Taking Better Care of You!

We give our doctors the tools to give you the best care. Our Quality Improvement Program works to improve the medical and behavioral health care you get through our network. We help keep you healthy by:

- Creating materials that feature health information you can trust to help you lead a healthy life.
- Helping you get better quickly or live well with chronic illness. Our care management programs can help you take care of conditions such as cancer, depression, diabetes, high-risk pregnancy, HIV/AIDS, high blood pressure and organ transplants.

Please visit emblemhealth.com for more on our Quality Improvement Program and its success.

HOW TO CONTACT US

Customer Service 1-855-283-2146
TDD: 711, Mon-Fri, 8 am to 6 pm

Quit Smoking 1-866-NY-QUIT
(1-866-697-8487)

Healthy Beginnings PATH Program
1-877-736-2229

Lab Services — Quest Diagnostics
1-888-277-8772 (Appointments)
1-866-697-8378 (Customer Service)

Emblem Behavioral Health Services Program (EBHSP) 1-888-447-2526
1-800-401-4822 (for ID cards with Montefiore logo)

Suspect Insurance Fraud?
1-888-4KO-FRAUD (1-888-456-3728)

PATH Program 1-888-881-3112
1-866-996-6683 (for ID cards with Montefiore logo)

Case Management Services
1-800-447-0768

Web Resources
emblemhealth.com
espanol.emblemhealth.com
emblemhealth.com/familycaregiver
questdiagnostics.com (Lab Services)

Versión en español dentro este boletín
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. Take these two steps toward your healthy pregnancy:

Join Healthy Beginnings PATH (call 1-877-736-2229). At no extra cost, you’ll get:
- Help finding a doctor or midwife
- 24/7 access to a nurse, either online or by phone through BabyLine
- Health surveys and other materials
- Support for a high-risk pregnancy from a maternity nurse case manager

Keep all your visits. Make an appointment as soon as you think you’re pregnant; babies grow quickly, especially in the first 3 to 8 weeks. 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.

What is CAHPS®?

You may receive a satisfaction survey called Consumer Assessment of Healthcare Providers and Systems (CAHPS®). It asks you questions about your satisfaction with EmblemHealth and your doctors. The survey:
- Measures how well we and your doctors meet your expectations.
- Let’s us compare our performance with other health plans.

You may get a survey soon, so check your mailbox for a yellow envelope from DSS Research. If you get a survey, please fill out and return the survey in the envelope you receive.
Take your Medicine Correctly!

Sometimes it can be hard to take your medicine the right way. But if you don’t, you may become sicker or end up in the hospital. Tell your doctor if you have trouble getting or taking your medicine because you:

- Are not filling or refilling a prescription.
- Forget to take your medicine.
- Are afraid of side effects.
- Cannot afford your medicine. Talk to your pharmacist, doctor or EmblemHealth customer service about your options.

Work together with your doctor to create a Pill Plan. Write down the names of your medicines, why you take them, when and how often and the next refill date. Make copies of your Pill Plan and place one in your wallet or purse and one on your refrigerator door so you can always take your medicine the right way.

Try technology! Download the free Care4Today Mobile Health Manager smartphone application (app). This easy-to-use app, available on the Google Play Store and Apple App Store, has features that can help you stick to your medication schedule, including:

- Reminders to take and refill your medicine.
- Dosage information that helps you remember how much to take.
- Reports you can show to your doctor that track how well you’re sticking to your medication schedule.
- A feature that lets you monitor whether a loved one is taking his or her medicines the right way and on time.

Safety Tip: Ask your doctor or pharmacist about the side effects of your medicines. If you don’t feel well after taking something, call your doctor or pharmacist right away.

Get Treatment Early

Getting early treatment and ongoing support are key factors in staying well. This is especially true if you have been in the hospital for a behavioral health condition or newly diagnosed with a substance use disorder. Don’t wait to get follow-up care.

- Visit your doctor or therapist within 7 days of leaving the hospital. Your doctor wants to answer your questions and make sure your medication is right for you. Ask if you can get extra support, such as case management services.
- See a doctor or therapist within 14 days of being diagnosed with a substance use disorder to make sure you are connected to the best care possible. Discuss any stressors right away, before they get worse. If you have any concerns about treatment, they can help you work through them and give you ongoing support.

If you need help making a follow-up appointment for yourself or a family member, call Emblem Behavioral Health Services at 1-888-447-2526. You can also use our Find a Doctor tool at emblemhealth.com/findadoctor.
Breathe Deep

Asthma is a lung condition and may cause shortness of breath and a cough. You may have to take a spirometry test, which measures how much air you breathe in and out and how fast you can breathe out.

Treat your asthma with a long-term controller medicine and a quick-relief rescue medicine.

- Long-term controller medicines are used each day to prevent an asthma attack.
- Quick-relief rescue medicines give fast relief at the first signs of an asthma attack. This type of medicine will not prevent an attack.

When you start taking controller medicines, you may not see a difference right away. It may take a few weeks before you start to feel better. Do not stop taking your controller medicine unless your doctor says it’s okay.

