

HEALTH MATTERS

2019, Volume 2



A Healthy Start with Healthy Beginnings

Pregnancy can be both an exciting and stressful journey. Whether you're expecting your first child or your third, the best thing you can do for your baby is take care of yourself. Visiting your doctor (OB/GYN) or midwife for your prenatal checkup once you have learned that you are pregnant is important in having a good understanding of your pregnancy and your health needs.

For many women, pregnancy is a time for mixed emotions such as happiness, excitement, confusion, fear, stress, and even depression. We hear a lot about postpartum (after childbirth) depression, but depression can occur at any time, during or even months after pregnancy. With the Healthy Beginnings pregnancy program, you don't have to go through this journey alone. Healthy Beginnings offers support and resources to help keep you and your baby healthy. This includes:

- 24/7 toll-free telephone access to a nurse.
- Access to a maternity nurse care manager who will work with your doctor or midwife to support you through your pregnancy.
- Resources on prenatal care, labor, delivery, and newborn care.

**It's important to get the support you need through this journey.
No question or concern is too small.**

If you think you are experiencing depression, talk to your doctor or another trusted medical professional. You can also call the Mental Health services phone number listed on the back of your member ID card for support. You can also call us to locate confidential counseling services in your area.

Have the healthiest pregnancy possible — with Healthy Beginnings!

Coming in 2019, Healthy Beginnings will offer an online health care platform where you can:

- Create a "Care Team" with access to your provider, care manager, nutritional counselor, and behavioral health providers via chat, audio, and video.
- Track your daily activities and progress.
- Create a personal calendar with alerts and appointment reminders.

Define This! Ultrasound



An ultrasound scan is a medical test that uses sound waves to see the inside of your body. It can be used to see an unborn baby, take an image of the inside your body if you are having symptoms, or plan a medical procedure.

Need a Primary Care Doctor? Try AdvantageCare Physicians.*



EmblemHealth has teamed up with AdvantageCare Physicians (ACPNY) to provide you with quality care from doctors and providers who get to know **the whole you**.

ACPNY offers same- and next-day appointments, and when you need a referral within the EmblemHealth network, you can leave your ACPNY office visit with an approved referral in-hand. Each referral will be posted on your **myACPNY** patient portal and on your **myEmblemHealth** member portal. Your specialist will already have your approved referral when you arrive for your appointment.

Ready to make an appointment?

AdvantageCare Physicians: 646-680-4227 or visit acpny.com

BronxDocs: 646-680-5200 or visit bronxdocs.com

*AdvantageCare Physicians is part of the EmblemHealth family of companies.

To see a full listing of doctors and facilities in your network, go to “Find a Doctor” on emblemhealth.com.

Protect Yourself and Your Family from the Flu

The influenza vaccine (flu shot) is the best way to prevent this common but serious respiratory infection.

Flu viruses evolve fast, so last year’s vaccine may not protect you from this year’s viruses. Call your doctor to make an appointment to get a free flu vaccine. EmblemHealth members ages 18 and over can get their vaccine at a local pharmacy. All children six months and older should be vaccinated against flu each year.

Visit emblemhealth.com/flu for more info.

Source: CDC



Love Shouldn't Hurt. It's Time to Stop Domestic Violence.

Domestic violence affects millions of men and women each year and has been linked to physical and mental health issues, including drug abuse. If you or someone you know needs help, call:

- EmblemHealth Domestic Violence Message Line: **646-447-6799**
- National Domestic Violence Hotline: **800-799-SAFE (800-799-7233)**
- Elderly Crime Victims Resource Center: **212-442-3103**

EmblemHealth’s Domestic Violence Coordinator can help. Resources are available on our website at emblemhealth.com/Health-and-Wellness/Stay-Healthy/Domestic-Violence.

Additional resources are available on the NYC Mayor’s Office website at www1.nyc.gov/site/ocdv/index.page.



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.
- How to find a doctor or hospital.
- How to get a provider directory.
- How to get information in your preferred language.
- 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.

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.