



HEALTH MATTERS

2024, Volume 1





The Importance of a PCP

The Copilot in Your Health Journey

Choosing the right primary care provider (PCP), is one of the most important decisions you can make for your health. This health care professional manages your everyday care, performs yearly checkups, recommends preventive screenings, and helps identify when you need to see a specialist. Specialists are doctors that focus on a specific part of your health.

Your yearly checkups help you develop a relationship with your doctor. You can use this visit to discuss factors that impact your health, including sleep, diet, activity, and stress. Your height, weight, blood pressure, and pulse are recorded during the visit. A PCP visit usually also includes a blood draw and urine sample at your doctor's office or nearby lab. The results can help identify if you need medicine to manage a condition or have a vitamin deficiency. Consistent visits create your health story, so you can compare the results over time. Based on your age and family medical history, a PCP may also recommend additional screenings:

- + **Cardiac stress test:** Done by a cardiologist. This is exercise under a doctor's supervision. They watch your heart rhythm, blood pressure, and breathing to make sure your heart works well.
- + **Cholesterol test:** This bloodwork checks your risk of heart and blood diseases.
- + **CBC (complete blood count):** This bloodwork checks the number of platelets, which are important for fighting infections. A CBC can show a picture of your overall health or help diagnose a medical condition.
- + **Colorectal cancer screening:** There are many screening options, including a stool test to check for blood in your sample and a colonoscopy performed by a gastroenterologist. The test uses a camera to look at your colon tissue for cancer or inflammation. You and your PCP can decide on the best option for you.
- + **Mammogram:** This x-ray of breast tissue helps identify cancerous growths early when they may be easier to treat.
- + **Pap smear:** Done by a gynecologist. During an exam, cells are collected from the cervix and checked for cancer or inflammation.
- + **Skin check:** Done by a dermatologist. This is a head-to-toe look at your skin, paying special attention to moles or other changes.

Visit emblemhealth.com/live-well/prevention for a complete list of screenings. If you haven't scheduled a well-visit with your doctor yet, call today. As the year wraps up, appointments may be harder to schedule.

Need a PCP?

You can find one by signing in to your myEmblemHealth member portal. Click "Find Care" and choose "Primary Care Provider" as your Service Type. The results of your search will only include health professionals available in your plan's network. Don't have an account yet? Go to my.emblemhealth.com to register today!

New Age Guidelines for Breast Cancer Screening

According to the American College of Gynecologists, more than 43,000 American women died of breast cancer in 2023. The U.S. Preventive Services Task Force lowered the recommended age to begin breast cancer screenings from age 50 to age 40. A mammogram, an x-ray image of the breast tissue, is the standard test to find breast cancer early. Regular breast self-exams are also important since you can feel changes, such as new lumps. Treatments such as radiation, hormone therapy, and surgery to remove the tumor are used when this cancer is found early. These treatments stop the disease from spreading to other parts of the body and increase rates of survival.

The taskforce suggests women ages 40 – 74 get mammograms yearly or every other year if you have average risk. Men can also get breast cancer, although it's less common. If you have a family history of breast cancer, talk with your doctor about screening more often. Your doctor will ask you questions to set up a plan for you.

✓ Add This to Your “Fall To Do List” for a Healthy Winter

The best way to reduce your risk of catching seasonal viruses and suffering from potentially serious complications, is to get a flu and COVID-19 vaccine every year. Children, adults over 65, and people with chronic conditions such as asthma are at a higher risk of flu complications. Vaccination is also important for people who are pregnant or have recently had a baby. Also, viruses change fast, so last year’s vaccines may not protect you from this year’s viruses. You will need this year’s vaccines to fight this year’s flu or COVID-19.

