



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.



Don't Wait — You Could Lose Your Coverage

EmblemHealth Medicaid or Health and Recovery Plan (HARP) members must renew their coverage every year. If you've recently received a renewal notice, make sure you act quickly. Losing coverage could mean that you can't receive care or get a bill for care that you have received. If you haven't yet, update your contact information through the NY State of Health at nystateofhealth.ny.gov.

You'll receive a letter, email, or text from us when it's your time to renew. Follow us on Facebook for helpful information about renewing your coverage.

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.



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.



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 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.

Schedule Your Flu Vaccine Now!

This winter, you may have a greater risk of catching and spreading seasonal flu. According to the Centers for Disease Control and Preventions (CDC), the 2022-23 flu season infection rates were back to pre-COVID-19 levels. The 2023-24 seasonal flu vaccine limits your risk of hospitalization if you or a family member catches the flu. Visit your doctor or go to a local pharmacy to get your vaccination.

As an EmblemHealth member, you can visit in-network providers at AdvantageCare Physicians (ACPNY), with 30+ offices across all New York City boroughs and Long Island.* Schedule your flu vaccine appointment today at acpny.com, where you can also find the ACPNY location nearest to you.**

**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.*



Your Child's Foundation for a Healthy Life

Watching your baby grow and develop is exciting! They learn to crawl, walk, and talk. Before you know it, they're in school. These are big milestones and there is a lot to know, so it's important to keep up with doctor visits and shots.

At EmblemHealth, we're committed to ensuring that all children covered by EmblemHealth go for their annual well visit with their primary care provider (PCP). Well visits occur at different times during a child's life and begin as early as three days old.

If your child is due for their well visit, call their PCP to schedule one today. Need help finding a PCP? Find one by signing in to your **myEmblemHealth** member portal at my.emblemhealth.com and clicking "Find Care." The results of your search will only include providers available in your selected plan or network.

You can learn more about well visits and how often your child should have them at emblemhealth.com/live-well/prevention.

Care for Your Smile

Oral (mouth) health is a doorway to overall health and wellness. How well you care for your teeth, and your entire mouth, can affect more than you may realize.

Tooth decay and gum disease are two common conditions that, if left untreated, can lead to tooth loss. This can drastically affect your mental and physical health, as well as your quality of life. Care for your smile and your health by practicing good oral hygiene. That means brushing your teeth, flossing, and visiting your dentist regularly (at least once a year).

Your Medicaid plan covers two routine dental cleanings per year. Schedule an appointment with your dentist today.

Don't have a dentist? You can find one by signing in to your member portal at my.emblemhealth.com. Click "Find Care" and choose your plan name in the drop-down menu. Choose "Dental" as your service type. The results of your search will only include providers available in your selected plan or network.

Need help finding a dentist or understanding your benefits? Call our dental provider Healthplex at **855-910-2406**, 8 a.m. to 6 p.m., Monday through Friday. Or, email them at info@healthplex.com. You can also call EmblemHealth Customer Service at **855-283-2146** (TTY: **711**), 8 a.m. to 6 p.m., Monday through Friday for a list of academic dental centers near you.

Source: CDC



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.

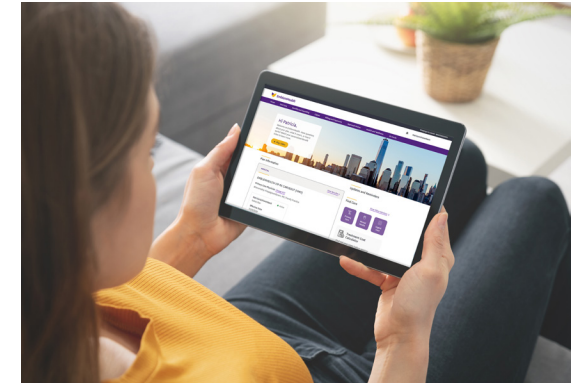
Put Your Health in Your Hands With myEmblemHealth

This holiday season, give yourself the gift of staying on top of your health! It's easier than ever to put your health care in your hands by registering for our member portal, **myEmblemHealth**. Simply head to my.emblemhealth.com. Select "Register" at the bottom of the screen and fill in the required information. Then, explore all the features of our member portal, where you can:

- Find in-network hospitals and doctors.
- Go paperless.
- Download a virtual member ID card.
- And more!
- View your plan benefits.

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."



A Head's Up on Health Assessments

You may have recently been contacted for an in-home or telehealth wellness visit — a no-cost, optional benefit for certain members that is managed by our partners **Signify Health**, **Matrix Medical Network**, and **Care Connectors**. It doesn't impact your health coverage in any way.

Our partners are leading providers of comprehensive wellness visits and care management services that assess health and safety and educate members on managing their own wellness.

During a wellness visit, members can ask questions and discuss any potential concerns.* If you are selected to participate, they will reach out to you to schedule an assessment. There's no need to contact them.

**Wellness visits do not replace care received from a provider. Speak with your doctor about follow-up and further health care decisions.*



[DEPTCD] [JETPAC]
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[ADDRESS2]
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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.

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

