

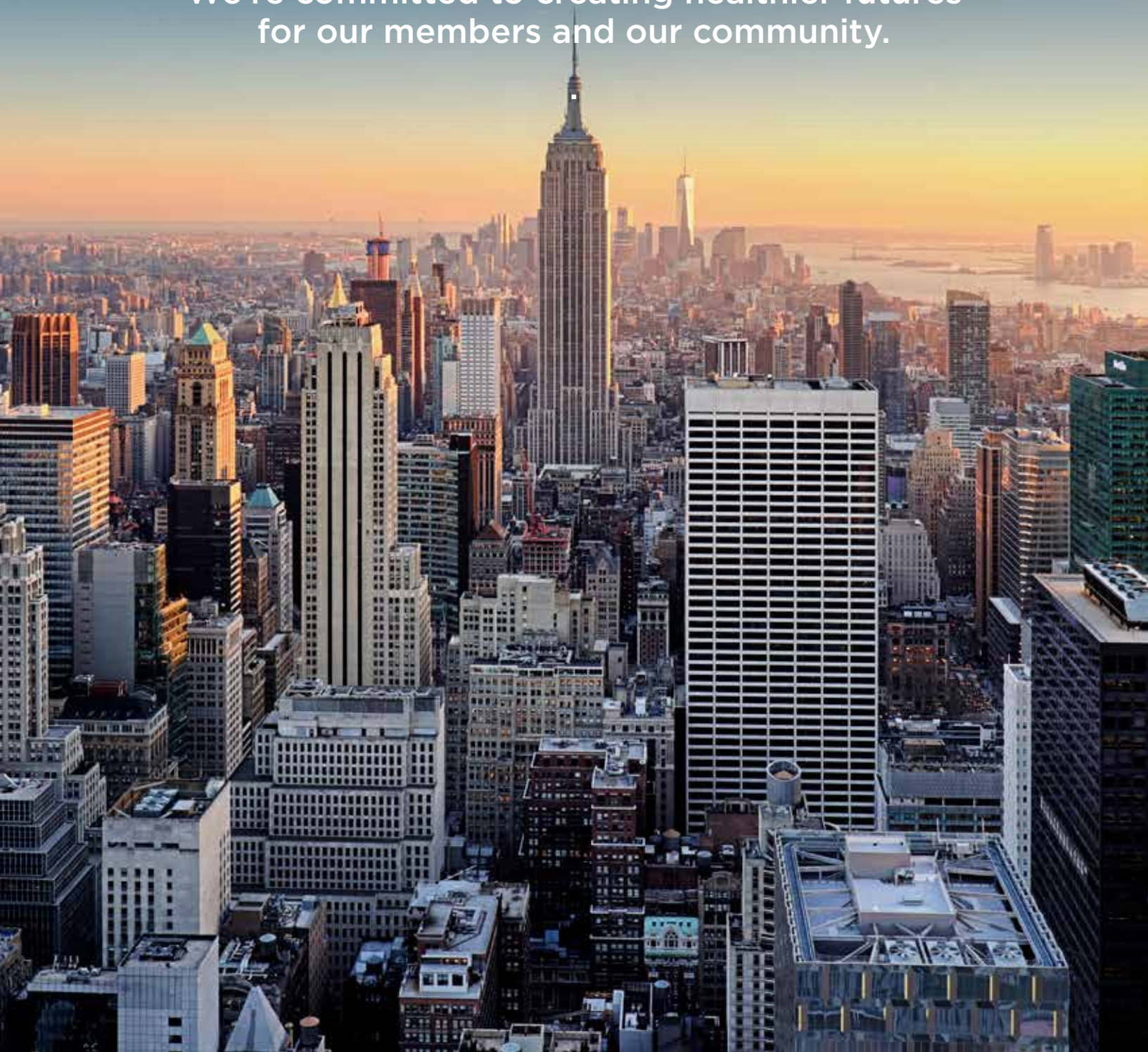
Taking Care of Health Care

EmblemHealth's 2019 HIP Prime
HMO Plan for New York State
Employees and Early Retirees

HEALTH CARE PLANS THAT SUIT NEW YORKERS

EmblemHealth offers quality, affordable health plans, convenient community resources, and access to top doctors and hospitals across the New York tristate area.