As an EmblemHealth member, you have access to in-network health care professionals 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.*

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



Important EmblemHealth Member Resources

EmblemHealth is committed to supporting you. An important part of that commitment is making sure you’re informed about all the resources available to you. These include:

- Member resources available on our website.
- Your privacy rights.
- Your independent, external appeal rights and how to submit complaints and appeals.
- Your member rights and responsibilities (what we expect from you and what you can expect from us).
- How to find a doctor or hospital.
- How to get a provider directory.
- How to get verbal and written information in your preferred language and using the TTY line.
- Language assistance for you to discuss utilization management, appeal issues, and other services.
- Doctor transitions as your child grows.
- What to do if you reach your benefit limit.
- Our care management services, including how to become eligible and how to opt in or out.
- Coordinating your health care.
- Utilization management decisions.
- Our quality improvement program.
- Your pharmacy coverage, restrictions, and preferences, and pharmacy procedures including limits, exception requests, generic substitutions, therapeutic interchanges, and step therapy protocols.
- How new medical technologies may become a covered benefit.

To learn more, visit [emblemhealth.com/healthmatters](https://www.emblemhealth.com/healthmatters) or call us at the number on your member ID card. You can also request a copy of this information be mailed to you in your preferred language.

Say “Cheese!” Care for Your Smile, Care for Your Whole Wellness

Tooth decay and gum disease are two common conditions that, if left untreated, can lead to tooth loss. This can drastically affect your mental and physical health, as well as your quality of life. Care for your smile and your health by practicing good oral hygiene. That means brushing your teeth, flossing, and visiting your dentist regularly (at least once a year).

Your Medicaid plan covers two routine dental cleanings per year. Schedule an appointment with your dentist today.

Don’t have a dentist? You can find one by signing in to your member portal at [my.emblemhealth.com](https://www.my.emblemhealth.com). Click “Find Care” and choose your plan name in the drop-down menu. Choose “Dental” as your Service Type. The results of your search will only include dentists available in your selected plan or network.

Need help finding a dentist or understanding your benefits? Call our dental provider Healthplex at **855-910-2406** (TTY: **711**), from 8 a.m. to 6 p.m., Monday through Friday. Or email them at info@healthplex.com. You can also call EmblemHealth Customer Service at **855-283-2146** (TTY: **711**), from 8 a.m. to 6 p.m., Monday through Friday for a list of academic dental centers near you.

Source: Centers for Disease Control and Prevention (CDC)



Get Healthy With WellSpark Health!

It’s never too late to make positive lifestyle changes. WellSpark’s* digital platform offers a range of health resources to help you live your healthiest life. Sign in to MySpark Central to see what’s available to you. Depending on your plan, your program may include:

Wellness library: Videos and articles on a variety of topics including nutrition, exercise, and more.

Health assessment: Answer questions about your health and lifestyle to receive a personalized well-being report.

Health tracking: Connect your wearable devices to the WellSpark platform or manually track your habits.

Start Your Wellness Journey Today

1. Sign in to the secure myEmblemHealth member portal at [my.emblemhealth.com](https://www.my.emblemhealth.com).
2. Go to the Health and Wellness tab.
3. Click “Get Started” in the Wellness Program section.
4. On the “MySpark Central” page, you can view the health resources available to you.

If it’s your first time using MySpark Central, you’ll be asked to register. *WellSpark Health is a part of the EmblemHealth family of companies. Health coaching does not replace care received from a provider.

Your Health, Your Rewards

Join our 2024 Member Rewards Program and get rewarded for getting health services like an annual well visit. Register at emblemhealthrewards.nationsbenefits.com and complete your services by Dec. 31, 2024.



What else do I need to know?

- You must be an active EmblemHealth Enhanced Care (Medicaid) or Enhanced Care Plus (HARP*) member at the time of each visit.
- You will receive your Benefits Mastercard® Prepaid Card from our vendor, NationsBenefits, by mail at the mailing address provided at registration. It should arrive 8 – 12 weeks after completing your first rewardable activity. Please keep your reloadable card. Do not throw it away.
- Completion of additional rewardable activities will be loaded onto your card 8 – 12 weeks after completion of the health service.
- Your card will let you pay for fresh, healthy foods, eligible over-the-counter (OTC) items, transportation (Uber, Lyft, taxis, buses, and trains), and utilities. It can be used in-store at ACME, CVS, Rite Aid, Walgreens, and Walmart.
- Your card cannot be exchanged for cash. You cannot buy gift cards, alcohol, tobacco, or firearms with your card.

