Eat Healthy, Feel Great

Good nutrition is important, especially at your age. Eating a balanced diet with all the major food groups can make a big difference in how you look and feel. Follow these easy tips:

**Fruits and Vegetables.** Colorful fruits and vegetables are high in vitamins and minerals. So include them in every meal. Aim for five servings each day. Breakfast cereals are delicious with berries, fruit can be a good and healthy dessert. Carrots, snow peas and cherry tomatoes make great snacks.

**Whole Grains.** Eat whole wheat bread, pasta and rice for long-lasting energy.

**Protein.** Eating lean meats, poultry, fish and beans gives you energy and keeps you full. Nuts can also be a tasty addition to any meal.

**Dairy.** Choose low-fat milk, yogurt and cheese to get a good source of calcium. It’s a key nutrient your body needs to stay strong and healthy.

Some of the foods here may seem “off-limits,” but it’s all about portion control. Enjoy them on special occasions or eat them less often!

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The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copays and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or copayments/coinsurance may change on January 1 each year.
AdvantageCare Physicians: Providers of Choice

Through AdvantageCare Physicians (ACP), members receive a patient-centered approach to care. Before the date of your appointment, your Personal Care Team — which consists of your primary doctor, a nurse, medical assistant and a patient service representative — plans for your arrival. They review your medical needs, previous lab results and treatment plan for your condition. And if you need to see a specialist, a plan of action is put into motion. That’s what coordination of care is all about. Whether you need to see a specialist, get an X-ray, have blood drawn or have a mammogram, it can all take place — in most instances — at the same location and coordinated by your primary doctor.

Members of any EmblemHealth plan may choose AdvantageCare Physicians as their provider of choice.

AdvantageCare Physicians believes in holding your health to a higher standard; we hope you do too. For a closer look, visit acpny.com. Also visit emblemhealth.com to find a doctor.

Wait Times for Getting Care

Nobody likes waiting to see the doctor. And there are times when it could be dangerous to wait too long. So doctors must provide you with urgent and routine care in a timely manner. The time you will wait until you see a doctor depends on the reason. Below are the times you can expect to wait:

- **Urgent care**: within 24 hours of calling your doctor
- **Nonurgent sick visits**: within 48 to 72 hours of calling your doctor
- **Routine mental health care or drug abuse concerns**: within 5 business days of calling your doctor
- **Routine care**: within 4 weeks of calling your doctor
- **Specialty referrals**: within 4 to 6 weeks of your request

Your Satisfaction and Care Matters to Us

Over the next few months you may receive a survey in the mail about the quality of care you receive or about your satisfaction with your doctors and EmblemHealth. If you receive one of these surveys, please complete and return it in the envelope provided. Thank you.
The mission of our Quality Improvement Program is to make sure you get the best medical and behavioral health care services from our network doctors, practitioners, hospitals and other providers. We do this by:

- **Helping you stay healthy** with educational mailings, phone calls, newsletters, yearly screenings and health reminders and health news, facts and alerts at [emblemhealth.com](http://emblemhealth.com).
- **Helping you get better quickly and live well with chronic illness** through our health and case management programs. We help members with asthma, cancer, coronary artery disease, depression, diabetes, heart failure, HIV/AIDS, kidney disease, high blood pressure and high-risk pregnancies understand and manage their condition.
- **Providing our network doctors with tools and resources** to help give you the best care.

Visit [emblemhealth.com](http://emblemhealth.com) for more on our Quality Improvement Program and its success.

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**Your Breast Reconstruction Surgery Benefits**

The Women’s Health and Cancer Rights Act of 1998 requires health plans to cover breast reconstruction following a mastectomy. All health plans also have to provide plan participants with a notice of this coverage each year.

We understand that there are many important decisions to consider before undergoing reconstructive breast surgery. That’s why we want to make sure you’re fully aware of your benefits.

If a covered member has a mastectomy, lymph node dissection or lumpectomy and decides after consulting with his or her doctor to have reconstructive surgery, covered services would include:

- Reconstruction of the breast on which the mastectomy was performed
- Prostheses
- 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 be aware that this coverage is only for members diagnosed with breast cancer. The benefits do not apply to elective cosmetic surgery, which is not covered.

As with your other surgical benefits, this coverage may be subject to a copay or an annual deductible, if required by your contract. Please refer to your Member Handbook and Contract or Certificate of Coverage for details.

If you have any questions about this or any of your other benefits, please call Customer Service or visit [emblemhealth.com](http://emblemhealth.com).
Follow the Script
Not taking your medicine the right way can make you sicker and even send you to the hospital. That's why it's important to take your medicine as your doctor tells you.

If you find yourself missing doses or not taking your medicine at all, you are not alone. Many people — young and old — have this issue. Some of the most common reasons for not taking medicine are:
- Not filling or refilling a prescription
- Forgetfulness

- Experiencing or fearing side effects
- Cost (speak to your pharmacist, doctor or EmblemHealth if you can't afford the cost)

Circle any of the above that apply to you. Bring this article to your next doctor visit and share concerns you have about taking your medicines or following the directions.