We're committed to creating healthier futures for our members and our community.



Make HIP PRIME HMO Your Health Care Plan for 2019

New York State has chosen our HIP Prime HMO plan as one of the health care plans you can choose for your 2019 health benefits. It's a choice you can feel good about.

Plan Features

When you enroll in the 2019 HIP Prime HMO plan, you can count on:

- More than 90,000 doctors and health care professionals to choose from.
- Lower out-of-pocket costs and copays (the amount you pay for health services).
- Access to leading hospitals throughout your plan's service area.
- Health and wellness programs, as well as discounts on things like gym memberships, weight loss services, and hearing aids.
- Drug coverage, through retail pharmacies and our home delivery drug program.
- Access to online tools at **myEmblemHealth** to help you take care of your health needs and meet your personal wellness goals.

Questions?

If you have questions, call us at **877-861-0175 (TTY: 711)**. Our hours are 8 am to 6 pm, Monday to Friday. A Customer Service representative will be happy to help. Or, visit **emblemhealth.com**.

If you are already enrolled in the HIP Prime HMO plan, you don't need to do anything. You will continue to be covered through the end of 2019.

Connect with the Care You Need

A Large Network of Health Care Professionals and Hospitals

This plan uses our **Prime Network**, with over 90,000 doctors, health care professionals, facilities, and 144 hospitals.

A network is a group of health care professionals and facilities that contracts with EmblemHealth. They provide covered products and services to members. You'll usually pay less when you use this network.

The Prime Network covers 28 New York counties, including:

- All five boroughs of New York City (the Bronx, Brooklyn, Manhattan, Queens, and Staten Island), and Nassau, Orange, Rockland, Suffolk, and Westchester counties.
- Upstate areas that stretch north of Albany.

The **Prime Network** also includes:

- **ConnectiCare HMO Network**, which has 17,000 primary care providers and specialists, and 33 hospitals in all eight counties in Connecticut.
- **QualCare HMO Network**, which has 26,000 primary care providers and specialists, and 76 hospitals in all 21 counties in New Jersey.

You also have coverage at many of the area's most acclaimed hospitals, such as:

- Lenox Hill Hospital
- Montefiore Medical Center
- Hospital for Special Surgery
- NYU Hospital Center
- Staten Island University Hospital

Your Doctor: A Partner in Good Health

The first thing you should do when you enroll in the HIP Prime HMO plan is choose a primary care doctor for yourself and your enrolled family members.

Your primary care doctor is the doctor who provides your everyday care. They help you and your family stay healthy. Your primary care doctor:

- Provides most of your health and preventive care.
- Refers you to specialists.
- Arranges for hospital admissions, when necessary.

You can change your primary care doctor at any time, by phone or online.

When you call to make an appointment with your doctor, tell them you're a HIP Prime HMO plan member. Remember to bring your ID card to your appointment.

AdvantageCare Physicians

AdvantageCare Physicians (ACPNY) is one of the largest primary and specialty care physician group practices in the New York metropolitan area.

We take a coordinated, team-based approach to health care — care that focuses on you and your family's goals to stay healthy, get well, and live better.

ACPNY offers primary and specialty care, laboratory services, radiology, and more, often all in one convenient location.

We're in your neighborhood. AdvantageCare Physicians has 36 medical offices located throughout Brooklyn, Manhattan, Queens, Staten Island, and Long Island.

For more information, visit **acpny.com**. To see a full list of doctors in your plan, visit **emblemhealth.com** and use our *Find a Doctor* tool.

Neighborhood Care

Come with Questions. Stay for Solutions. Leave with a Smile.



