

# EmblemHealth Neighborhood Care

EmblemHealth Neighborhood Care provides free, in-person customer support, access to community resources, and wellness programming to help the entire community learn and practice healthy behaviors. With 14 locations throughout New York City, the Neighborhood Care sites and their resources are available to both EmblemHealth members and non-members.



## Who is eligible for the program?

EmblemHealth Neighborhood Care sites are open to all people, regardless of insurance. All New Yorkers are welcome to enjoy the benefits of Neighborhood Care, regardless of where they live.\*

## How do members enroll?

No enrollment is necessary. Neighborhood Care is a walk-in resource. Contact **800-274-2950** (TTY: **711**) with questions or visit [emblemhealth.com/about/neighborhood-care](https://emblemhealth.com/about/neighborhood-care) to find a convenient location, and site-specific phone numbers and hours.

## How does the program benefit the member?

There are 13 EmblemHealth Neighborhood Care locations throughout Brooklyn, Manhattan, Staten Island, and Queens. Each is staffed by a dedicated team of customer care navigators who provide the following services, both virtually and in-person:

- Support so community members can make the most of their health plan benefits.
- Customer care navigators can help members find a doctor, solve claims or billing issues, give advice on how to lower out-of-pocket costs, and provide information on selecting the right health plan. They can also help non-members find an EmblemHealth plan that meets their needs.
- Help with understanding prescriptions.
- Classes that foster physical, social, financial, and emotional well-being.
- Direct community members to resources like food banks and up-to-date COVID-19 information.

**How can you support members/your patients in the program?**

Neighborhood Care is designed to supplement medical care with healthy living initiatives, as well as inform and direct patients to the medical options available to them.

Providers can encourage their patients to utilize Neighborhood Care as a resource to make healthy choices.

**Are there additional considerations?**

- Neighborhood Care can direct members to health care services, but it does not offer medical care at its sites.

**How do I find out more?**

To find out more, visit the Neighborhood Care website at [emblemhealth.com/neighborhood](http://emblemhealth.com/neighborhood) or call 800-274-2950 (TTY: 711).

Due to COVID-19, health and wellness programming has been moved online. All patients, regardless of insurance, can sign up for our virtual classes at [emblemhealth.com/neighborhood](http://emblemhealth.com/neighborhood).

\* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to [emblemhealth.com/providers/manual/health-promotion-and-care-management](http://emblemhealth.com/providers/manual/health-promotion-and-care-management), under the "Care Management Programs" drop-down, at the bottom.