**Have an action plan.** Visit emblemhealth.com/asthma to download and print an Asthma Action Plan. Bring it to your next doctor’s appointment and fill it out together.

To join our free Better Breathing PATH program, please call 1-888-881-3112, Monday through Friday, 9 am to 5 pm. If your member ID has a Montefiore logo, please call 1-866-996-6683.

Health Home Program

The New York State Department of Health (NYSDOH) offers the Medicaid Health Home program to help you stay on top of all your health care needs. You don’t have to change your health care plan or your doctors. And your Medicaid benefits will stay the same. All Health Home services are free and joining the program is your choice!

**How does it work?** With Health Home, a care manager will work with you and your current doctors to get you the care you need, when you need it. Also, your care manager will help you:

- Find a doctor if you need one.
- Manage your medications and medical treatments.
- Get social services you may need, such as housing and food assistance.
- Take better care of yourself when you go home after being in a hospital.

Adult members are selected for this program by the NYSDOH based on health care usage and having one or more medical conditions or health care needs. Eligible conditions include asthma, COPD, diabetes, heart disease, mental illness, substance use or HIV/AIDS. All Enhanced Care Plus (HARP) members are eligible for the Health Home program. EmblemHealth and health care professionals refer members under age 21 to the Health Home program.

For more information about the Health Home program, call us at 1-888-377-8277, Monday through Friday, from 9 am and 5 pm. You can also email us at healthhomememberinquiry@emblemhealth.com.
Getting regular checkups is a great way to get the health care advice and services you need. No matter your age, regular checkups can help keep you healthy.

- Visit your doctor once a year for a wellness visit. It should include checking your body mass index (BMI), blood pressure and mental health.
- See the dentist every 6 months.
- Get an eye exam every 24 months.
- Ask your doctor if you need to get a flu shot, the pneumonia vaccine and any other immunizations (shots).

For a full list of preventive health guidelines, visit emblemhealth.com/preventivehealthguidelines to stay on track with your health. Talk to your doctor to make sure you and your family get your recommended exams and immunizations.

**Get Your Immunizations**
Thanks to immunizations, some diseases are almost gone from the United States. If we take away the safety they offer, more people could get sick and spread disease. Check with your child’s doctor and find out if your child missed any earlier immunizations they should get now.

**Make Screenings a Habit**
Cancer screenings can sometimes find cancer early. That’s when cancer may be easier to treat. Four cancers for which screening is very important:

- Colorectal (colon) cancer. Get screened starting at age 50 (or earlier if you’re at high risk). Tests include:
  - Colonoscopy every 10 years
  - Flexible sigmoidoscopy every 5 years
  - Fecal occult blood test (FOBT) or fecal immunochemical test (FIT) every year
- Breast cancer. Women aged 40 years and older should have a mammogram to test for breast cancer every 1 to 2 years.
- Cervical cancer. If you are a woman aged 21 to 29 you should have a Pap test every 3 years. Women between the ages of 30 and 64 should have a Pap test every 5 years.
- Skin cancer. Everyone is at risk for skin cancer, so have a routine skin exam once a year.

Ask your doctor about cancer screenings. When to start and how often to have each test depends on your health and family history.

**Lab Services**
All lab samples should be sent to Quest Diagnostics. It’s a good idea to remind the technician who performs the lab services.

**Get Coordinated Care at AdvantageCare Physicians**
Team-based care at AdvantageCare Physicians helps make sure all your doctors know your care plan. Patients are given a personal Care Team of a primary care doctor, nurse, medical assistant and patient service representative — all focused on your overall health and wellness. Visit acpny.com for more information or to make an appointment at one of the 36 locations in Manhattan, Brooklyn, Queens, Staten Island and Long Island.
Need a Doctor’s Appointment?

Our network doctors have to make appointments within these given time frames:

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

To find a doctor visit emblemhealth.com/findadoctor or call us at 1-855-283-2146.

Your Breast Reconstruction Surgery Benefits

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Prostheses; and
- Treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under your plan. If you would like more information on WHCRA benefits, call EmblemHealth at the number on the back of your ID card or your group health plan administrator.

Free Cell Phone and Service for Eligible Members

You may be able to get a cell phone with a limited monthly calling plan at no cost to you. To learn more, contact assurancewireless.com (1-888-898-4888) or safelinkwireless.com (1-800-723 3546).

Your Privacy Rights

EmblemHealth respects the confidentiality of your health information. We are committed to making sure it is kept private and safe. The Notice of Privacy Practices in the center of this newsletter explains how we use information about you and when we can share it with others. You can always get a copy at emblemhealth.com/privacy or by calling us at 1-855-283-2146.
¿Necesita hacer una cita médica?