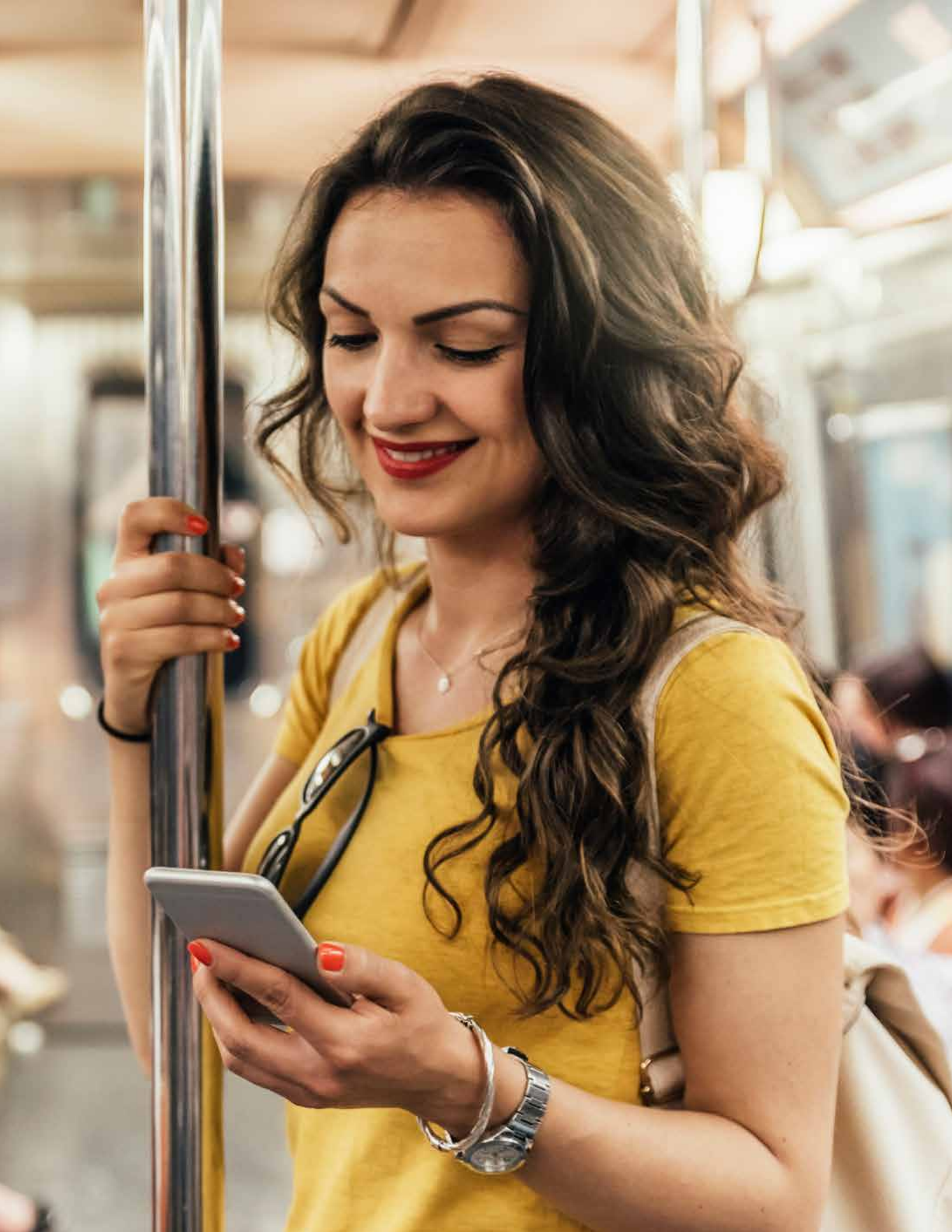
EmblemHealth Neighborhood Care provides health and wellness programs and in-person support right in your neighborhood.

With eight locations across Manhattan, Queens and Brooklyn, each EmblemHealth Neighborhood Care is tailored to the unique needs of your community, with different programs and classes in each location.

No matter what Neighborhood Care location you visit, you'll always find:

- In-person customer service.
- Health and wellness classes.
- Resources for managing your and your family's health.
- EmblemHealth sales representatives to help you learn more about your health plan.

Visit **emblemhealth.com/community** for upcoming classes and programs at Neighborhood Care.



myEmblemHealth: Your Secure Health Services Website

Having the right information and tools like **myEmblemHealth** can help you stay healthy. **myEmblemHealth** keeps your personal health care information in one convenient place.

To register for **myEmblemHealth**, go to **emblemhealth.com**. The information you enter is secure.

Once you're registered, you can check:

- The status of a claim, approval, or the amount you have paid toward your deductible (the amount you pay before your plan starts to pay).
- Descriptions of your health benefits.
- Messages in your secure Message Center.
- A list of your covered drugs.

