



HEALTH MATTERS

2022, Volume 2





Low-Cost, Lots of Fun.

Budget-Friendly Activities for Fall

The world has been through a lot over the past few years. One thing many people can agree on is that we collectively learned the importance of making time to spend with the people we love. That's a good thing, because research has linked loneliness with a higher risk for several physical and mental health conditions.

These days, it can be difficult to get together in a budget-friendly way. Luckily, the greater New York area offers several free or low-cost activities. This fall, check out these ideas to spend a fun day out without breaking the bank.

Spend a (free) day at the museum.

Though a lot of museums charge an admission fee, there are many in the area that offer free or “pay-what-you-wish” hours.

Discover NYC with Culture Pass.

If you’re a member of the New York Public Library, Queens Public Library, or Brooklyn Public Library, you can visit many New York City museums, historical societies, heritage centers, and public gardens for free by reserving admission through the Culture Pass system. Visit culturepass.nyc for additional information.

Get outside!

The greater New York area has many hiking trails perfect for activity-seekers of all levels. Apps like AllTrails allow you to filter for nature hikes in your area that meet your criteria — you can search for views, level of difficulty, and elevation gain.

Visit your local library.

Libraries aren’t just a free resource for all the reading material you could ever need! Many also offer a variety of activities for little or no cost. This includes everything from kid-friendly workshops and story time to classes and events that allow adults to gain new skills.

Get in touch with your inner farmer.

Fall is prime time for apple and pumpkin picking in the Northeast. Many farms also have playgrounds on site to keep little ones entertained. If you can’t make it outside the city, check out the local farmers markets and spend a Saturday meeting farmers and artisans in the area.

[Grownyc.org](https://grownyc.org) lists area markets, some of which are open year-round.

Put your health first.

Take a virtual or in-person class at EmblemHealth Neighborhood Care. Visit emblemhealth.com/neighborhood to find a location near you.

OUR FAVORITE MUSEUMS



The Metropolitan Museum of Art allows New York State residents to pay what they wish any time they visit. The offer also extends to students in New York, New Jersey, and Connecticut.

The Queens County Farm Museum is a 47-acre working farm that has been in continual operation for 350 years.

The museum is open year-round and is free to the public, except for special events days.

Don't Forget Your Flu Vaccine

This fall and winter, you may have a greater risk of catching and spreading seasonal flu. Even if you've received your COVID-19 vaccine and booster(s), the 2022–23 seasonal flu vaccine — a different vaccine for another virus — adds an additional layer of health protection for you and your family. Visit your doctor or go to a local pharmacy to get your vaccination.

As an EmblemHealth member, you have access to in-network providers at AdvantageCare Physicians (ACPNY), with 35+ offices across all New York City boroughs and Long Island.* Schedule your flu vaccine appointment today at [acpny.com](https://www.acpny.com), where you can also find the ACPNY location nearest to you.**

*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 also available in our network.

**Some members must choose an ACPNY primary care provider (PCP) before making an appointment.

CARE THAT MEETS YOU WHERE YOU ARE

Many factors define your health — your family history, work environment, diet, exercise, stress level, and more. That's why AdvantageCare Physicians (ACPNY) believes in getting to know the whole you. The ACPNY experience includes:

- **Continuous Care** — As a patient, you benefit from your own personalized Care Team. You see them regularly and they follow up with you between visits.
- **Comprehensive Care** — You will have access to our diverse collective of specialty care providers, along with other services you need, including lab and radiology.
- **Convenient Care** — Your care can be seamlessly coordinated across all ACPNY medical offices. No matter which of our locations you visit, your medical records are available to your doctor through your online patient portal.
- **Community** — ACPNY offices and staff are as diverse as the communities and neighborhoods they serve, and the patients they care for. Many ACPNY offices are co-located with EmblemHealth Neighborhood Care, which can connect you to valuable local services and resources.

To learn more about ACPNY and make an appointment, visit [acpny.com](https://www.acpny.com).



Your Health, Your Reward

EmblemHealth's Member Rewards Program is giving you more opportunities to be rewarded for taking care of your health. Use your rewards for items that promote good health. To register and see what services could earn you rewards, call EmblemHealth Connect Concierge at **877-344-7364** (TTY: **711**), 8 a.m. to 8 p.m., seven days a week. If you register by phone, you must agree to the terms and conditions during your call. To review them before you call, visit **termsandconditions.emblemhealthwellness.com**. To get a copy mailed to you, call Connect Concierge.

To process your reward card for an eligible service, you must register for the program, complete the applicable health service, and submit the claim or attestation by Dec. 31, 2022. Only one reward can be earned for each service. Your gift card cannot be exchanged for cash. Please allow 8 to 10 weeks after your health service for your reward card to arrive.

Get Your Lab Tests Sent to Our Preferred Labs



Labcorp and Quest Diagnostics are our preferred labs. If you receive lab tests in your doctor's office, make sure they are sent to either Labcorp or Quest Diagnostics. If you need to go to Labcorp for tests, you can schedule an appointment online at **labcorp.com/labs-and-appointments**. For Quest, schedule an appointment online at **questdiagnostics.com/appointment** or by calling **888-277-8772**.