Los médicos de nuestra red tienen que hacer citas dentro de los siguientes marcos de tiempo dados:

- Atención de urgencia: dentro de 24 horas después de llamar a su médico
- Visitas no de urgencia por enfermedad: dentro de 48 a 72 horas después de llamar a su médico
- Salud mental de rutina o preocupaciones por el abuso de drogas: dentro de 10 días hábiles después de solicitar servicio
- Atención de rutina y atención especializada: dentro de 4 semanas después de llamar a su médico

Para encontrar a un médico, visite emblemhealth.com/findadoctor o llámenos al 1-855-283-2146.

Sus beneficios de cirugía de reconstrucción mamaria

Si ha tenido o va a tener una mastectomía, quizás tenga derecho a ciertos beneficios bajo la Ley de Derechos de la Mujer para la Salud y el Cáncer (“WHCRA” por Women’s Health and Cancer Rights Act) de 1998. A las mujeres que reciban beneficios relacionados con una mastectomía, se les proporcionará cobertura de una manera determinada en consulta con el médico tratante y la paciente, para:

- Todas las etapas de reconstrucción del seno en el que se haya realizado la mastectomía;
- Cirugía y reconstrucción del otro seno para producir una apariencia simétrica;
- Prótesis; y
- Tratamiento de las complicaciones físicas de la mastectomía, incluyendo linfedemas.

Estos beneficios se proveerán con sujeción a los mismos deducibles y coseguro aplicables a otros beneficios médicos y quirúrgicos provistos bajo su plan. Si desea más información sobre los beneficios bajo WHCRA, llame a EmblemHealth al número localizado al reverso de su tarjeta de identificación, o bien llame al administrador de su plan de salud grupal.

Teléfono y servicio celular gratuito para los miembros elegibles

Quizás pueda obtener un teléfono celular con un plan mensual de llamadas limitadas, sin ningún costo para usted. Para obtener más información, contacte a assurancewireless.com (1-888-898-4888) o a safelinkwireless.com (1-800-723 3546).

Sus derechos de privacidad

EmblemHealth respeta la confidencialidad de la información sobre su salud. Estamos resueltos a que se mantenga privada y segura. El Aviso de Prácticas de Privacidad, localizado en el centro de este boletín, explica cómo usamos información sobre usted y cuándo podemos compartirla con otros. Siempre puede obtener un ejemplar en emblemhealth.com/privacy o llamándonos al 1-855-283-2146.
Hacerse chequeos médicos periódicamente es una gran manera de obtener los consejos sobre atención médica y los servicios que necesita. Independientemente de la edad que tenga, los chequeos periódicos le pueden ayudar a mantenerse sano.

- Visite a su médico una vez al año para una consulta de bienestar. Debe incluir revisarle el índice de masa corporal (BMI por sus siglas en inglés), la presión arterial y la salud mental.
- Acuda al dentista cada 6 meses.
- Hágase un examen de la vista cada 24 meses.
- Pregúntele a su médico si necesita vacunarse contra la gripe o la neumonía, o necesita alguna otra inmunización (vacunas).

Para una lista completa de las pautas de salud preventivas, visite emblemhealth.com/preventivehealthguidelines para seguir en el buen camino a la salud. Hable con su médico para cerciorarse de que usted y su familia obtengan sus exámenes e inmunizaciones recomendadas.

Obtenga sus inmunizaciones
Gracias a las inmunizaciones, algunas enfermedades han sido prácticamente erradicadas en los Estados Unidos. Si suprimimos la seguridad que ofrecen, más personas podrían enfermarse y propagar enfermedades. Pregúntele al pediatra de su hijo si se omitió alguna inmunización que debió recibir antes, y si sería bueno que la reciba ahora.

Que sus chequeos médicos se vuelvan un hábito
A veces, los chequeos del cáncer pueden detectar éste temprano, cuando podría ser más fácil tratarlo. Cuatro cánceres para los cuales los chequeos son muy importantes:

- Cáncer colorrectal (del colon). Examíñese a partir de los 50 años de edad (o antes si corre alto riesgo). Las pruebas incluyen:
  - Colonoscopia cada 10 años
  - Sigmoidoscopia flexible cada 5 años
  - Prueba de sangre oculta en heces (FOBT por sus siglas en inglés) o prueba inmunoquímica fecal (FIT por sus siglas en inglés) cada año
- Cáncer de mama. Las mujeres de 40 años o más deberían hacerse un mamograma para detectar el cáncer de mama cada 1 a 2 años.
- Cáncer de cuello uterino. Si usted es mujer de 21 a 29 años de edad, debería hacerse un Papanicolau cada 3 años. Las mujeres de 30 a 64 años de edad deberían hacerse un Papanicolau cada 5 años.
- Cáncer de piel. Todo mundo corre riesgo de sufrir cáncer de piel, así que hágase un examen de rutina de la piel una vez al año.

Pregunte a su médico sobre los chequeos del cáncer. Cuando empezar y cada cuándo hacerse una prueba depende de su salud y su historial familiar.

Servicios de laboratorio
Todas las muestras de laboratorio deben enviarse a Quest Diagnostics. Es buena idea recordárselo al técnico que le preste servicios de laboratorio.

