

COMPREHEALTH EPO

Quick Start Guide To Your Benefits

THE MOST IMPORTANT THING YOU NEED TO KNOW

You're a member of the EmblemHealth CompreHealth EPO plan that uses the **NY Metro provider network**. Why is this so important? Because if you see a doctor who is NOT in the NY Metro network, you may have to pay the doctor yourself, and we don't want that to happen. So when setting up office visits, make sure the doctor accepts EmblemHealth's CompreHealth EPO plan at that location.

HOW TO FIND A DOCTOR IN YOUR NETWORK

1. Visit **www.emblemhealth.com** and register online. (Read how to register on the back of this page.)
2. Once you are registered and sign in, click on *Find a Doctor*.
3. Fill in the search criteria and then click on *Start Search*.
4. From the list of doctors that appears, click on a doctor's name. This will take you to a page with more information about that doctor. Review several profiles until you find a doctor who best meets your needs.

Keep in mind:

- By using the online directory, you always get the most current information about providers in the NY Metro network, including primary care doctors, specialists, hospitals, laboratories and other care facilities.
- If you use the *Find a Doctor* tool without registering and signing in to our Web site, be sure to select EmblemHealth and then CompreHealth as your plan.
- If you need help finding a doctor in your area, just call us at **1-877-842-3625**. We'll be happy to assist.

REDUCING YOUR COSTS

To keep your out-of-pocket costs as low as possible, be sure to see doctors who are in the NY Metro provider network. If you need to have a non-emergency procedure done, be sure that the doctor or facility has contacted us for prior approval. Otherwise, you will be responsible for paying the provider or hospital yourself.

EXISTING PRESCRIPTIONS AND PRIOR APPROVALS

If you have existing prescriptions or hospital prior approvals from a past insurance plan — EVEN if it was another EmblemHealth plan — you will need to get your new doctor in the NY Metro network to reissue these.



How to Reach Us

- Reach Customer Service by calling **1-877-842-3625** (TTY/TDD: **711**), seven days a week (excluding major holidays), from 8 am to 8 pm. Enter your member ID at the prompt.
- Register on our Web site, **www.emblemhealth.com**. (Read how on back.) We're never more than a few clicks away and you can e-mail us with questions.

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GO TO THE EMBLEMHEALTH WEB SITE

Want to manage your health care quickly and efficiently? Register on our Web site. It's easy. Within minutes you'll be using the time-saving features of *myEmblemHealth* at **www.emblemhealth.com** to:

- Select your NY Metro network doctors
- Print a temporary ID card
- E-mail a digital copy of your ID card from your smartphone to your doctor's office
- See your CompreHealth EPO benefits
- See a list of covered drugs
- Receive personal reminders for health screenings
- Take a survey of your health risks — and get your score right away
- Store personal health information in one secure, central location
- Download forms
- Sign up to go paperless to reduce the amount of mail you get from us
- Update information, such as your e-mail address
- E-mail us with questions

You don't need to register to get your member handbook, just type this into your browser: **www.emblemhealth.com/memberhandbook**.

OTHER ONLINE TOOLS

- **Health Risk Assessment (HRA)** — This confidential survey provides a “snapshot” of your current health and personalized feedback based on your responses. You'll find suggestions for lifestyle changes to help maintain or improve your health status. If you're at risk for more serious medical conditions, recommendations for preventive actions are offered.
- **Personal Health Record (PHR)** — This handy tool lets you create, organize, store and view personal health information. You can print copies to share with your doctors and keep on hand in case of emergencies.



How to Register on Our Web Site:

1. Type **www.emblemhealth.com** into your Web browser. Be sure your new EmblemHealth ID card is handy. You'll need it to enter your member ID number.
2. On the EmblemHealth home page, click on *Register Now*.
3. Submit the requested information.
4. Check your e-mail for your password.
5. Sign in to the site.