



HEALTH MATTERS

2023, Volume 1





Avoid Burnout. Caring for Your Mental Health Starts Today.

We all know that taking care of our mental health is just as important as taking care of our physical health. But burnout can make mental health challenges more difficult to manage. Medical professionals and business experts now agree burnout is a growing mental health crisis. This phenomenon is usually caused by workplace stress and personal challenges like parenting or managing a chronic illness.

Adults have been taking on more work with less resources. For many, caregiving responsibilities have shifted, leading to non-typical work hours.

How do you know if you're burnt out? A sense of isolation is one warning sign. Other symptoms can include:

- Lack of energy or motivation getting through tasks.
- Lack of interest, pride, or accountability in your work.
- Inability to join social events because you're too drained.
- Irritability (there are more "bad" days than good).
- Trouble getting a good night's sleep.
- Using drugs or alcohol to get through the week.

Here are some ideas that may help:

- **Find a support group.** They can provide open communication and help you develop coping skills. Reach out to employee resource groups, local non-profits, or hospitals for information about virtual or in-person groups.
- **Connect with friends, colleagues, and loved ones.** If you're feeling isolated, a phone call or Zoom call can help you stay connected with people that live far away. Try sharing your feelings with loved ones to find new solutions for easing stress.
- **Take a few minutes for self-care.** Spend five minutes a day on something that brings you joy, like a cup of coffee, reading,

or meditating. Make sure that you take your allowed time off from work to recharge.

- **Give back.** Volunteering can help you establish (or reestablish) a sense of purpose. Begin by donating to a food drive or collecting old clothes.
- **Learn to say NO.** Recognizing things that will lead to further burnout is important. Explain politely, but firmly, that this is not a good time to join a new committee or bring snacks to your kid's practice.

Feeling overwhelmed? You're not alone. Visit emblemhealth.com/mentalhealth for more resources, including how to get help and find a mental health provider.

Tired of scrolling through random content on your phone? We've got something better. WellSpark Health's* well-being benefits platform, MySpark Central, offers a curated health content library with topics that can help you focus more on your wellness. Create healthier habits, feel better, and help reduce your risk of preventable chronic diseases. Take advantage of the well-being resources that interest you, track your habits, and move towards your health goals.

Sign in today to get started!

- Visit emblemhealthwellness.com or download the WellSpark Health app using the QR codes here and enter code: **EMBLEM**.
- If signing in for the first time, click "Create A New Account."
- Complete the one-time registration process. You will need your EmblemHealth member ID number to register.
- Once registered, you will be directed to the MySpark Central homepage where you can review WellSpark well-being resources.

*WellSpark Health is part of the EmblemHealth family of companies.



**Get Healthy
With
WellSpark
Health!**



Let Us Be Your Compass

Along with going to your primary care provider (PCP) for your annual wellness visit, it's also important to manage your health at home. EmblemHealth's online health assessment tool — available for adults only — can help make it easier. This interactive questionnaire provides a snapshot of your health as well as suggestions for maintaining and improving it.

You will receive a personalized online report as well as recommendations for addressing current medical conditions, such as high blood pressure, and for reducing risk factors that may lead to more significant health issues. You can even print out a report to share with your doctor.

Sign in to my.emblemhealth.com to start your health assessment today!

Building a Stronger Family

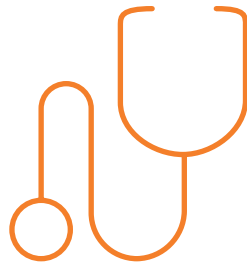
COVID-19 changed what was normal for many families, with parents working from home, kids learning online, and the enormous stress of managing both personal health and the health of loved ones. The mental toll of the past few years is still present today.