Obtenga atención médica coordinada en AdvantageCare Physicians
El enfoque en equipo de la atención médica en AdvantageCare Physicians permite que todos sus médicos conozcan su plan de atención médica. Los pacientes cuentan con un Equipo de Atención Médica personal, integrado por un médico de atención primaria, un(a) enfermero(a) un asistente médico y un representante de servicios a pacientes, todos ellos enfocados en su salud y bienestar generales. Visite acpny.com para obtener más información o para hacer una cita en uno de los 36 centros de salud ubicados en Manhattan, Brooklyn, Queens, Staten Island y Long Island.
Respire profundamente

El asma es una afección pulmonar y puede causar dificultad para respirar y tos. Quizás tenga que someterse a una prueba de espirometría, la cual mide cuánto aire se inhala y exhala y qué tan rápido se puede exhalar.

Trate su asma con una medicina controladora a largo plazo y una medicina de rescate de alivio rápido.

- Las medicinas controladoras a largo plazo se usan diariamente para prevenir un ataque de asma.
- Las medicinas de rescate de alivio rápido brindan alivio rápido ante las primeras señales de un ataque de asma. Este tipo de medicina no prevendrá un ataque.

Al empezar a tomar medicinas controladoras, es posible que no note una diferencia de inmediato. Podría tomar algunas semanas empezar a sentirse mejor. No deje de tomar su medicina controladora sin que su médico esté de acuerdo.

Tenga un plan de acción. Visite emblemhealth.com/asthma para descargar e imprimir un Plan de Acción para el Asma. Llévelo a su siguiente cita médica y llénelo junto con su médico.

Para inscribirse en nuestro programa gratuito Better Breathing PATH (Camino para respirar mejor), llame al 1-888-881-3112, de lunes a viernes, de 9 am a 5 pm. Si su identificación de miembro tiene el logotipo de Montefiore, llame al 1-866-996-6683.

Programa Health Home

El Departamento de Salud del Estado de Nueva York (NYSDOH por sus siglas en inglés) le ofrece el Programa Health Home (Hogar de Salud) de Medicaid para ayudarle a mantenerse al tanto de todas sus necesidades de atención médica. No tiene que cambiar de plan de atención médica ni a sus médicos, y sus beneficios de Medicaid seguirán iguales. ¡Todos los servicios de Health Home son gratuitos y usted decide si inscribirse en el programa!

¿Cómo funciona? Con Health Home, un administrador de casos trabajará con usted y con sus médicos actuales para conseguirle la atención médica que necesite, cuando la necesite. Además, su administrador de caso le ayudará a:

- Encontrar a un médico si lo necesita.
- Administrar sus medicamentos y tratamientos médicos.
- Obtener servicios sociales que pueda necesitar, como asistencia con vivienda y comida.
- Cuidarse mejor cuando le den de alta del hospital y se vaya a casa.

El NYSDOH selecciona a miembros adultos para este programa, basándose en el uso de atención médica y si tienen una o más afecciones médicas o necesidades de atención médica. Las afecciones elegibles incluyen asma, enfermedad pulmonar obstructiva crónica (COPD por sus siglas en inglés), diabetes, enfermedad cardiaca, enfermedad mental, uso de sustancias y VIH/SIDA. Todos los miembros de Enhanced Care Plus (HARP) son elegibles para el programa Health Home. EmblemHealth y profesionales de atención médica remiten a los miembros menores de 21 años al programa Health Home.

Para obtener más información sobre el programa Health Home, llámenos al 1-888-377-8277, de lunes a viernes, de 9 am a 5 pm. También nos puede enviar correo electrónico a healthhomememberinquiry@emblemhealth.com.
¡Tome su medicina correctamente!

A veces puede serle difícil tomar su medicina de manera adecuada. Pero si no lo hace, podría enfermarse más o ir a dar al hospital. Digale a su médico si se le dificulta obtener o tomar su medicina debido a que:

- No está surtiendo o resurtiendo una receta médica.
- Se le olvida tomar su medicina.
- Tiene miedo de los efectos secundarios.
- No le alcanza para comprarla. Hable con su farmaceuta, médico o con servicio al cliente de EmblemHealth sobre sus opciones.

Junto con su médico, elabore un Plan de Píldoras. Anoten los nombres de sus medicinas, para qué las toma, a qué hora y cada cuándo, y la fecha de su siguiente resurtido. Haga copias de su Plan de Píldoras y ponga una en su cartera o bolso y una en la puerta de su refrigerador, para que siempre pueda tomar su medicina correctamente.

¡Use la tecnología! Descargue la aplicación (app) gratuita Care4Today Mobile Health Manager para teléfonos inteligentes. Esta app, fácil de usar, está disponible en Google Play Store y Apple App Store, y tiene funciones que le pueden ayudar a apegarse al horario de sus medicamentos, incluyendo:

- Recordatorios para tomar y resurtir su medicina.
- Información de dosificación para que se acuerde de cuánto tomar.
- Reportes que le puede mostrar a su médico que indiquen qué tan bien está usted cumpliendo con su programa de medicamentos.
- Una función que le permite monitorear si un ser querido está tomando sus medicinas de manera adecuada y oportuna.

