

HEALTH MATTERS

2021, Volume 1



Reflecting on a Year of Hitting Pause

One year ago, COVID-19 changed our lives. In 2020, we grappled with working from home, financial stress, virtual school, and isolation. Our minds have spent the past year in a state of worry, buzzing with uncertainty.

Now, for a moment, try to take your mind off everything. Studies have shown that, assuming your most basic needs are taken care of, taking a pause is crucial to happiness. *The Science of Well-Being*, a course at Yale devoted to the psychology of being happy, is even available for free at [coursera.org](https://www.coursera.org). The biggest takeaway: Our behavior — not our circumstances — plays the most important role in our happiness.

Here are some proven ways to increase happiness:

Keep a gratitude journal. Write down what you're grateful for — big or small — each day. Take a moment to think about each thing as you're giving thanks. Have you learned important lessons that you can apply to the future? Maybe Zoom allowed you to feel more connected to faraway relatives. Did you spend more time assisting people in need?

Be physically active. Moving your body boosts your mood. Take time to exercise, especially now. A simple walk, run, or dance session can change your day.

Meditate. It's okay if thoughts swirl as you're trying to calm your mind. Acknowledge them, then refocus on your breathing. Research has shown that meditating as little as 10 minutes a day can increase happiness.



Get Healthy with Neighborhood Care

EmblemHealth Neighborhood Care provides in-person and virtual customer support, access to resources, and programming to help the entire community learn healthy behaviors. We offer a range of no-cost virtual programs and classes — from chair yoga to diabetes management — tailored to the unique needs of our surrounding communities. Our instructors will help keep you on your health and wellness path.

Learn more and see a full list of events at emblemhealth.com/neighborhood.



Access to a Doctor — Wherever You Are

Your EmblemHealth plan currently includes a \$0-cost telehealth service with your in-network doctor during the COVID-19 State of Emergency. For more about how to access care with a phone call or virtual visit on Skype, FaceTime, or another type of video exchange, see our COVID-19 frequently asked questions at emblemhealth.com/covid19.

For members with a benefit plan that includes Teladoc®, you have access to doctors by phone or video to diagnose and treat non-emergency conditions such as cold and flu symptoms, allergies, and more. All of this when you need it, 24/7/365, from the comfort of your home. They can even send a prescription to your local pharmacy.

COVID-19 Vaccines and Testing

To see if you are in a category of people eligible for a vaccine, visit your city or state's COVID-19 vaccine websites for information. You will pay **\$0 out-of-pocket** for both doses of the vaccine. In some cases, the government may cover the cost. Visit [cdc.gov](https://www.cdc.gov) for trusted information on vaccine safety, doses, and more.

If you are experiencing symptoms or have been exposed to COVID-19, testing to diagnose COVID-19 is covered when ordered by a doctor, nurse, or pharmacist. For more information, visit emblemhealth.com/covid19.



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 Customer Service number on the back of your member ID card.

IMPORTANT EMBLEMHEALTH MEMBER RESOURCES

At EmblemHealth, we're committed to supporting you. An important part of that commitment is making sure you're informed about all the resources available to you. This includes:

- Member resources available on our website.
- Your privacy rights.
- Your external appeals rights.
- 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/TDD line.
- Doctor transitions as your child grows.
- What to do if you reach your benefit limit.
- Our care management services.
- Coordinating your health care.
- Utilization management decisions.
- Our quality improvement program.
- Your pharmacy coverage.
- How new medical technologies may become a covered benefit.

To learn more, visit emblemhealth.com/HealthMatters or call us at the number on the back of your member ID card. You can also request a copy of this information be mailed to you in your preferred language.