

# EmblemHealth

Adelphi University

1/1/2021 Open Enrollment Meeting



# AGENDA

- Benefit Highlights
- Tristate Network
- Member ID Card
- Member Portal
- How to Find A Doctor
- ACPNY
- Important Phone Numbers
- Q & A



# EmblemHealth

## WHO WE ARE

- EmblemHealth, is one of the nation's largest nonprofit health plans, serving **3.1 million people** who live and work across the New York tristate area.
- To our members, prospects, and partners, EmblemHealth is a **hardworking health care guide**, helping people navigate the medical system, offering straightforward solutions, and making better health more achievable.





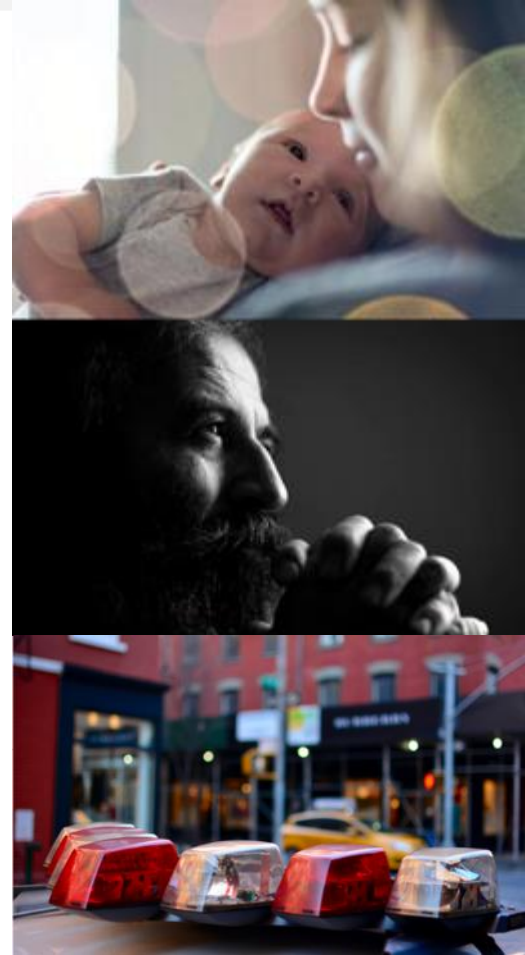
# COME JOIN US

## OPEN ENROLLMENT Coverage Period

*January 1, 2021 – December 31, 2021*

### During Annual Open Enrollment you can:

- Make any changes to your benefit for the 2021 plan year
- Add or drop coverage for you and/or your eligible dependents





# EmblemHealth®

## HIP PRIME HMO (In-Network only)

### Benefit Highlights

Effective Date: January 1, 2020

#### HIP PRIME HMO - In-Network only

PCP Office Visit	\$10 Copay
Specialist Office Visit	\$20 Copay
Urgent Care Facility	\$20 Copay
Emergency Room	\$75 Copay (waived if admitted)
Inpatient Hospital Admission	\$100
Outpatient Hospital	\$100
Preventive Services	Covered in Full
Diagnostic Radiology/Laboratory	Included in office visit Copay
Chiropractic Services	\$20 Copay
Outpatient Mental Health/Substance Use	\$10.00 Copay
Inpatient Mental Health/Substance Use	Subject to Hospital Admission Copay
Maximum out of Pocket (MOOP)	\$6,600 / \$13,200
Dependent Child Age	26 EOY

### Prescription Coverage Benefit Highlights

Retail Rx 30 Day Supply	Mail Order Rx 90 Day Supply
Tier 1 - \$10 Copay	Tier 1 - \$15 Copay
Tier 2 - \$25 Copay	Tier 2 - \$ 37.50 Copay
Tier 3 - \$50 Copay	Tier 3 - \$150 Copay

### Choose your way to receive a 3 Month Supply

- Home Delivery Mail Order Through



**EXPRESS SCRIPTS®**

[express-scripts.com/3month](https://express-scripts.com/3month) or call: 866-340-1348

- Get a 3 months supply at

*Walgreens*





# HIP PRIME HMO PLAN

## HOW THE PLAN WORKS / IMPORTANT REMINDERS

- You must select an in-network PCP to provide / coordinate your care
- Plan requires a referral from your PCP when you need to see a specialist
- Go to doctors, hospitals, and other facilities that are part of the HIP Prime HMO network. Out-of-network care is not covered except in the case of emergency care you receive at an out-of-network hospital.
- Use Quest Diagnostics, our preferred laboratory provider for lab work
- Preventive care is covered at no cost to you, well visits, mammograms, colonoscopies, & immunizations



# A QUALITY NETWORK FOR THE TRISTATE AREA

## EMBLEMHEALTH PRIME NETWORK INCLUDES:

- HIP Prime Network in New York
- ConnectiCare Network in Connecticut
- QualCare Network in New Jersey



## ACCESS TO OVER 123,000 PROVIDERS ACROSS THE REGION.

- 43,000+ primary care doctors
- 84,000+ specialists\*
- 3,800+ cardiologists
- 7,800+ pediatricians
- 2,900+ oncologists
- 2,200+ orthopedic surgeons
- 4,500+ OB-GYNs
- 245 hospitals