Consejo de seguridad: Pregunte a su médico o farmaceuta sobre los efectos secundarios de sus medicinas. Si no se siente bien después de tomar algo, llame de inmediato a su médico o farmaceuta.

Obtenga tratamiento temprano

Obtener tratamiento temprano y apoyo continuo son factores clave para la buena salud. Esto es especialmente cierto si ha estado hospitalizado por una afección del comportamiento o le acaban de diagnosticar un trastorno por el uso de sustancias. No espere a obtener atención médica de seguimiento.

- Visite a su médico o terapeuta dentro de los siguientes 7 días de haber salido del hospital. Su médico desea responder a sus preguntas y cerciorarse de que su medicamento sea adecuado para usted. Pregunte si puede obtener apoyo extra, como servicios de administración de caso.
- Vea a un médico o terapeuta dentro de los siguientes 14 días de haber sido diagnosticado con un trastorno por el uso de sustancias, para cerciorarse de estar vinculado a la mejor atención médica posible. Hable de inmediato de sus factores de estrés, antes de que éstos le empeoren. Si tiene alguna preocupación sobre el tratamiento, le pueden ayudar a superarla y brindarle apoyo continuo.

Si necesita ayuda para hacer una cita de seguimiento para usted o un familiar, llame a Servicios de Salud del Comportamiento de Emblem al 1-888-447-2526. También puede usar nuestra herramienta llamada Encontrar a un médico en emblemhealth.com/findadoctor.
**Apoyo para su embarazo**

Para que su embarazo y su nuevo bebé sean sanos, es importante cumplir con todas sus citas con su ginecobstetra (médico) o partera, para su atención médica prenatal (antes del nacimiento) y posparto (después del nacimiento). Tome los siguientes dos pasos para que su embarazo transcurra sanamente:

**Inscribase en Healthy Beginnings PATH (llame al 1-877-736-2229).**

Sin ningún costo extra, obtendrá:

- Ayuda para encontrar a un médico o partera
- Acceso 24/7 a una enfermera, ya sea en línea o por teléfono, a través de BabyLine
- Encuestas sobre salud y otros materiales
- Apoyo para un embarazo de alto riesgo de parte de un(a) administrador de caso de enfermería de maternidad

**Cumpla con todas sus citas.** Haga una cita tan pronto como piense que está embarazada; los bebés crecen rápidamente, especialmente en las primeras 3 a 8 semanas. Acuda a su médico o partera cada:

- Cuatro semanas si lleva menos de 28 semanas de embarazo
- Dos semanas si lleva de 28 a 36 semanas
- Una vez por semana cuando llegue a las 36 semanas

También, haga una cita de posparto de 21 a 56 días después de dar a luz.

**¿Qué es CAHPS®?**

Es posible que reciba una encuesta de satisfacción llamada Evaluación del cliente de proveedores y sistemas de atención médica (CAHPS® por sus siglas en inglés). Se le hacen preguntas sobre su satisfacción con EmblemHealth y sus médicos. La encuesta:

- Mide qué tan bien nosotros y sus médicos satisfacemos sus expectativas.
- Nos permite comparar nuestro desempeño con otros planes médicos.

Es posible que reciba una encuesta pronto, así que esté atento a un sobre amarillo de DSS Research en su buzón. Si recibe una encuesta, por favor llénela y envíela en el sobre que reciba.

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**Manténganos actualizados**

Comuníquenos si cambia su dirección, información de contacto u otra información, para que siempre podamos comunicarnos con usted. Dependiendo de cómo se inscribió, también tendrá que comunicar al Departamento de Servicios Sociales local o a NY State of Health si cambia su dirección o información de contacto.
¡Cuidamos mejor de usted!

Les damos a nuestros médicos las herramientas necesarias para brindarles a usted la mejor atención médica. Nuestro Programa de Mejoramiento de la Calidad funciona para mejorar la atención médica y del comportamiento que usted recibe a través de nuestra red. Ayudamos a mantenerle sano al:

- Crear materiales que tienen información sobre la salud en la que usted puede confiar para ayudarle a llevar una vida saludable.

- Ayudarle a mejorar rápidamente o a vivir lo mejor posible con enfermedades crónicas. Nuestros programas de administración de atención médica le pueden ayudar a atenderse sus afecciones, tales como cáncer, depresión, diabetes, embarazo de alto riesgo, VIH/SIDA, alta presión arterial y trasplantes de órganos.

Visite emblemhealth.com para obtener más información sobre nuestro Programa de Mejoramiento de la Calidad y su éxito.
IMPORTANT INFORMATION ABOUT YOUR PRIVACY RIGHTS

NOTICE OF PRIVACY PRACTICES

Effective September 1, 2013

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

EmblemHealth, Inc. is the parent organization of the following companies that provide health benefit plans: Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York, Inc. (HIPIC). All of these entities receive administrative and other services from EmblemHealth Services Company LLC which is also an EmblemHealth, Inc. company.

