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 kind of flu virus can change each year. It’s important to get a flu shot each year to 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.

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.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copays, and restrictions may apply. Benefits, premiums, and/or copayments/coinsurance may change on January 1 each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.
Don’t Forget Your Annual Checkup

Have you gotten a checkup this year? As a Medicare member, you are covered for a wellness exam every 12 months. Most preventive tests and vaccines are covered with no copay. Preventive services can prevent illnesses or find conditions before they become serious.

During your doctor visit, ask which preventive screenings and tests you may need to stay healthy. Make an appointment and bring all the medicines you are taking to every doctor visit, including vitamins and over-the-counter drugs.

Here are some preventive services you can discuss with your doctor:

- Needed immunizations, including a flu and tetanus shot. Also ask about a pneumonia shot.
- Body mass index (BMI).
- Blood pressure check.
- Lipid/Cholesterol test.
- Cancer screenings like breast, cervical, colorectal, and skin, as recommended by the doctor.
- Bone density screening, as recommended by the doctor.
- Help managing chronic conditions like asthma, diabetes, and high blood pressure.
- Help managing medications, like those for depression.
- Support to quit smoking.

For more information, visit emblemhealth.com/preventivehealthguidelines.

RadNet/Lenox Hill Radiology — On October 1, 2018, RadNet/Lenox Hill Radiology (LHR) began providing radiology services at 24 of our 36 AdvantageCare Physicians (ACPNY) medical office locations. This means you can now get mammograms, x-rays, CT scans, MRIs, ultrasounds, and bone density testing right at your local ACPNY office. You can go to LHRinACPNY.com to schedule online or call 855-547-4227.

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.
We Want to Hear From You

Help us serve you better! Complete our health survey anytime:

• By phone: 888-246-2934.
• Online: emblemhealth.com/members.

Sign in, then select “Health Assessment” from the “Manage Your Health” menu.

Stay Safe, Stop Domestic Violence

There are more than 10 million victims of domestic violence each year, according to the National Coalition Against Domestic Violence. It affects men and women of all backgrounds, yet often goes undetected. Studies show that domestic violence is linked to physical and behavioral health issues. These include addictions to alcohol, tobacco, or drugs.

Domestic abuse should never happen to anyone. If you or someone you know needs help, call:

• EmblemHealth Domestic Violence Message Line: 646-447-6799
• National Domestic Violence Hotline: 800-799-SAFE (800-799-7233)
• Elderly Crime Victims Resource Center: 212-442-3103

To ensure that information about domestic violence is available to you, EmblemHealth has assigned a Domestic Violence Coordinator. Resources are available on our website at emblemhealth.com/domesticviolence.

Additional resources are available on the New York City Mayor’s Office website at nyc.gov.

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.
Care When it Matters Most

When you have a health problem that requires a lot of care, like asthma, 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 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.
• Provide guidance on taking care of yourself.
• Connect you with local services.

Call us at 800-447-0768 (TTY: 711) for more information. Our hours are 9 am to 5 pm, Monday through Friday.

How to File an Appeal

If we deny any part of your request for a service, you can ask for an appeal so we reconsider our decision. You or your representative must file your appeal within 60 days after you received the denial.

For Part C (Medical and Hospital) Benefits:
If we uphold our original decision, we will send your case to an independent review company to make sure we made the right decision. They will contact you directly and tell you about other rights you may have. You also have the right to get a copy of your case file, for which we may charge you a small fee.

For Part D (Pharmacy) Benefits: If we uphold our original decision, you have the right to ask for an independent review of our decision. We will send you a form and instructions on filing an independent review with our appeal determination letter.

For more information about the appeals process, please refer to your Evidence of Coverage document.

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.

Please review your member contract to learn more, or call us at the number on the back of your member ID card if you have questions. For TTY, call 711.
Taking Your Prescription Medication

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 you would have to make 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.

What if You Reach Your Benefits Limit?

Your plan may have limits for certain benefits. If you reach your benefits limit while you still need care, we’ll let you know about how to access other options and resources available to continue your care. Sign in to your account at emblemhealth.com/members to review your benefits.
ATTENTION: If you speak other languages, language assistance services, free of charge, are available to you. Call 1-877-411-3625 (TTY/TDD: 711).

Español (Spanish)

中文 (Traditional Chinese)
注意：如果您講中文，我們免費為您提供相關的語言協助服務。請致電 1-877-411-3625 (TTY/TDD: 711)。

Русский (Russian)
ВНИМАНИЕ! Если Вы говорите на русском языке, Вам доступны бесплатные услуги переводчика. Звоните по тел. 1-877-411-3625 (служба текстового телефона, TTY/TDD: 711).

Kreyòl Ayisyen (Haitian Creole)

한국어 (Korean)

Italiano (Italian)

אידיש (Yiddish)
אַ看不见 צעַון: אָיז אָרי פּאַדָּה אידיש, שמעהער הילפּ פּערניקען, אַתח קײַן פּרײַן, זײַן דא צו בײַקום פאַר אַייג. רופט 1-877-411-3625 (TTY/TDD: 711)

বাংলা (Bengali)
দৃষ্টি আকর্ষণ: আপনি যদি বাংলা ভাষাতে হন, তাহলে আপনার জন্য ভাষা সহায়তা পরিষেবাগুলি, বিনামূল্য, উপলব্ধ আছে। 1-877-411-3625 (TTY/TDD: 711) নম্বরে ফোন করুন।

Polski (Polish)

العربية (Arabic)
يرجى الانتباه: إذا كنت تتكلم اللغة العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم 1-877-411-3625 (TTY/TDD: 711).
Notice of Nondiscrimination Policy

EmblemHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. EmblemHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

EmblemHealth:
- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact 1-877-411-3625.

If you believe that EmblemHealth has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with EmblemHealth Grievance and Appeals Department, PO Box 2844, New York, NY 10116, or call 1-877-411-3625. (Dial 711 for TTY/TDD services.) You can file a grievance in person, by mail or by phone. If you need help filing a grievance, EmblemHealth’s Grievance and Appeals Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights electronically through the Office of Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201; 1-800-368-1019, (dial 1-800-537-7697 for TTY services).

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

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Using Quest Diagnostics for Lab Work
To save money on laboratory services, encourage your doctors 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.

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.

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.

HIP Health Plan of New York (HIP) is an HMO plan and Group Health Incorporated (GHI) is a PPO plan with a Medicare contract. Enrollment in HIP and GHI depends on contract renewal. HIP and GHI are EmblemHealth companies.