Safety Tip
Get familiar with any side effects your medicines have. If you don't feel well after taking something, call your doctor or pharmacist.

Feeling Down? What’s On Your Mind?
It’s no secret that getting an annual physical helps keep you healthy. Getting a mental health checkup can help, too. About one in five people aged 55 and older has some sort of mental health concern, but far fewer are being treated.

The good news is that many of these disorders — like depression and anxiety — can be treated successfully. So make a point of getting a mental health checkup. Without one, most people won’t get the treatment needed to feel better.

Talk to your doctor about scheduling a mental health “wellness” checkup. Your doctor can point you in the right direction and we can, too.

Contact Emblem Behavioral Health Services:
HMO members: 1-888-447-2526
PPO members: 1-866-318-7595

Protect Yourself and Your Health Care Benefits
Medicare fraud results in higher health care costs for everyone. So if you suspect fraud or your Quarterly Summary lists services that you did not receive, call us: 1-888-4KO-Fraud (1-888-456-3728)

We’ll investigate the issue and put an end to Medicare fraud with your help.
Cancer Screenings

Each year, it’s important to get your routine screenings (tests) for cancer. Catching cancer in the early stages makes it easier to treat and gives you the best chance for a cure. Sadly, many people don’t get screened.

Here are some reasons why:

☐ “I don’t have the time.”
☐ “I’m afraid to get tested.”
☐ “I’m over 75. I don’t need to get tested.”
☐ “I feel fine, so why bother?”

Recognize any? Check the ones that sound like you.

Screening for these common cancers can save your life:

• **Colorectal (colon) cancer**
  Get screened (tested) every 10 years, starting at age 50 (or earlier if you’re at high risk). Screening 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**
  A mammogram tests for breast cancer. Women aged 40 and older should have a mammogram every year.

• **Skin cancer**
  Everyone is at risk for skin cancer, so have a routine skin exam every year.

Talk to Your Doctor

Show this article to your doctor, talk about your risk and concerns and then get tested.

Be Smoke-Free

You know smoking is bad for you. Here’s a reminder of the health conditions it can cause or worsen:

• Heart disease
• Stroke
• Cancer of the lungs, esophagus, mouth, bladder, kidneys and pancreas

• Lung diseases like emphysema, COPD and chronic bronchitis
• Lower bone density and increased risk of fracture

It’s never too late to quit and lower your risk for these health problems. Your doctor can offer advice, refer you for counseling or prescribe smoking cessation aids. We can help you, too.

Our Tobacco-Free PATH program is available to you at no cost.

You’ll get free telephone support, guidance and a personalized plan to quit.

Join today by calling:

New York State residents: **1-866-NY-QUITS**
(1-866-697-8487)

Nonresidents of New York State: **1-877-500-2393**
TDD 711
Do You Have Control Issues?

Any loss of bladder control is called urinary incontinence. It can happen to anyone, but becomes more common as we age. You may have an “accident” or leak urine when you sneeze, laugh or lift a heavy object. Or you may feel a strong urge to go to the bathroom when you don’t have to go.

If this sounds like you, talk with your doctor. There are medicines that can help. And there are things you can do on your own to help prevent or reduce bladder control loss.

Test your knowledge on the subject by checking one or more boxes that you think can help.

- 1. Exercising/Staying active
- 2. Drinking less water
- 3. Drinking fewer caffeine products, like coffee or tea
- 4. Eating more prunes
- 5. Cutting back on citrus like orange and grapefruit juice
- 6. Avoiding spicy food

If you checked 1, 3, 5 and 6, you are correct! Remember that it’s important to stay active — walking is a great exercise — and drink plenty of water.

Pharmacy and Medical Provider Directories Are Available

Need to find a network pharmacy or medical provider near you? Your pharmacy and provider directories are available now! To order, call Customer Service. Also, our online provider directories are updated daily. So for the most up-to-date listings, sign into emblemhealth.com and follow the links to search for a pharmacy or medical provider.

Don’t Miss Important Information

Has your address or contact information changed? Please let us know so you’ll receive communications from us about benefit changes and other important updates when they occur. If we send something to you in the mail and it is returned, we can only reach you by telephone if we have your correct number. So call us to confirm that we have your correct contact information.

Are You Getting All Needed Preventive Care?

Regular checkups are important at all ages. It’s the best way to get the health care advice and services you may need. If you’re only going to the doctor when you are sick, there isn’t time to focus on other health care issues that may need to be addressed.
**PATH to Wellness**

Having a chronic health condition like asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), depression, diabetes, heart failure or hypertension is not easy to manage alone. Fortunately, EmblemHealth Medicare members can get extra help. Whether you have one or more of these conditions, we can help you stay on track with your care and have a better quality of life.