You can also order ID cards, download forms, and update your email address.

Go Paperless and Get Rid of Clutter

When you register for **myEmblemHealth**, you can sign up to get your documents online. They will be neatly stored in your secure Message Center on **myEmblemHealth**.

You can choose to get the following:

- Explanations of benefits.
- Alerts about when your claims are processed.
- Personalized information about your health.
- Your plan newsletter.
- Updated information about your coverage and benefits.

On the Go! myEmblemHealth Mobile App

With the **myEmblemHealth** mobile app, you have useful benefit and plan information at your fingertips.

Sign in to manage your health benefits whenever and wherever you want.

The **myEmblemHealth** app is available for download from the App Store or from Google play.

Your Health and Wellness Are Important to Us

In addition to your doctor's care, you may have access to the following services when you enroll in this plan to help you and your enrolled family members stay healthy.

To see the full list, visit **emblemhealth.com/stayhealthy**.

- Heart disease support.
- Diabetes support.
- Preventive cancer screenings.
- Domestic violence victim support and resources.
- Pregnancy management and support after giving birth.
- Help to stop smoking.
- Chronic obstructive pulmonary disease (COPD) support.
- Checkups and immunizations for children and adults.





Healthy Discounts

Just for being an EmblemHealth member, you get access to discounts on health-related services. From weight loss to massage therapy, we're here to make sure you get what you need at an affordable price.

- **Weight Loss Services:** Save on programs including Jenny Craig® and Nutrisystem®.
- **Health club memberships:** We've partnered with American Specialty Health to give you discounted health club membership rates.
- **Massage therapy:** Save up to 25 percent on therapeutic massage.
- **Acupuncture therapy:** Save up to 25 percent on acupuncture therapy.
- **Registered dietitians:** Save up to 25 percent on nutrition counseling from credentialed dietitians.
- **Vitamins and natural supplements:** Order online and save up to 45 percent.
- **Hearing care:** Save on hearing aid purchases and get other discounts through HearX, HearUSA, and Amplifon centers. At Amplifon centers, you also get a low-price guarantee on hearing aids, free batteries, follow-up care, screenings, and a 60-day trial period with a 100 percent money-back guarantee.
- **Vision Affinity discount program:** Discounts on certain vision care services at participating EyeMed centers.
- **Laser vision care:** Save as much as 15 percent on laser vision correction.

For more about these services, call us at the number on the back of your member ID card or visit emblemhealth.com/goodhealth.

* Please note: Services included in the Healthy Discounts program are available only through participating vendors. These discount programs are not health care benefits and we do not insure them. For more about these services, please visit emblemhealth.com/goodhealth.

BENEFIT HIGHLIGHTS – HIP PRIME HMO* PLAN

Benefit	Copay
Medical Care	
Primary care physician office visit	\$5
Specialist office visit	\$10
Diagnostic lab/X-ray	\$0 (included in office visit.)
Preventive Care	
Routine physical exam	\$0
Well-child care	\$0
Other Services	
Outpatient mental health services	\$0
Ambulatory surgery	\$0
Ambulance	\$0
Prescription drug	\$5 generic/\$20 brand-name
Hospital Services	
Inpatient care	\$0
Emergency room	\$75 per visit

This is a brief overview of basic plan features.

To get a copy of the Summary of Benefits and Coverage (SBC), visit **emblemhealth.com/SBC**. To get a printed copy, call Customer Service at **800-447-8255 (TTY: 711)**. Our hours are 8 am to 6 pm , Monday to Friday. A Customer Service representative will be happy to help.

If you have questions about your plan, visit **emblemhealth.com**, or call the Customer Service number above.

The chart above and the Summary of Benefits do not reflect the full details of the plan. Full details of the plan are set forth in the Certificate of Coverage. Please refer to HIP certificate form number 155-23-HMOCERT (3/99).

*Copays for active employees and early retirees. A copay is the set dollar amount you pay for health services each time you use them.

NOTES

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Make HIP Prime[®] HMO Your Choice Today

This booklet provides general information about the HIP health insurance program. Coverage will be subject to the terms, conditions, limitations, and exclusions set forth in the Certificate of Coverage. Refer to HIP certificate form number **155-23-HMOCERT (3/99)**.