No appointment? Both Labcorp and Quest Diagnostics welcome walk-ins.

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. Other providers are available in the network. Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Visit Us at Neighborhood Care!



Our EmblemHealth Neighborhood Care locations offer in-person and virtual customer support, connection to community resources, and programming to help the entire community learn healthy behaviors.

With 14 Neighborhood Care centers throughout New York, we invite you to come in for face-to-face support to learn more about your health plan or attend health and wellness classes. Join us for weekly fitness classes and events on nutrition, mental health, diabetes, and more. All events are free and open to the public, but registration is required.

Neighborhood Care will continue to offer virtual events to bring health and wellness directly to our members and the public, wherever they are located.

For more information, visit **emblemhealth.com/neighborhood**.

Advance Care Planning

What type of health care would you want if you became too sick to tell the doctor yourself? You can't predict every choice you may need to make about your medical care in the future. But you can help those who matter most to you understand what is right for you and your life.

That's why you should complete an advance care directive — a legal document that outlines your health care wishes. Learn more at emblemhealth.com/advancecare. If you're an EmblemHealth VIP Dual or Dual Reserve (D-SNP) member, you can use a no-cost online Advance Care Planning program to help you prepare and update advance care plan documents, choose a power of attorney, and more. To get started, visit emblemhealth.com/planmycare and create an account with your member ID and date of birth.

Questions? Call EmblemHealth Connect Concierge at **877-344-7364** (TTY: **711**), 8 a.m. to 8 p.m., seven days a week.





Call 988 for Help in a Mental Health Crisis

There's a new, shorter number to get help in a mental health crisis. The **988** Suicide & Crisis Lifeline makes it easier than ever to get free and confidential help anytime, day or night. The 24/7 support line is answered by a national network of crisis centers, with each state operating their own services.

The support line is available for a variety of mental health concerns. For example, people can contact **988** if they are:

- Experiencing suicidal thoughts.
- Having a mental health or substance use-related crisis.
- Feeling any kind of emotional distress.
- Concerned about someone else in distress.

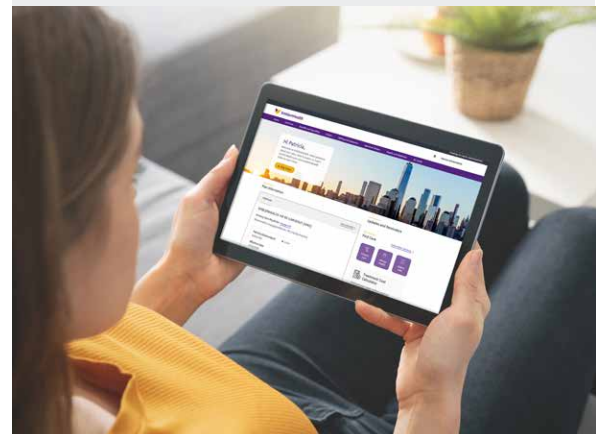
Anyone in need of mental support services can call or text **988** or chat at **988lifeline.org**. Veterans can dial "1" after calling **988** or text **838255** to be connected to the Veterans Crisis Lifeline.

*The new **988** hotline connects you to services based on your phone's area code. If you live in NYC but have a phone number from another area, the Mayor's Office recommends contacting NYC Well. You can reach them directly by calling **888-NYC-WELL (888-692-9355)**, texting "WELL" to **65173**, or chatting online. NYC Well is also free and available 24 hours a day, seven days a week.*

Check Out Our New Member Portal

Have you visited your new member portal, **myEmblemHealth**, lately? It's a one-stop-shop to help you take control of your health. Sign in to find doctors and hospitals, choose a primary care provider (PCP), download a virtual ID card, view plan documents, opt to go paperless, and more!

If you don't have an account, go to **my.emblemhealth.com**, click "Register," and fill in the required information. You'll immediately be able to view your account.



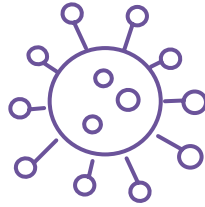


Presort
Standard Mail
U.S. Postage
PAID
EmblemHealth

<<DEPTCD>> <<JETPAC>>
<<FIRSTNAME>> <<LASTNAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIPCODE>>



Feeling Sick? Here's How To Tell if It's the Flu, a Cold, or COVID-19



It's important to know the signs of COVID-19, the common cold, and the flu — all contagious respiratory illnesses.

Many flu and cold symptoms are similar to symptoms of COVID-19. All three may all present with a fever, body aches, and a cough.

There are some key differences. For example, COVID-19 may cause a loss of taste or smell and shortness of breath. These are not typically signs of the flu or a cold.

SYMPTOMS	FLU	COVID-19
Fever or chills	Sometimes	Yes
Sore throat	Sometimes	Yes
Runny or stuffy nose	Sometimes	Yes
Muscle or body aches	Yes	Yes
Headache	Yes	Yes
Fatigue	Yes	Yes
Nausea, vomiting, and diarrhea	Yes*	Yes
Cough	Yes	Yes
Shortness of breath	No	Yes
New loss of taste or smell	No	Yes

*More common in children than adults.

Source: CDC