This notice describes the privacy practices of EmblemHealth companies, including GHI, HIP and HIPIC (collectively “the Plan”).

We respect the confidentiality of your health information. We are required by federal and state laws to maintain the privacy of your health information and to send you this notice.

This notice explains how we use information about you and when we can share that information with others. It also informs you about your rights with respect to your health information and how you can exercise these rights.

We use security safeguards and techniques designed to protect your health information that we collect, use or disclose orally, in writing and electronically. We train our employees about our privacy policies and practices, and we limit access to your information to only those employees who need it in order to perform their business responsibilities. We do not sell information about our customers or former customers.

How We Use or Share Information

We may use or share information about you for purposes of payment, treatment and health care operations, including with our business associates. For example:

- **Payment**: We may use your information to process and pay claims submitted to us by you or your doctors, hospitals and other health care providers in connection with medical services provided to you.
- **Treatment**: We may share your information with your doctors, hospitals, or other providers to help them provide medical care to you. For example, if you are in the hospital, we may give the hospital access to any medical records sent to us by your doctor.
- **Health Care Operations**: We may use and share your information in connection with our health care operations. These include, but are not limited to:
  - Giving you information about alternative medical treatments and programs or about health-related products and services that you may be interested in. For example, we might send you information about stopping smoking or weight loss programs.
  - Performing coordination of care and case management.
  - Conducting activities to improve the health or reduce the health care costs of our members. For example, we may use or share your information with others to help manage your health care. We may also talk to your doctor to suggest a disease management or wellness program that could help improve your health.
  - Managing our business and performing general administrative activities, such as customer service and resolving internal grievances and appeals.
  - Conducting medical reviews, audits, fraud and abuse detection, and compliance and legal services.
  - Conducting business planning and development, rating our risk and determining our premium rates. However, we will not use or disclose any of your genetic information for underwriting purposes.
  - Reviewing the competence, qualifications, or performance of our network providers, and conducting training programs, accreditation, certification, licensing, credentialing and other quality assessment and improvement activities.
- **Business Associates**: We may share your information with others who help us conduct our business operations, provided they agree to keep your information confidential.

Other Ways We Use or Share Information

We may also use and share your information for the following other purposes:

- We may use or share your information with the employer or other health-plan sponsor through which you receive your health benefits. We will not share individually identifiable health information with your benefits plan unless they promise
to keep it protected and use it only for purposes relating to the administration of your health benefits.

- We may share your information with a health plan, provider, or health care clearinghouse that participates with us in an organized health care arrangement. We will only share your information for health care operations activities associated with that arrangement.
- We may share your information with another health plan that provides or has provided coverage to you for payment purposes. We may also share your information with another health plan, provider or health care clearinghouse that has or had a relationship with you for the purpose of quality assessment and improvement activities, reviewing the competence or qualifications of health care professionals, or detecting or preventing health care fraud and abuse.
- We may share your information with a family member, friend, or other person who is assisting you with your health care or payment for your health care. We may also share information about your location, general condition, or death to notify or help notify (including identifying and locating) a person involved with your care or to help with disaster-relief efforts. Before we share this information, we will provide you with an opportunity to object. If you are not present, or in the event of your incapacity or an emergency, we will share your information based on our professional judgment of whether the disclosure would be in your best interest.

State and Federal Laws Allow Us to Share Information

There are also state and federal laws that allow or may require us to release your health information to others. We may share your information for the following reasons:

- We may report or share information with state and federal agencies that regulate the health care or health insurance system such as the U.S. Department of Health and Human Services, the New York State Department of Financial Services and the New York State Department of Health.
- We may share information for public health and safety purposes. For example, we may report information to the extent necessary to avert an imminent threat to your safety or the health or safety of others. We may report information to the appropriate authorities if we have reasonable belief that you might be a victim of abuse, neglect, domestic violence or other crimes.
- We may provide information to a court or administrative agency (for example, in response to a court order, search warrant, or subpoena).
- We may report information for certain law enforcement purposes. For example, we may give information to a law enforcement official for purposes of identifying or locating a suspect, fugitive, material witness or missing person.
- We may share information with a coroner or medical examiner to identify a deceased person, determine a cause of death, or as authorized by law. We may also share information with funeral directors as necessary to carry out their duties.
- We may use or share information for procurement, banking or transplantation of organs, eyes or tissue.
- We may share information relative to specialized government functions, such as military and veteran activities, national security and intelligence activities, and the protective services for the President and others, and to correctional institutions and in other law enforcement custodial situations.
- We may report information on job-related injuries because of requirements of your state worker compensation laws.
- Under certain circumstances, we may share information for purposes of research.

Sensitive Information

Certain types of especially sensitive health information, such as HIV-related, mental health and substance abuse treatment records, are subject to heightened protection under the law. If any state or federal law or regulation governing this type of sensitive information restricts us from using or sharing your information in any manner otherwise permitted under this Notice, we will follow the more restrictive law or regulation.

