Access Your Health Info with myACP

Members who receive care through AdvantageCare Physicians (ACP) can now get fast, secure access to their most important health information online, anytime. ACP provides members with a patient-centered approach to care. Whether you need to see a specialist, get an X-ray, have blood drawn or a mammogram — it all takes place at the same location — coordinated by your primary doctor. And now when you sign up for myACP, you'll have easy access to your medical record and lab results. Plus, you can keep track of your appointments, refill prescriptions and even send questions to your medical office — right from your computer, tablet or smartphone.

To learn more about AdvantageCare Physicians and their “best-in-class” care, visit acpny.com. Sign up for myACP and activate your account at the bottom of their webpage.
Make the Most of Your Treatment

We want you and your family to live life to its fullest, even if you have a serious illness, injury or condition. That’s why we offer programs to assess, plan, implement, coordinate, monitor and evaluate medical and mental health care options on your behalf.

While your primary care doctor is the one who determines your care needs, your plan’s case managers can work closely with your doctor to help you make the most of your treatment. As part of the case management program, registered nurses and social workers offer:

A better understanding of your condition
A link between you, and the doctors and nurses on your care team
A liaison with community agencies
A health care advocate
More personalized attention
Expert guidance on effective self-care

For conditions that call for a higher level of care coordination, we have case managers to help you get the right care in the right setting. If you think you may be a candidate for our case management program, speak with your doctor or call 1-800-447-0768.

Something to Think About Right Now

What would happen if you were unable to tell your family about the medical treatment you want? It’s something none of us wants to think about. Making a living will or an advance or personal directive can help you decide if you even want to be treated.

They have legal instructions about your choices for receiving medical care if you become unable to make health care decisions. Planning ahead will allow you to get the medical care you want without having a family member decide on your behalf. You can add details like choosing to:

• Allow a machine to breathe for you
• Be fed through a tube
• Have your heart restarted if it stops
• Donate your organs when you die

Knowing you have made those choices — and leaving them in the hands of someone you trust — can help your family make tough decisions if you become ill and can’t speak for yourself.

Give copies of your living will or other advance care plans to family members and keep a few copies for yourself. It’s also important that you give a copy to each of your doctors and ask that it become part of your medical record.

Do you know?

You can choose someone you trust ahead of time to make medical care choices if you are ever unable to make decisions for yourself. This is known as choosing a health care proxy.

*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.
Protect Yourself

Help put an end to Medicare fraud and identity theft. Here’s what you can do:

**Don’t** let anyone use your member ID. Some people may try to get services under your name. This is a crime.

**Never** give your personal, medical or financial information to anyone you don’t know and trust. The information may be used to steal your identity.

**Review** your health plan statement to make sure it is correct. There could be a charge for a service you did not receive. If so, call EmblemHealth Customer Service for help.

**Don’t** give your member ID when getting free health services. It’s not required.

If you suspect any type of fraud, give us a call at 1-888-4KO-Fraud (1-888-456-3728).

Plan Your “Quit Day”

You’ve decided to stop smoking. That’s great news! Smoking raises your risk of lung disease, heart disease, stroke and certain types of cancer. Besides being good for your health, quitting smoking will save you money and you will breathe fresher, cleaner air.

**Quit Day**

Choose the day you will stop smoking. By putting a Quit Day on the calendar, you will make your goal real. And signing a “Commitment Contract” with a loved one will help, too. Choose a Quit Day that’s within the next month or two. This will give you time to plan for it and keep your goal. You may want to choose a day that is easy to remember and has special meaning, like your anniversary or birthday. You’ll have two great reasons to celebrate!

Join Our Tobacco-Free PATH Program

This program is available to you at no extra cost. Medicare members who join the program will have:

- Unlimited one-on-one telephone support from trained quit-coach experts
- Full coverage of the nicotine replacement therapy (gum, patch, lozenge)
- Educational materials and access to resources

Talk to your doctor about choosing the right medicine for you and get tips to make it easier for you to quit smoking for good.

This program is available to you and all your eligible health plan dependents at no extra cost.

To join, please call 1-866-NY-QUITs (1-866-697-8487).

**Note**

Medicare members will be responsible for a regular copay for smoking-cessation prescription products.

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. 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.
Put Your Type 2 Diabetes to the Test!

Everyone needs regular checkups. Routine tests are even more important when you have a chronic condition like type 2 diabetes.

When you have type 2 diabetes, it is more likely that you also have high cholesterol (a fat found in the blood), high blood pressure and too much body weight. These are risk factors for heart disease. See your doctor regularly for tests to manage your diabetes. The doctor will review your test results and may suggest lifestyle or medicine changes to help keep you healthy. Diabetes can cause blindness, so you will also need to visit your eye doctor (optometrist or ophthalmologist) for a retinal or dilated eye exam every year.

