



# HEALTH MATTERS

2023, Volume 2





# Get Back to Basics With Fitness and Health

We've made fitness and health too complicated. It seems every day there's a new fitness fad, diet, or supplement coming out that is going to make us healthier. According to the academic journal *The Lancet*, Americans rank 143rd globally for actual participation in physical activity. There are many reasons for this, but one is that the wellness industry makes things more complex than they need to be — mainly to sell products and services.

### **It's time to go back to basics.**

Writer Michael Pollan famously offered this nutrition advice: "Eat food, not too much, mostly plants." Writer and performance coach Brad Stulberg offered up something similar for fitness: "Move your body often, sometimes hard, every bit counts."

With this advice in mind, here are five science-backed principles that you can use to keep healthy and active through the winter:

**Walk for overall fitness.** Recent research from the *American Journal of Preventative Medicine* that examined nearly 140,000 people in the United States found that doing at least 150 minutes per week of brisk walking was linked to a 20% reduction

in all-cause death. Walking is a simple exercise that can be done almost anywhere. It also provides opportunities for social connections.

### **Connect with your friends.**

Evidence has shown that hanging out with friends and family is good for long-term health. Social connections are associated with improved sleep quality and reduced risk of heart disease and stroke.

**Avoid restrictive diets.** Diets usually don't work and rarely work well long term. Past dieting is one of the strongest predictors for future weight gain, according to a 2013 study published in *Frontiers in Psychology*. Focus on eating a balanced, nutritious diet with few processed foods and plenty of fruits and vegetables.

**Say no to supplements.** Most of them don't work and may even cause harm. A 2016 article published in the *Journal of the American Medical Association* referred to more than 20 years of research and found that studies evaluating dietary supplements hadn't found many health benefits.

### **Build a strength training**

**routine.** In addition to cardio exercise, incorporate some strength training into your fitness routine to keep your muscles strong. You can do a simple set of exercises right in your home or office that includes pushups, squats, planks, and mountain climbers, to name a few. Talk to your doctor before beginning an exercise routine.

## Access to Industry-Leading Hospitals

As a City of New York HIP HMO Preferred Plan member, you have access to our Centers of Excellence: The Hospital for Special Surgery (HSS), the top-ranked orthopedic hospital in the nation, and Memorial Sloan Kettering Cancer Center (MSK), one of the country's leading cancer centers.

You can have peace of mind knowing you can receive top care if you have serious injuries or illnesses related to orthopedics (musculoskeletal conditions) or are diagnosed with cancer.



Memorial Sloan Kettering  
Cancer Center



## Care Wherever You Are With Teladoc®

Getting the care you need should fit into your busy schedule. As an EmblemHealth member, your plan may include a general telemedicine benefit through Teladoc®. Teladoc offers 24/7 access to virtual health care and medical advice from board certified doctors.

Teladoc doctors are not your regular doctors, but they can help with your non-emergency health needs. Copays may apply for any virtual care you receive.

Learn more at [emblemhealth.com/virtual-care](https://emblemhealth.com/virtual-care).



## 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 independent, external appeal rights and how to submit complaints and appeals.
- 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 line.
- Language assistance for you to discuss utilization management and appeal issues.
- Doctor transitions as your child grows.
- What to do if you reach your benefit limit.
- Our care management services, including how to become eligible and how to opt in or out.
- Coordinating your health care.
- Utilization management decisions.
- Our Quality Improvement program.
- Your pharmacy coverage, restrictions and preferences, and pharmacy procedures including limits, exception requests, generic substitutions, therapeutic interchanges, and step therapy protocols.
- How new medical technologies may become a covered benefit.

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

# Your HMO Preferred Plan: Summary, Features, and Basics

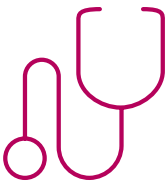
Here are some of the key actions you can take to get the most out of your plan.



## Use Services Within the Prime Network

Your plan covers services within our Prime Network. This means you must use health care providers and facilities within this network. A network is a group of health care professionals and facilities that contracts with EmblemHealth to provide covered services and products to members, like you.

There are more than 100,000 doctors across New York, New Jersey, and Connecticut to take care of you. Your plan includes providers in the QualCare and ConnectiCare networks, too. Services you get outside the Prime Network won't be covered, unless it's an emergency.



## Choose a Primary Care Provider

The relationship with your primary care provider (PCP) is one of the most important you'll have. Your PCP gives you everyday care. They help take care of your overall health.

They provide preventive care and help treat conditions before they become serious. When you see doctors and health care professionals within the Prime Network, you will be covered and pay less.



## See a Preferred Doctor for a Lower Copay

Certain doctors in the Prime Network are preferred doctors. You can see a preferred doctor in the network for a lower copay than other doctors. Doctors at AdvantageCare Physicians, BronxDocs, SOMOS, HealthCare Partners, St. Barnabas, and Middletown Medical are preferred.