Your Authorization

Except as described in this Notice of Privacy Practices, and as permitted by applicable state or federal law, we will not use or disclose your personal information without your prior written authorization. We will also not disclose your personal information for the purposes described below without your specific prior written authorization:

- Your signed authorization is required for the use or disclosure of your protected health information for marketing purposes, except when there is a face-to-face marketing communication or when we use your protected health information to provide you with a promotional gift of nominal value.
- Your signed authorization is required for the use or disclosure of your personal information in the event that we receive remuneration for such use or disclosure, except under certain circumstances as allowed by applicable federal or state law.

If you give us written authorization and change your mind, you may revoke your written authorization at any time, except to the extent we have already acted in reliance on your authorization. Once you give us authorization to release your health information, we cannot guarantee that the person to whom the information is provided will not re-disclose the information.

We have an authorization form that describes the purpose for which the information is to be used, the time period during which the authorization form will be in effect, and your right to revoke authorization at any time. The authorization form must be completed and signed by you or your duly authorized representative and returned to us before we will disclose any of your protected health information. You can obtain a copy of this form by calling the Customer Service phone number on the back of your ID card.
Your Rights

The following are your rights with respect to the privacy of your health information. If you would like to exercise any of the following rights, please contact us by calling the telephone number shown on the back of your ID card.

Restricting Your Information

• You have the right to ask us to restrict how we use or disclose your information for treatment, payment or health care operations. You also have the right to ask us to restrict information that we have been asked to give to family members or to others who are involved in your health care or payment for your health care. Please note that while we will try to honor your request, we are not required to agree to these restrictions.

Confidential Communications for Your Information

• You have the right to ask to receive confidential communications of information if you believe that you would be endangered if we send your information to your current mailing address (for example, in situations involving domestic disputes or violence). If you are a minor and have received health care services based on your own consent or in certain other circumstances, you also may have the right to request to receive confidential communications in certain circumstances, if permitted by state law. You can ask us to send the information to an alternative address or by alternative means, such as by fax. We may require that your request be in writing and you specify the alternative means or location, as well as the reason for your request. We will accommodate reasonable requests. Please be aware that the explanation of benefits statement(s) that the Plan issues to the contract holder or certificate holder may contain sufficient information to reveal that you obtained health care for which the Plan paid, even though you have asked that we communicate with you about your health care in confidence.

Inspecting Your Information

• You have the right to inspect and obtain a copy of information that we maintain about you in your designated record set. A “designated record set” is the group of records used by or for us to make benefit decisions about you. This can include enrollment, payment, claims and case or medical management records. We may require that your request be in writing. We may charge a fee for copying information or preparing a summary or explanation of the information and in certain situations, we may deny your request to inspect or obtain a copy of your information. If this information is in electronic format, you have the right to obtain an electronic copy of your health information maintained in our electronic record.

Amending Your Information

• You have the right to ask us to amend information we maintain about you in your designated record set. We may require that your request be in writing and that you provide a reason for your request. We may deny your request for an amendment if we did not create the information that you want amended and the originator remains available or for certain other reasons. If we deny your request, you may file a written statement of disagreement.

Accounting of Disclosures

• You have the right to receive an accounting of certain disclosures of your information made by us for purposes other than treatment, payment or health care operations during the six years prior to your request. We may require that your request be in writing. If you request such an accounting more than once in a 12-month period, we may charge a reasonable fee.

Please note that we are not required to provide an accounting of the following:

– Information disclosed or used for treatment, payment and health care operations purposes.
– Information disclosed to you or following your authorization.
– Information that is incidental to a use or disclosure otherwise permitted.
– Information disclosed to persons involved in your care or other notification purposes.
– Information disclosed for national security or intelligence purposes.
– Information disclosed to correctional institutions or law enforcement officials.
– Information that was disclosed or used as part of a limited data set for research, public health or health care operations purposes.

Collecting, Sharing and Safeguarding Your Financial Information

In addition to health information, the plan may collect and share other types of information about you. We may collect and share the following types of personal information:

• Name, address, telephone number and/or email address;
• Names, addresses, telephone numbers and/or email addresses of your spouse and dependents;
• Social security number, age, gender and marital status;
• Social security numbers, age, gender and marital status of your spouse and dependents;
• Any information that we receive about you and your family from your applications or when we administer your policy, claim or account;
• If you purchase a group policy for your business, information to verify the existence, nature, location and size of your business.
• We also collect income and asset information from Medicaid, Child Health Plus, Family Health Plus and Healthy New York subscribers. We may also collect this information from Medicare subscribers to determine eligibility for government subsidized programs.
We may share this information with our affiliates and with business associates that perform services on our behalf. For example, we may share such information with vendors that print and mail member materials to you on our behalf and with entities that perform claims processing, medical review and other services on our behalf. These business associates must maintain the confidentiality of the information. We may also share such information when necessary to process transactions at your request and for certain other purposes permitted by law.

To the extent that such information may be or become part of your medical records, claims history or other health information, the information will be treated like health information as described in this notice.