Your doctor knows you and knows how to take good care of you, but it’s also important for you to play an active role to help you get the best care. One way is to keep track of the important tests you should have each year. **Follow these reminders:**

<table>
<thead>
<tr>
<th>Test/Screening</th>
<th>Frequency</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure Check</td>
<td>Every visit</td>
<td></td>
</tr>
<tr>
<td>Foot Exam</td>
<td>Four times a year</td>
<td></td>
</tr>
<tr>
<td>A1C (average blood sugar over 3 months)</td>
<td>Twice a year</td>
<td></td>
</tr>
<tr>
<td>Dental Cleaning and Exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cholesterol Check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dilated Eye Exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urine Test for Kidney Function</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blood Test for Kidney Function</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nerve Damage Test (feet)</td>
<td>Once a year</td>
<td></td>
</tr>
</tbody>
</table>

**Bring this with you to your appointments and show your doctor.** It will be a good reminder for you both and a conversation starter for any of your health concerns.

**Winter Reminder.** With type 2 diabetes you are also more likely to get colds and the flu. This is serious because it can affect your blood sugar. So, make sure to talk to your doctor about getting your flu and pneumonia shots.
A Surprising Fact

3/4 people do not take their medicine the right way.

Not taking medicine the right way can cause all sorts of bad things: more doctor visits, a trip to the emergency room or a hospital stay and — for 125,000 Americans a year — death. If you do not take your medicine as the doctor ordered, your health can become worse.

Take Action

Talk to your doctor about your medicines and make sure you understand how they are supposed to be taken. Bring this list of questions, all your medicines and the chart below with you to your next doctor visit. Remember to bring any over-the-counter medicines and vitamins, too. Work with your doctor to make sure you are taking your medicine the right way. It’s also a good time to share with your doctor any concerns you have.

Whenever you travel, it’s important to have your medicine with you. Please also make sure you refill your prescriptions on time so you do not run out.

Sign up for home delivery service and auto refills, so you’ll never miss a prescription refill date. To get started, call ESI at 1-800-585-5786 or visit express-scripts.com.

Ask Questions!

Talk to your doctor about any medicine he or she wants you to take. Ask how each medicine should be taken. Then take it exactly as instructed.

Here is a list of questions you should know how to answer for each medicine you take:

1. How many times a day do I take it?
2. How many days do I take it?
3. Do I need to take it with food?
4. Do I have any medicines I should not take with food?

If you are having trouble taking your medicine as your doctor wants you to, talk with your doctor.

It’s Not Too Late to Get Your Flu Shot

Did you get your flu shot yet? No? It’s not too late! The Centers for Disease Control and Prevention (CDC) reports that flu season starts as early as October and continues until as late as May! You can get your flu shot at anytime during those months.

We now know that the vaccine (flu shot) is the best way to prevent the flu. And you are three times more likely to end up in the hospital if you get the flu and you have diabetes (type 1 or 2). The good news: getting your flu shot lowers this risk by about 80%. The CDC recommends that people with chronic conditions such as diabetes also get a pneumonia vaccine.

The flu can be a serious problem for anyone aged 65 and older. Learn more at www.cdc.gov/flu/about/disease/65over.htm.

Get your shots for free!

EmblemHealth Medicare members can get flu and pneumonia vaccines at some pharmacies and not pay a copay. To find a pharmacy in your area, sign in at emblemhealth.com and use the “Find a Pharmacy” tool.

It’s not too late, but don’t delay. Get your flu shot today!
Concerned About Memory Loss?

Today, more than 5 million Americans are living with dementia. Alzheimer’s disease is the most common form of dementia. If you or someone you know has been diagnosed, learning as much as you can is the first step toward taking control.

The Alzheimer’s Association New York City Chapter has a 24-hour Helpline that’s available 365 days a year with translation services in 180 languages. Specially trained, caring and compassionate staff members are ready to answer every call.

Call the Alzheimer’s Association Helpline to get information about:
• Alzheimer’s disease, memory loss, medications and treatment options
• Brain health, diagnosis and care options in your community
• Caregiving, emotional support and help with crisis intervention
• Help with Medicare and Medicaid eligibility and benefits
• Volunteer opportunities
• Education and training sessions

First-time callers usually receive a Helpline packet. It includes:
• Information about dementia, caregiver stress, medications and the MedicAlert® + Alzheimer’s Association Safe Return® program for wanderers
• The NYC Chapter’s Programs and Services brochure, which describes the range of supportive services that are offered free of charge
• The NYC Chapter’s quarterly newsletter
• A calendar of education and training sessions
• Support group information

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

Complaints and Appeals — How to File

As a Medicare member, you or your representative may file a grievance (complaint) within 60 days if you:
• Are unhappy with the quality of services you received.
• Feel you are being encouraged to leave (disenroll from) the plan.
• Have problems getting appointments when you need them or wait too long.
• Are unhappy with the service you received from Customer Service.
• Experienced rude behavior from doctors, nurses, receptionists, network pharmacists or other staff.