**Enroll in the EmblemHealth PATH program** — at no additional cost to you. PATH members tend to feel better, stay healthier and have fewer hospital visits. You also can benefit from this program.

Here’s what you can expect:

- Regular phone calls from a nurse
- Educational information mailed to you about your condition

We may also refer you to an EmblemHealth Neighborhood Care office if one is near you. You’ll get face-to-face service from staff, community liaisons and health care professionals. Learn more at ehnc.com.

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**Wellness Reminder: Four Things to Remember**

- Visit your doctor once a year for a wellness visit. It should include checking your body mass index (BMI) and a mental health checkup.
- See the dentist twice a year.
- Get an eye exam once a year.
- Get a flu shot every fall. Ask your doctor about getting the pneumonia vaccine and any other immunizations.

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**Diabetes Foot Care — Step by Step**

If you’re living with diabetes, it’s important to do your best to keep your feet healthy. Follow these foot care tips:

- Wash your feet every day
- Wear shoes and socks at all times
- Protect your feet from high heat and cold
- Be active in order to keep blood flowing to your feet
- Get a complete foot exam at least once a year — if possible from a podiatrist

Check your feet every day, top and bottom. If you find something, see your doctor. And while there, ask about other things you can do for proper foot care.
Active Steps to Prevent Falling

Every year, one in three adults aged 65 or older falls, and two million are treated in emergency rooms for fall-related injuries. Here’s how you can stay on your feet:

1. **Make sure your eyes are checked every year.**
   You need to be able to avoid objects in your way.

2. **Get regular exercise.** Too much inactivity can lead to weaker legs. Ask your doctor for activity suggestions, especially if you have osteoporosis.

3. **Do a home safety check.** Below are some “Safe Home” suggestions that can help prevent falls indoors. Check off each one during your safety check and take care of any that need to be done:
   - Remove small throw rugs or use double-sided tape to keep rugs from slipping.
   - Use nonslip mats in the bathtub and on shower floors.
   - Have handrails and ample lighting for staircases.
   - Keep items you use frequently in lower cabinets. Step stools and items out of your reach can lead to falls!

For other tips to prevent falls, visit [www.emblemhealth.com/safety](http://www.emblemhealth.com/safety) and join our Steps-4-Safety program.

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.
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 READ 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:
  - Sending you a reminder about appointments with your doctor or recommended health screenings.
  - 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.

**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.

**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.
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;
- Your 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 Web site. See information on the next 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 following contact information.

- **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.

<table>
<thead>
<tr>
<th>Write to:</th>
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<tbody>
<tr>
<td>Corporate Compliance Dept. P.O. Box 2878, New York, NY 10116-2878</td>
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<th>Call:</th>
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<tr>
<td><strong>EmblemHealth program members:</strong> 7 days a week, 8 am-8 pm, <strong>1-877-842-3625</strong>, TTY: <strong>711</strong></td>
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<tr>
<td><strong>EmblemHealth Medicare members:</strong> 7 days a week, 8 am-8 pm</td>
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<tr>
<td>PPO: <strong>1-866-557-7300</strong>, TTY: <strong>711</strong></td>
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<tr>
<td>HMO: <strong>1-877-344-7364</strong>, TTY: <strong>711</strong></td>
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<tr>
<td>PDP (City of NY Retirees): <strong>1-800-624-2414</strong>, TTY: <strong>711</strong></td>
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<tr>
<td>PDP (non-City of NY Retirees): <strong>1-877-444-7241</strong>, TTY: <strong>711</strong></td>
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<tr>
<td><strong>FIDA members:</strong> 7 days a week, 8 am-8 pm, <strong>1-855-283-2148</strong>, TTY: <strong>711</strong></td>
</tr>
<tr>
<td><strong>GHI members:</strong> 7 days a week, 8 am-8 pm, <strong>1-800-624-2414</strong>, TTY: <strong>711</strong></td>
</tr>
<tr>
<td><strong>HIP “GHI HMO” plan members:</strong> 7 days a week, 8 am-8 pm, <strong>1-877-244-4466</strong>, TTY: <strong>711</strong></td>
</tr>
<tr>
<td><strong>HIP/HIPIC members:</strong> 7 days a week, 8 am-8 pm, <strong>1-800-447-8255</strong>, TTY: <strong>711</strong></td>
</tr>
<tr>
<td><strong>Medicaid, Family Health Plus and Child Health Plus members:</strong> 7 days a week, 8 am-8 pm, <strong>1-855-283-2146</strong>, TTY: <strong>711</strong></td>
</tr>
<tr>
<td><strong>Select Care HMO members:</strong> 7 days a week, 8 am-8 pm, <strong>1-888-447-7703</strong>, TTY: <strong>711</strong></td>
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</tbody>
</table>

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 Web site: [www.emblemhealth.com](http://www.emblemhealth.com).