As with health information, we use security safeguards and techniques designed to protect your personal information that we collect, use or disclose in writing, orally and electronically. We train our employees about our privacy policies and practices, and we limit access to your information to only those employees who need it in order to perform their business responsibilities. We do not sell information about our customers or former customers.

Exercising Your Rights, Complaints and Questions

- **You have the right to receive a paper copy of this notice upon request at any time.** You can also view a copy of this notice on the website. See information at the end of this page. We must abide by the terms of this notice.
- **If you have any questions** or would like further information about this notice or about how we use or share information, you may write to the Corporate Compliance department or call Customer Service. Please see the contact information on this page.
- **If you believe that we may have violated your privacy rights, you may file a complaint.**

We will take no action against you for filing a complaint. Call Customer Service at the telephone number and during the hours of operation listed on this page. You can also file a complaint by mail to the Corporate Compliance Department at the mailing address on this page. You may also notify the Secretary of the U.S. Department of Health and Human Services.

We will notify you in the event of a breach of your unsecured protected health information. We will provide this notice as soon as reasonably possible, but no later than 60 days after our discovery of the breach, or as otherwise required by applicable laws, regulations or contract.

Contact Information

Please check the back of your ID card to call us or use the following contact information for your plan. Read carefully to select the correct Customer Service number.

Write to:
Corporate Compliance Dept. P.O. Box 2878
New York, NY 10116-2878

Call:
**EmblemHealth program members:** Monday to Friday, 8 am-6 pm, 1-877-842-3625, TTY: 711

**EmblemHealth Medicare members:** 7 days a week, 8 am-8 pm
PPO: 1-866-557-7300, TTY: 711
HMO: 1-877-344-7364, TTY: 711
PDP (City of NY Retirees): 1-800-624-2414, TTY: 711
PDP (non-City of NY Retirees): 1-877-444-7241, TTY: 711

**GHI members:** Monday to Friday, 8 am-6 pm, 1-800-624-2414, TTY: 711

**HIP “GHI HMO” plan members:** Monday to Friday, 8 am-6 pm, 1-877-244-4466, TTY: 711

**HIP/HIPIC members:** Monday to Friday, 8 am-6 pm, 1-800-447-8255, TTY: 711

**Medicaid, Family Health Plus and Child Health Plus members:** Monday to Friday, 8 am-6 pm, 1-855-283-2146, TTY: 711

**Select Care HMO members:** Monday to Friday, 8 am-6 pm, 1-888-447-7703, TTY: 711

Personal Information After You Are No Longer Enrolled

Even after you are no longer enrolled in any plan, we may maintain your personal information as required by law or as necessary to carry out plan administration activities on your behalf. Our policies and procedures that safeguard that information against inappropriate use and disclosure still apply if you are no longer enrolled in the Plan.

Changes to this Notice

We are required to abide by the terms of this Notice of Privacy Practices as currently in effect. We reserve the right to change the terms of the notice and to make the new notice effective for all the protected health information that we maintain. Prior to implementing any material changes to our privacy practices, we will promptly revise and distribute our notice to our customers. In addition, for the convenience of our members, the revised privacy notice will also be posted on our website: emblemhealth.com.
ATTENTION: Language assistance services, free of charge, are available to you. Call 1-855-283-2146. TTY/TDD: 711.

Español (Spanish)

中文 (Traditional Chinese)
注意：我們免費提供相關的語言協助服務。請致電1-855-283-2146。TTY/TDD: 711。

Русский (Russian)

Kreyòl Ayisyen (Haitian Creole)

한국어 (Korean)

Italiano (Italian)

(Continued)
Tagalog (Tagalog)


Ελληνικά (Greek)


Shqip (Albanian)


非歧視政策的通告

安保健康保險遵守適用的聯邦民權法律，不會因種族、膚色、原血統國籍、年齡、殘障或性別而有所歧視。安保健康保險不會因種族、膚色、原血統國籍、年齡、殘障或性別而對人有所拒絕或區別對待。

安保健康保險：

- 為殘障人士提供免費幫助及服務，使其能與我們有效溝通，比如：
  - 合格的手語翻譯,
  - 其他格式的書面資訊（大號字體、語音訊息、無障礙電子格式、其他格式）
- 為母語言非英語的人士提供免費語言服務，比如：
  - 合格的口譯員
  - 用其他語言的書面資訊

如果您需要此類服務，請致電會員服務部，電話：1-855-283-2146 (TTY/TDD：711)。

如果您認為安保健康保險未能提供此類服務或因種族、膚色、原血統國籍、年齡、殘障或性別而以另外的方式有所歧視，您可以向安保健康保險Grievance and Appeals Department（申訴和上訴部）提出申訴，地址：PO Box 2844, New York, NY 10116，或致電會員服務部，電話：1-855-283-2146（TTY/TDD服務，請撥打711）。您可以親自提交申訴，或透過郵寄或電話的方式提出申訴。如果您在提交申訴方面需要幫助，安保健康保險Grievance and Appeals Department（申訴和上訴部）可以幫助您。


上網到hhs.gov/ocr/office/file/index.html可獲得投訴表格。