To tackle mental health challenges, parents should help everyone feel comfortable talking about their struggles in an age-appropriate way. Consider some out-of-the-box ideas to help foster connection and improve well-being, like volunteering together for a cause you all care about, prioritizing physical fitness, or making a game out of redecorating a room. Even something as simple as taking a few deep breaths together can help calm the nervous system. Avoid the siren song of funny memes and dance challenges, as social media is a known factor in contributing to stress and anxiety. Blocking out dedicated time without screens can do wonders for your mental health.

If you're concerned that you or your child are dealing with a serious mental health issue, consult a professional. You can find in-network doctors and therapists in our member portal, **myEmblemHealth**.



Primary and Specialty Care, Right in Your Neighborhood



For convenient, in-network primary and specialty care right in your neighborhood, look no further than AdvantageCare Physicians (ACPNY). Whether you're feeling sick, managing an ongoing health issue, or just need a regular check-up, ACPNY's "whole you" approach has your total care picture in mind.

30+ Locations

You'll find ACPNY medical offices throughout the New York metro area: Manhattan, Queens, Brooklyn, Staten Island, Long Island, and in the Bronx with their affiliate, BronxDocs.* Most offices offer co-located labs, radiology, and other related medical services. And many are right next door to an EmblemHealth Neighborhood Care.

Your Own Care Team

As an ACPNY patient, you'll have a dedicated primary care provider (PCP), supported by a team of care professionals to help you get the right care at the right time, including virtual visits.

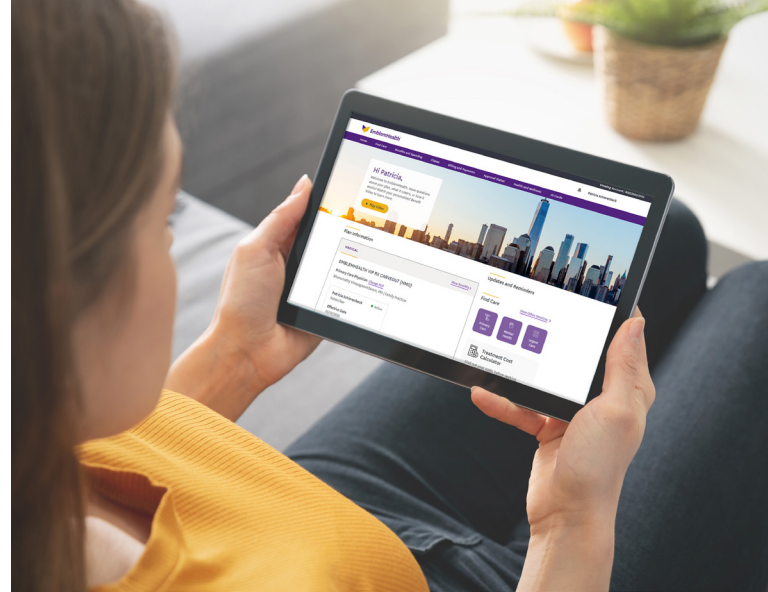
Digital Connection

With your myACPNY patient portal account, you can make appointments, request prescription refills and lab results, and more. And your medical records are available to your doctor no matter which of our offices you visit.

To learn more about ACPNY and make an appointment, visit acpny.com.**

**Bronx residents receive care at three locations of BronxDocs, an affiliate of AdvantageCare Physicians. AdvantageCare Physicians and BronxDocs are part of the EmblemHealth family of companies. Other providers are also available in our network.*

***Some members must choose an ACPNY primary care provider (PCP) before making an appointment.*



Easily View Your Health Plan Information With myEmblemHealth

EmblemHealth is committed to helping you stay healthy. And now, you can make the most of your health plan in our member portal, **myEmblemHealth**. Sign in or register at my.emblemhealth.com. Once you're signed in to your account, you will be able to:

- Instantly find in-network doctors and hospitals that fit your needs. Preferred doctors will say "preferred" with a star icon.
- Pick a primary care provider (PCP).
- See your claims, copays, deductibles, and more.
- Download a virtual ID card.

