if you should get vaccinated for pneumonia, too.

If you have both medical and pharmacy benefits with EmblemHealth, you can get the flu shot at a nearby drug store. Call ahead to make sure your drug store is giving flu shots and to make an appointment. Members under 19 years old must see a doctor to get the shot.

Questions?

Call the EmblemHealth Flu Information Hotline at 877-859-9001 or go to emblemhealth.com/flu.
Find the Right Care

START HERE
Is this an emergency?

YES

NO

Can you see someone at your doctor’s office?

YES

NO

Can you wait until the next available appointment with your doctor?

YES

NO

Doctor’s Office
Go to your doctor for preventive care, to stay on top of your chronic conditions, or for an appointment if you feel sick.

It’s generally the most cost-effective option.

Urgent Care
You can usually walk in to Urgent Care during hours your doctor isn’t available. Go here if you need immediate care and your situation is not life-threatening.

Generally, the cost to you may be higher than a doctor’s office visit.

Emergency Room
The ER is open 24/7. Go to the ER immediately or call 911 if you are in a life-threatening situation.

It may cost you more than Urgent Care or a doctor’s office visit to go to the ER. Check your plan benefits so you are informed.

If you have questions, call us at the number on the back of your member ID card. For TTY, call 711.

Not Sure Where to Go?

Need to find a doctor?
Emblemhealth.com/FindADoctor

Having a doctor is important. Your doctor knows your medical history and can help treat illnesses or conditions before they become serious. Your doctor can also coordinate care with other doctors.

At your doctor’s office, you can also see a nurse practitioner or physician assistant. You may be able to see one right away if your doctor isn’t available.

Why Urgent Care?

Urgent Care centers’ average wait time is 30 minutes or less, according to the Urgent Care Association of America.

Urgent Care centers can treat common conditions like:
• Strains and sprains
• Rashes and minor burns
• Cold and flu symptoms

Go to the ER if you have symptoms like:
• Severe chest pain
• Difficulty breathing
• Convulsions or seizures
• Unconsciousness
• Heavy bleeding that won’t stop or large open wounds
• Coughing up or vomiting blood
• Severe pain that won’t stop
• Signs of stroke like sudden weakness, blurred vision, or slurred speech
• Moderate to severe burns
• Serious head, neck, or back injuries
• Major broken bones

What is Utilization Management?

We want to make sure you’re getting the right care at the right time in the right place. We make decisions about health care services by using the latest medical research and information. This is called utilization management (UM).

• UM decision making is based only on the appropriateness of care and services, and on your existing coverage.
• We never reward doctors or other people who do UM reviews for denying coverage for care.
• Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

For more information specific to your plan, log in at emblemhealth.com/Members.
Easy Access to Your Benefit Information

Are You Registered at emblemhealth.com?
Get started and register today to review your benefits, check on claims, and more.

Go Paperless! Once registered, you can sign up to go paperless and choose what to get through email. It's a great way to get rid of clutter, stay organized, and store your information in one safe place. Once you sign in, select Go Paperless under Tools That Help You.

Our myEmblemHealth mobile app gives you easy access to useful benefit and plan information, anytime, anywhere:

- Search for a doctor or hospital.
- See copay, benefit and claims information.
- Access your ID card.

Download it today. Available on all iOS and Android devices.

Who's Caring for You? — This is our blog on health and wellness in New York (blog.emblemhealth.com).

Need a Translator? We provide free language translation services by phone in more than 100 languages, including Spanish and Chinese. To speak with someone in your preferred language, please call the Customer Service number on the back of your member ID card.

You can request a paper copy of this newsletter or any of these articles by calling the Customer Service number on the back of your member ID card.