To find network doctors, members can go to [emblemhealth.com](http://emblemhealth.com) and use the “Find a Doctor” tool

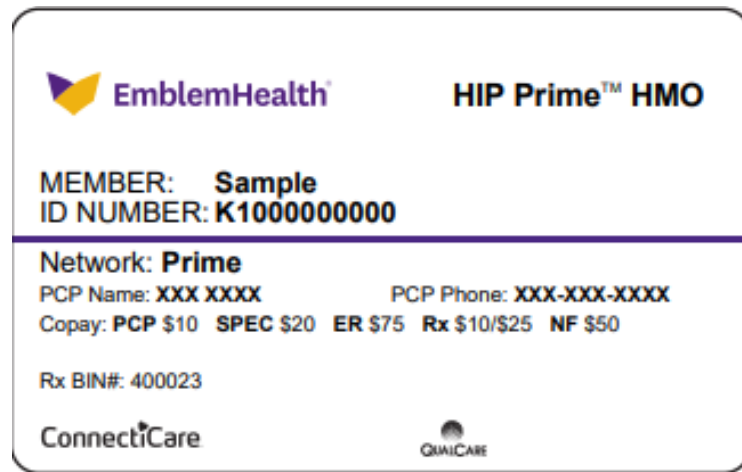


# YOUR MEMBER ID CARD

THE KEY TO YOUR HEALTH CARE

## Your personalized ID card will have your:

- EmblemHealth member ID number
- Primary care doctor (PCP) name
- Cost-sharing amounts (what you pay for services)
- Important phone numbers (back of card)
- Network Name: Prime
- ConnectiCare Logo
- Qualcare Logo





# MEMBER PORTAL

## REGISTER AT EMBLEMHEALTH.COM

Benefit information is only a click away.

- Find Doctor's and Hospitals
- Choose or Change a PCP
- View Claims and Explanation of Benefits
- Request and Print ID Cards
- View your HIP HMO Plan Benefits
- See Covered Drugs (Formulary)
- Download Forms
- Go paperless
- Email customer service questions



## ON THE GO?

Download our mobile app myEmblemHealth.



myEmblemHealth

Health & Fitness



# FIND A DOCTOR IN YOUR NETWORK

1. Sign in at **emblemhealth.com**

2. Go to “Find a Doctor.”

3. On the Provider Search web page, select the type of provider you are looking for. Enter a ZIP code to search by location or name to search by provider name.

4. Click on the “Search” button.

5. You will see a list of providers. Review the profiles until you find one who best meets your needs.

## Select Type of Provider

You are searching **HIP Prime** providers within the  network

<input checked="" type="radio"/> Primary Care Physician	<input type="radio"/> Specialist	<input type="radio"/> Dental	<input type="radio"/> Vision	<input type="radio"/> Lab
<input type="radio"/> Pharmacy	<input type="radio"/> Mental Health and Substance Abuse	<input type="radio"/> Hospital, Facility or Urgent Care Center		

## Search by Location or Name

### Search by Location:

Address

City  State

Zip  Within

OR

### Search by Name:

Last  First

**Narrow Your Search**

City  State



# ADVANTAGECARE PHYSICIANS (ACPNY)

## AdvantageCare Physicians (ACPNY) is always in-network

- Access to a full range of specialties and services ACPNY offers primary care, pediatrics, cardiology, Gynecology, many offices feature an on-site lab, radiology services, virtual visits
- Coordinate medical appointments to see all of your health professionals in the same office and avoid multiple trips to different offices
- ACPNY can provide same-day referrals to specialists
- Extended evening and weekend hours available at most locations
- Urgent care hours available at select locations
- COVID-19 diagnostic and antibody testing available in 20 locations
- Locations across all five boroughs of New York City & Long Island
- Go to [acpny.com](https://acpny.com) for locations and more information



# PROGRAMS TO HELP YOU STAY HEALTHY

- **Weight Loss Services** — Save on programs including Jenny Craig® and Nutrisystem®.
- **Health Club Memberships** — With our partner American Specialty Health, members get a discounted rate.
- **Massage Therapy** — Save up to 25 percent on therapeutic massage.
- **Acupuncture Therapy** — Save up to 25 percent on acupuncture therapy.
- **Registered Dietitians** — Save 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 and screenings, and a 60-day trial period with a 100% money-back guarantee.
- **Vision Affinity Discount Program** — Get 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 ID card or visit [emblemhealth.com/goodhealth](https://emblemhealth.com/goodhealth).



# IMPORTANT PHONE NUMBERS

- Customer Service: **1-800-447-8255** (TTY/TDD: 711)
- Claims Questions: **1-866-447-9717**
- Emblem Behavioral Health Services: **1-888-447-2526**
- 24-Hour Nurse Advice Line: **877-444-7988**
- Language Assistance Services: **877-411-3625**
- Quit Smoking Program: **866-611-QUIT**



QUESTIONS?



# THANK YOU

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