

# Quick Start Guide to Your Benefits

## Enhanced Care Plan

Welcome to the EmblemHealth Enhanced Care plan. We are here to help you get the most from your health care benefits. Here's what you need to know to get started:

### Renew Your Medicaid Coverage

Your continued enrollment in Medicaid is important. To stay enrolled, you need to recertify your eligibility once a year. If you have not recertified as this deadline approaches, we will send you reminders.

### The Role of Your Primary Care Doctor

A primary care Doctor (PCP) manages your health care and can make referrals to any specialists you might need. Call your PCP whenever you need medical care, except in an emergency. The back of your Welcome Kit letter and member ID card show the name of your PCP.

### Change a Doctor

If there is no PCP listed, or if you would like to change your PCP, please follow the instructions below:

- Once registered, you can change your PCP on the homepage of your member portal at **my.emblemhealth.com**.
- Click the "Change PCP" link under your Plan Information.
- Compare providers and doctor profiles to find the provider that best meets your needs.

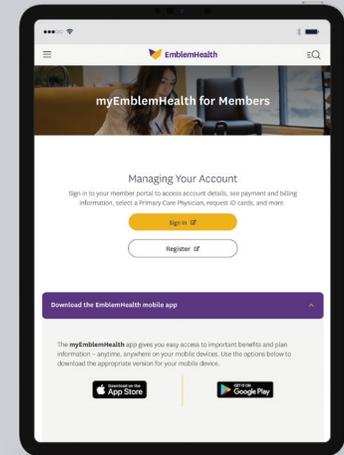
You can also search as a Guest under Find a Doctor at **emblemhealth.com**. You can also request a paper directory by calling the Customer Service number on your ID card. A representative will be happy to help.

### Need a Doctor? Consider AdvantageCare Physicians

AdvantageCare Physicians (ACPNY), part of the EmblemHealth family of companies, is a primary and specialty care practice that cares for the whole you. This means ACPNY doctors and providers consider the physical, mental, and lifestyle factors that affect your health.

With offices in all five boroughs (includes BronxDocs, an affiliate of ACPNY) and on Long Island, ACPNY offers convenient hours and same- and next-day appointments in many offices, along with related services, such as lab and radiology. Go to **acpny.com** to see a full list of services and locations.

## myEmblemHealth: Our member portal



Go paperless! Keep your health care information online in one secure, convenient place. To update your paperless preferences:

- Sign in to your account at **my.emblemhealth.com**.
- Click your name in the top right corner and select 'My Profile.' (If you're using a mobile device, tap the Menu option.)
- Click the 'Communication Preferences' tab.
- From there, click the 'Edit' button to make changes.

Note: We may be required to send you some documents by mail or some documents electronically, no matter your preference.

If you're new to the portal, simply go to **my.emblemhealth.com**, click **Register**, and fill in the required information. Once your account is validated, follow the steps to create a new username and password. You'll be able to see your plan benefits, find doctors and hospitals, choose a PCP, request a member ID card, and much more.

On the go? Download our mobile app for your Android or iOS devices at **emblemhealth.com/app**.



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**Check out the Health Assessment (HA) tool on our member portal. To sign in, enter your user ID and password, find the “Manage Your Health” tab, and click on “Health Assessment.”**

This tool gives you a “snapshot” of your current health based on how you answer the questions. You will get a personalized report with tips for improving and maintaining your health, and preventing serious illness.

Your results are confidential, but you can share them with your doctor when talking about your health care.

## Choose a Network Doctor

- Sign in to your member portal at [my.emblemhealth.com](https://my.emblemhealth.com). (Don’t have an account yet? Click “Register” at the bottom of the page to set one up.)
- Go to the “Find Care” tab. The portal automatically has your plan and network information selected.
- You can choose any criteria for your search, and the results will only include providers available in your selected plan or network. You’ll see a list of providers, view their profiles, contact information, and more.

You can also search as a Guest under Find a Doctor at [emblemhealth.com](https://emblemhealth.com). You can also request a paper directory by calling the Customer Service number on your ID card. A representative will be happy to help.

## Vision

Vision services are administered by EyeMed with CPS Optical. To reach an EyeMed Customer Service representative, call **877-324-2791**, Monday to Saturday, 7:30 a.m. to 11 p.m. or Sunday, 11 a.m. to 8 p.m. You can find more information on EyeMed’s website at [eyemed.com](https://eyemed.com).

## Dental Benefits

Dental services are administered by Healthplex. To reach a Healthplex Customer Service representative, call **855-910-2406**, Monday to Friday, 8 a.m. to 6 p.m. You can find more information on Healthplex’s website at [healthplex.com/member](https://healthplex.com/member).

## Your Member ID Card

You will receive a member ID card within 14 days of your effective date of enrollment. If you don’t receive it, please call Customer Service at **855-283-2146 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday through Friday. A Customer Service representative will be happy to help.

## How to Get Urgent Care

If you have an injury or an illness that is not an emergency but still needs immediate care, or you need to see a doctor after hours or on weekends, you can get urgent care 24 hours a day, seven days a week.

Get a list of participating urgent care center locations online at [emblemhealth.com](https://emblemhealth.com) or call Customer Service at **855-283-2146 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday through Friday. A Customer Service representative will be happy to help.

## Emergency Room

You should go to the emergency room (ER) for medical emergencies. Medical emergencies need a doctor’s care right away. These emergencies include but are not limited to: heart attacks, strokes, broken bones, major burns, head injuries, and when you feel you might hurt yourself or others. Call **911** or go to the nearest ER. The ER is open 24 hours a day, seven days a week.

## Emblem Behavioral Health Services Program

Your behavioral health provider can help with emotional wellness as well as substance abuse and addiction. To find a network provider, call **888-447-2526 (TTY: 711)**. Our hours are 8 a.m. to 5 p.m., Monday through Friday. A Customer Service representative will be happy to help.

## Neighborhood Care Provides Support and Wellness in the Neighborhood

EmblemHealth Neighborhood Care locations provide in-person customer support, help in gaining access to community resources, and health and wellness programs.

From learning a language to fitness classes to diabetes management and much more — at no cost! Visit [emblemhealth.com/neighborhood](https://emblemhealth.com/neighborhood) for locations and hours.