If you pick a preferred PCP from our Prime Network, you'll have a \$0 copay for most services, including if you are referred to a specialist in the network. A copay is the set dollar amount you pay for health services each time you use them.

Sign in to your member portal at [my.emblemhealth.com](http://my.emblemhealth.com) and click "Find Care." The results of your search will only include providers available in your selected plan or network (preferred providers).

We also have non-preferred doctors in the Prime Network. A non-preferred doctor is one who is in our network, but is not a preferred doctor.

If you pick a non-preferred PCP, you'll have a \$10 copay for most services, including seeing a specialist. Your choice of PCP determines your copay for many services.

# Make 2024 Your Healthiest Year Yet With Health Coaching

Now is the best time to get a health coach. Invest in yourself with one-on-one or group sessions with a trained health coach or nurse wellness coach at no extra cost. Each month, we kick off new group sessions so you can get healthy with like-minded individuals. Our health coaches can help you cope with stress and burnout, eat healthier, and lose weight.

Working with a coach provides guidance that helps you better understand your health, focusing on areas important to you. Our nurse wellness coaches can provide education and support for chronic conditions.\* For one-on-one sessions, you can participate by phone or video. We're also now offering text coaching!

## You're ready

Get started today by signing in to your member portal at [my.emblemhealth.com](https://my.emblemhealth.com). Then, click the Health and Wellness tab and "Get Started" in the Wellness Program section. You'll be sent to your new well-being benefits platform, powered by WellSpark Health.\*\* Here, you can see new features such as scheduling an appointment with a coach, enrolling in group coaching, and more. If it's your first time using the new WellSpark platform, you'll be asked to register.

**Questions?** Call our award-winning Gold Line at **833-CNY-GOLD (833-269-4653)** (TTY: **711**) Monday through Friday, 8 a.m. to 8 p.m., and Saturday, 8 a.m. to 1 p.m. Our agents can help connect you with a coach or answer any questions you may have.

\*Health coaching does not replace care received from a doctor.

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



*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.



## Award-Winning Personal Service, Care, and Support

If you ever have questions about your plan or need assistance, our dedicated, highly trained Gold Line agents will act as your concierge.

They'll talk to you about how your plan works. They'll share information about our wellness program. They can even connect you, at no extra cost, with a coach who can partner with you to create a personalized wellness plan that fits your lifestyle.

You can also learn about your plan's incentives and rewards for staying healthy. For example, you can earn entries into a monthly drawing valued at \$250\* just for keeping up healthy habits, like getting a flu shot or an age-appropriate checkup.

Call **833-CNY-GOLD** (833-269-4653) (TTY: **711**) Monday to Friday, 8 a.m. to 8 p.m., and Saturday, 8 a.m. to 1 p.m., to talk to one of our Gold Line agents. You can also speak with our Gold Line agents through a convenient, secure chat. CNY Gold Live Chat will connect you to a Gold Line representative, where you will get the same award-winning service provided when calling the Gold Line.

Sign in to your member portal at [my.emblemhealth.com](https://my.emblemhealth.com) and click the "Chat" icon to get started. Available 8 a.m. to 6 p.m., Monday through Friday.

Download our mobile app to get a temporary member ID card, see your coverage, and much more, 24/7.

*\*Limit of one gift card per person per calendar year.*

### Go Paperless

Once you're signed in to the portal, 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."



Presort  
Standard Mail  
U.S. Postage  
**PAID**  
EmblemHealth

[DEPTCD] [JETPAC]  
[FIRSTNAME] [LASTNAME]  
[ADDRESS1]  
[ADDRESS2]  
[CITY], [STATE] [ZIPCODE]



# Don't Hibernate: Stay Active During Winter With Neighborhood Care

Do you go into hibernation mode when it is cold outside? It can be hard to stay motivated to exercise in the winter, and a gym membership is not always an option. But with Neighborhood Care, you can find a nearby center or take virtual classes in your own home.\* Just because it's cold, doesn't mean you need to stop moving. Staying active is good for your body and mind.

With 14 locations across Brooklyn, Manhattan, Staten Island, Queens, and the Bronx, there are a variety of fitness classes for beginners and advanced, such as Zumba, tai chi, Pilates, self-defense, and more.



Yoga and meditation are good for relaxation and improved physical health, but they can also improve your mental health. Join a class today to help you relax, reduce stress, control anxiety, and promote emotional health.

Neighborhood Care will continue to offer virtual events to bring health and wellness directly to our members and the public, wherever they are located. For more information, visit [emblemhealth.com/neighborhood](https://emblemhealth.com/neighborhood).

*\*Events are subject to change. All events are free and open to the public, unless otherwise stated in the event description. Registration is required.*