We're here to help.

If you have questions about our Member Rewards Program, call Member Services at **855-283-2146** (TTY: **711**) from 8 a.m. to 6 p.m., Monday through Friday. A representative will be happy to help.

*Enhanced Care Plus is our state-sponsored Health and Recovery Plan (HARP) option.

EmblemHealth complies with Federal civil rights laws. EmblemHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-411-3625** (TTY/TDD: **711**). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-877-411-3625** (TTY/TDD: **711**).

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Valid only in the U.S. No cash access. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.

YOUR PRIVACY RIGHTS: EmblemHealth is committed to making sure that your health information is kept private and safe. Our Notice of Privacy Practices explains how we use information about you and when we can share it with others. This important document also informs you about your rights with respect to your health information and how you can exercise these rights. To get a copy, visit emblemhealth.com/privacy or call the number on the back of your member ID card.

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. This is not a complete description of benefits. Contact the plan for more information. Limitations, cost-sharing, and restrictions may apply. They may change each year. Our network may change at any time. You will receive notice when necessary.



Watching your baby grow and develop is exciting! They learn to crawl, walk, and talk, and before you know it, they're in school. These are big milestones. Routine preventive appointments are called “well-child visits” and provide an opportunity for important health screenings, vaccinations, and a check of your child’s development. It’s also a great time to ask your doctor questions about their growth.

When should my child be seen?

Babies and toddlers need well-child visits more often.

0-15 months of age: It’s recommended that children have six visits within the first 15 months of life.

16-30 months of age: It’s recommended that children have at least two visits between 16 and 30 months of age.

Ages 3-21: Starting at age 3, kids and teens need one well-visit every year through age 21.

If your child is due for their well-visit, call their primary care provider (PCP) to schedule one today.

Need help finding a PCP? Find one by signing in to your myEmblemHealth member portal at my.emblemhealth.com and clicking “Find Care.” The results of your search will only include providers available in your selected plan or network.

You can learn more about well visits and how often your child should have them at emblemhealth.com/live-well/prevention.

Put Your Health in Your Hands With myEmblemHealth

This holiday season, give yourself the gift of staying on top of your health! It’s easier than ever to put your health care in your hands by registering for our member portal, myEmblemHealth. Simply head to my.emblemhealth.com, select “Register” at the bottom of the screen, and fill in the required information. Then, explore all the features of our member portal:

- Find in-network hospitals and doctors.
- Download a virtual member ID card.
- View your plan benefits.
- Go paperless.
- And more!



Go Paperless

Once you’re signed in to the portal, go paperless to view your documents and plan materials as soon as they are available. You will be notified of new communications by email or text message, based on your preferences. Click “My Profile” and select “Go Paperless” under “Communication Preferences.”



Presort
Standard Mail
U.S. Postage
PAID
EmblemHealth

[DEPTCD] [JETPAC]
[FIRSTNAME] [LASTNAME]
[ADDRESS1]
[ADDRESS2]
[CITY], [STATE] [ZIPCODE]



Bringing Care Right to Your Neighborhood

Our EmblemHealth Neighborhood Care locations offer in-person and virtual customer support, connections to community resources, and programming to help the entire community learn healthy behaviors. Neighborhood Care centers are located throughout New York City, including a new location in the Bronx. We invite you to come in for face-to-face support, to learn more about your health plan, or to 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. For more information, visit emblemhealth.com/neighborhood.

*All events are free and open to the public, unless otherwise stated in the event description, with no obligation to enroll.