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.
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
Choose your way to receive a 3 Month Supply

- **Home Delivery Mail Order Through**
  - 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 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

WWW.EMBLEMHEALTH.COM
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

Download on the
App Store

GET IT ON
Google Play
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.
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 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.
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**
THANK YOU

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