Feel the conditions were poor at a doctor’s office, clinic, hospital or network pharmacy you visited.

How to File an Appeal

If we deny any part of your request for a service, you may ask for an appeal from us and we will reconsider our decision. You or your representative must file your appeal within 60 days after we tell you what we decided.

For Part D Benefits: If we uphold our original decision, you have the right to ask for an independent review (appeal) 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.
A Happy Heart Could Be A Healthy Heart

Being happy may be medicine for your heart. A recent study suggests that if you are older than 50 and full of optimism, your risk of heart failure is likely to be lower. Previous studies have also shown that people who are optimistic (have a positive attitude) tend to lead healthier lives.

Makes sense, right? If you’re happy, you may be more likely to eat healthier and do more. The Happy Heart wants to go for a walk and have a tasty salad. The Unhappy Heart wants to sit on the couch and eat nachos.

Take Action!
Make an appointment to see your doctor to discuss how happiness affects your daily life and ways for you to keep your heart happy.

Don’t Let Bad Weather Bring You Down

Patches of ice and snow make the risk of slips and falls much higher during the winter. Here are some simple things you can do to prevent falls:

Plan Ahead. Try to plan your trips around the weather. If an errand can wait until the weather is better, then you should wait.

Plan Your Route. Find the safest way to get to where you need to go. Don’t rush, take your time and walk slowly. Look out for patches of ice and snow. If the route you normally take looks unsafe, then go another way.

Be Aware of Your Footwear. Wear rubber-soled boots or shoes that give you traction.

Beware of Black Ice and Wet Patches. They aren’t always visible so pay extra attention to the ground when walking during the winter months.

Talk to Your Doctor
Falls are a leading cause for injury, but many of them can be prevented. At your next doctor’s appointment, find out if you have any conditions or are taking a medication that can cause you to fall. Tell your doctor if you have problems with balance or walking.

Ask what you can do to avoid falling. Remember to keep your vision in check too. Find out from your doctor if you are due for an eye exam.

For more tips to prevent falls, visit www.emblemhealth.com/safety and join our Steps4Safety program.

Health Care 101: Utilization Management

When a health plan uses medical guidelines to consider your need for health care services, this is known as utilization management (UM). EmblemHealth makes UM decisions based on there being a suitable level of care and a proper medical setting only.

We never reward doctors or other individuals who conduct UM reviews for denying coverage for care. Any financial rewards we provide to UM decision-makers are not encouraged by decisions resulting in decreased use of services or care.

To learn more about UM, please review your Evidence of Coverage document.
**How to Contact Us**

**Customer Service**
- PPO: 1-866-557-7300
- HMO: 1-877-344-7364

*Ask to speak with someone in your preferred language.* Daily, 8 am to 8 pm

**Tobacco-Free PATH Program**
- New York State residents: 1-866-NY-QUITS (1-866-697-8487)
- Nonresidents of New York State: 1-877-500-2393

**Lab Services — Quest Diagnostics**
- 1-888-277-8772 (appointments)
- 1-866-697-8378 (customer service)

**Mental Health and Substance Abuse**
- Emblem Behavioral Health Services Program (EBHSP) for HMO members: 1-888-447-2526
- ValueOptions for PPO members: 1-866-318-7595

**PATH Program**
- 1-866-447-8080

**Report Insurance Fraud**
- 1-888-4KO-Fraud (1-888-456-3728)

For TDD assistance, any of the above numbers can be reached by calling NYS Relay Services at **711**.

**Web Resources**
- emblemhealth.com/medicare (mail-order pharmacy)
- questdiagnostics.com (lab services)
- valueoptions.com (behavioral health services)
- emblemhealth.com/familycaregiver

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**Eat Right This Holiday Season**

Eating healthy during the holidays doesn’t have to be hard. Your doctor can guide you on food choices and make sure you keep your carbohydrates under control. Use the tips below to make your holiday meals light without giving up taste.

**Serving Size Counts.** Try to manage your calories. If you are counting carbs, eat the same amount you would at any other meal.

Create a healthy eating plate using the recommendations at [www.choosemyplate.gov/food-groups](http://www.choosemyplate.gov/food-groups).

**Bring Your Own.** Bring your own healthy dish or share a recipe with your host.

**Check Your Blood Sugar.** Remember to check your blood sugar before and after holiday meals if you’re living with diabetes.

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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.