



HEALTH MATTERS

2021, Volume 3



Gift It Forward

Hope and connection may have been in short supply these past couple of years, but we're now getting used to the feeling of spending time with and embracing our loved ones again. This holiday season may be the first where you gather with many of your friends and family in one place since 2019.

This year, we want to encourage you to give a gift that can make a difference in someone else's life. It doesn't have to be big, or expensive. It may not even cost you anything, and the impact it could have on someone is priceless.

Honor someone with a charitable donation. Skip the gift card and instead contribute to a charity you (or your recipient) supports. Many will let you donate in someone's name and some might even offer a dollar-for-dollar match, letting you double the amount you give. Your employer might also offer gift-matching for certain charities. Not sure where to donate? Visit [charitynavigator.org](https://www.charitynavigator.org) for ideas.

Gift your time. Volunteer for a local organization, clean up trash at the beach or park, or give blood in someone's name. It may not be flashy, but it's thoughtful.

Support a local business or creator. By supporting local businesses, you're helping your community and the planet by reducing the environmental footprint from transportation and shipping. Consider supporting local women- or minority-owned businesses in your area.

Get Rewarded for Taking Care of Yourself

Your Member Rewards Program is giving you opportunities to be rewarded for taking care of your health. Don't let them expire — check your member portal to see what you qualify for. You have until Dec. 31, 2021 to register, earn, and redeem your rewards. You can also call a Connect Concierge agent at **877-344-7364** (TTY: **711**), 8 am to 8 pm, seven days a week, for help.

Fight the Flu

Protecting yourself against the seasonal flu is more important than ever. Even if you're vaccinated against COVID-19, the flu vaccine adds another layer of health protection for you and your family. Visit your doctor or go to a local pharmacy to get your vaccination. Learn more at emblemhealth.com/flu.

Also talk to your doctor about the pneumonia and shingles vaccines. Pneumonia is a bacterial infection that can cause many illnesses. If you're over 65, you're at the greatest risk. Shingles is a painful rash on the face or body. If you've had chickenpox, you can get shingles, and your risk increases with age.

Consider AdvantageCare Physicians (ACPNY) — EmblemHealth members have access to in-network providers at ACPNY, with 35+ offices across all New York City boroughs and Long Island.* Visit acpny.com/flu to schedule your flu vaccine appointment** today.



Source: CDC

*Bronx residents receive care at three locations of BronxDocs, an affiliate of AdvantageCare Physicians. AdvantageCare Physicians and BronxDocs are part of the EmblemHealth family of companies. Other providers are available in the network.

**Some members must choose an ACPNY Primary Care Provider before making an appointment. Visit emblemhealth.com to see a full listing of doctors and facilities in your network.

SafeLink Phone Program

We want to make it easy for our members to get care when they need it. The EmblemHealth SafeLink phone program provides a free smartphone with data, minutes, and messaging services to eligible low-income members or those with Medicaid.



SafeLink members may be eligible to get unlimited talk and data through the Emergency Broadband Benefit and opt-in to receive temporary unlimited enhanced benefits. Go to safelink.com or call **877-631-2550** to learn more.



Stay in Touch

We want to make sure that we are updating you with important health plan information. Sign in to your secure member portal at emblemhealth.com or by scanning the QR code here. Be sure to update your email address, cell phone number, and preferred language. You can also call us at the number on your member ID card.

A Healthy Understanding

There are a lot of words associated with your health insurance plan. What do they all mean? Below, we've outlined a few key terms. Stop into our Neighborhood Care locations or call the Customer Service number on your member ID card if you have questions. Visit emblemhealth.com/neighborhood to find one near you.

In-network: Health care professionals or facilities that contract with your health plan. We sometimes call them network or plan providers.

Out-of-network: Health care professionals or facilities that do not contract with your health plan. Depending on your plan, you may be able to use out-of-network services, but you may pay more, and you might have to file a separate claim for us to pay you back.

Maximum out-of-pocket (MOOP):

The most you will pay out-of-pocket for Part A and Part B covered health care services from in-network providers in any year.

Primary care provider (PCP):

The doctor who provides your everyday care. Not a specialist. Also called a primary care doctor.

Make the Most of Your Plan

Visit the new Medicare Member Resource Center to get the most out of your plan. Here, you'll find plan benefits and resources, wellness information, support services, and more.

Learn more at emblemhealth.com/medicaremembers.