Go Paperless

Go paperless to view your documents and plan materials as soon as they are available. You will be notified of new communications by email or text message, based on your preferences. Click "My Profile" and select "Go Paperless" under "Communication Preferences."



Don't Lose Your Coverage. Prepare to Renew Today!

EmblemHealth Medicaid or Health and Recovery Plan (HARP) members must renew their coverage every year. New York State, your local Department of Social Services (DSS), or the Human Resources Administration (HRA) will send you a notice in the mail or by email when it's time to renew.

To help you renew on time, remember to update your current mailing address and email with the agency you enrolled through.

Make sure your contact information is up to date with us, too. Sign in to the EmblemHealth member portal at my.emblemhealth.com. Click your name in the top right corner and select "My Profile" to update your information.

Visit emblemhealth.com/renew for more information on how to renew your plan. You can also call the New York State of Health at **855-355-5777** (TTY: **800-662-1220**). Their hours are Monday through Friday, 8 a.m. to 8 p.m., and Saturday 9 a.m. to 1 p.m.

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.

Changes to Medicaid Pharmacy Benefits

As of **April 1, 2023**, prescriptions for Medicaid Managed Care members will be covered by Medicaid NYRx, the Medicaid pharmacy program, and not by EmblemHealth.

Most pharmacies in New York State accept the Medicaid NYRx pharmacy program. If your pharmacy does not accept Medicaid, you can ask your doctor to send a new prescription to a pharmacy that takes the Medicaid NYRx pharmacy program or ask your pharmacist to transfer a refill to a pharmacy that accepts the Medicaid NYRx pharmacy program.

You will need to show your pharmacist your NYS Benefit Card or your Health Plan Card with your Client Identification Number. You can find a pharmacy that takes Medicaid NYRx and learn more about the program, including information on covered drugs and supplies, at **member.emedny.org**.



Questions? Call the Medicaid Helpline at **855-648-1909** (TTY: **800-662-1220**), 8 a.m. to 8 p.m., Monday through Friday, and 9 a.m. to 1 p.m. on Saturday.

Referrals Not Required for In-Network Specialty Care Services

As of **Jan. 1, 2023**, you do not need a referral from your primary care provider (PCP) to see an in-network specialty care provider.* You may self-refer to a specialty care provider who participates in your network if you need care that your PCP cannot give.

Specialty care includes the services of other practitioners, including:

- Physical therapy (PT), occupational therapy (OT), and speech therapy (ST).
- Audiologists.
- Durable medical equipment (DME), including hearing aids, artificial limbs, and orthotics.
- Renal and hemodialysis.
- Midwifery services.
- Cardiac rehabilitation.
- Podiatrists.
- Other covered services as medically needed.

There are some treatments and services that your PCP must ask EmblemHealth to approve before you can get them. Your PCP will be able to tell you what they are.

If you have questions or need help finding a provider, call Customer Service at **855-283-2146** (TTY: **711**). Our hours are 8 a.m. to 6 p.m., Monday through Friday. A representative will be happy to help.

*If you need out of network specialty care, you must get prior approval from EmblemHealth.



Presort
Standard Mail
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EmblemHealth

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Fight Stress and Find Serenity With Neighborhood Care

Meditation and yoga can be great for relaxation and improved physical health, but they may also improve your mental health. Join our weekly EmblemHealth Neighborhood Care in-person and virtual meditation and chair yoga classes.

Our mindful meditation classes incorporate breathing and guided imagery exercises to help you reduce stress, manage anxiety, and promote emotional health. Our gentle yoga classes are a moving practice to help foster mental calmness, reduce stress, and increase flexibility. Chair yoga classes are also available for people with limited mobility. Talk to your doctor about incorporating mindful-based therapy into your life.

Neighborhood Care can also support your wellness goals with free in-person fitness classes, health education, nutrition workshops, mental health seminars, and more. With locations throughout New York City, Neighborhood Care is here to help start your wellness journey. All events are free and open to the public, but registration is required. For more information, visit emblemhealth.com/neighborhood.