

Inside: Preventive health care tips

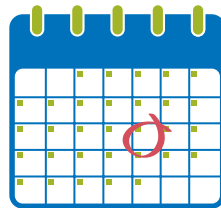
Prepare now to stay healthy during flu season



Influenza, also known as the flu, can make you feel terrible. But there are things you can do now to help keep the flu away.

Some basic tips:

- Get a flu vaccine, or shot, each year.
- Wash your hands often.
- Stay away from people who have the flu.
- Eat more foods like fruits and vegetables that can help protect you from the flu.
- Drink more water.
- Get more rest.



The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year. And if you're age 65 or older, the CDC suggests getting a pneumonia vaccine as well.

When should you get a flu shot?

Even though the flu season usually peaks in January or later, try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

Where can you get a flu shot or more information?

- Your primary care provider (PCP) or case manager
- Any of our network pharmacies if you're age 21 or older
- Your local health department

How active is the flu in your state or city?

Visit cdc.gov/flu/weekly for more details.



Member Services and 24/7 NurseLine
1-800-300-8181 (TTY 711)

www.empireblue.com/ny

Need help staying up-to-date on your personal medical information?

The Express Scripts mobile app can help you keep up with your medicines anytime, anywhere.

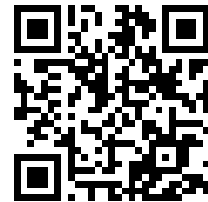
From the mobile app, you'll have instant access to features* such as:

- **Your Medicine Cabinet** to check interactions, set reminders, manage medications and update your history.
- **Pharmacy Care Alerts** to help you keep up with your prescribed treatment plan.
- **Claims and History** to view your prescription activity and details.
- **Locate a Pharmacy** to search for network pharmacies, contact information and directions.
- **Drug Information** to find side effects, drug interactions, pill images and more.

**Some features may not be available unless they are turned on for your group at express-scripts.com.*

To learn more

about whether the Express Scripts mobile app is available for your mobile device or how to download it today at no cost, visit express-scripts.com or scan this image with your smartphone.



Your opinion counts!

Let us know how we can improve our services and increase your satisfaction.


If you get a survey in the mail or a call asking for feedback about our health plan, please complete it. Your opinion counts!

In addition to surveys, we hold live meetings several times a year through our **Member Health Advisory Committee**. At these member meetings, we ask for your suggestions on ways we can improve member satisfaction with the health plan. Members are randomly invited to the meetings.



Preventive health care tips


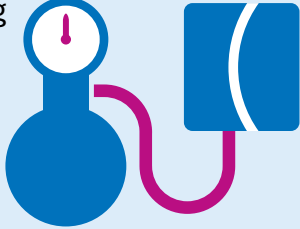



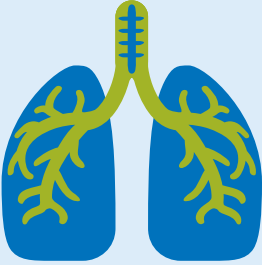

	What should you know?	When should you go for services?
Children		
ADHD	<ul style="list-style-type: none"> Children need follow-up care and monitoring when first starting an attention-deficit/hyperactivity disorder (ADHD) medication. 	<ul style="list-style-type: none"> Take your child for a face-to-face follow-up visit with the prescribing doctor within 30 days of filling the first prescription.
Immunizations (Shots)	<ul style="list-style-type: none"> Children should be fully immunized by age 2. Immunizations are required for children to attend day care and school. 	<ul style="list-style-type: none"> Children should receive immunizations during well-child visits (from birth to age 2). Additional immunizations are required during later years.
Well-child screenings (ages 0–12)	<ul style="list-style-type: none"> In addition to taking your child to the doctor when he or she is sick or there's an emergency, regular wellness visits are recommended to help keep your child healthy. Well-child visits include physical exams as well as monitoring the growth and development of your child. 	<ul style="list-style-type: none"> Talk with your child's doctor to learn more about how many visits your child needs. 
Adolescent wellness screenings (ages 13–19)	<ul style="list-style-type: none"> Yearly wellness checkups can help keep teens in good physical, mental and emotional health. During a wellness checkup, teens receive a physical exam and information about good nutrition and healthy living. 	<ul style="list-style-type: none"> Talk with your teen's doctor to learn how many visits your teen needs.

Getting regular wellness exams can find diseases early, helping you and your family stay well. If you or your family have certain health conditions, you may need other tests or screenings in addition to regular checkups.

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Women		
Breast cancer	<ul style="list-style-type: none"> • Early detection is the best protection against breast cancer. Routine mammograms, or X-rays of the breast, can find lumps when they're too small to be felt by hand. 	<ul style="list-style-type: none"> • If you're a woman age 40-74, talk to your health care provider about when to start getting mammograms and how often you have them.
Cervical cancer	<ul style="list-style-type: none"> • Cervical cancer is preventable and one of the most successfully treated cancers when detected early. 	<ul style="list-style-type: none"> • Women age 21-65 should visit a gynecologist or primary care provider (PCP) for a pelvic exam and Pap test. Talk to your provider about how often to have this screening.
Chlamydia	<ul style="list-style-type: none"> • Chlamydia is a common sexually transmitted infection (STI) that can affect a woman's reproductive health. 	<ul style="list-style-type: none"> • Sexually active women, especially those age 25 or younger, should visit their gynecologist or PCP and get tested for chlamydia.
Chronic conditions		
Depression and mental health	<p>Severe mental illness can be debilitating.</p> <ul style="list-style-type: none"> • Mental illnesses such as depression, bipolar disorder and schizophrenia are leading causes of disability in the United States. 	<ul style="list-style-type: none"> • If you've ever been hospitalized because of a mental illness, getting follow-up care within seven days after you have been discharged from the hospital can help you continue to manage your symptoms. • Call your doctor or Empire for help making an appointment.
Diabetes	<p>It can cause serious health problems such as heart disease and kidney disease.</p> <ul style="list-style-type: none"> • Being physically active, maintaining a healthy weight, eating a healthy diet and taking your medications as prescribed can help prevent and control diabetes. 	<ul style="list-style-type: none"> • Hemoglobin A1c is a blood test that lets you know how well your sugar is being controlled. This test is needed two to three times a year. • Have an eye exam (including a retinopathy screening test) and urinalysis once a year or as recommended by your doctor. • If you have Type 2 diabetes, getting a urine test when you're diagnosed and then every year thereafter checks for kidney damage.

Preventive health care tips

	What should you know?	When should you go for services?
Chronic conditions		
Asthma	<p>Effective management of asthma can decrease the number of missed school and work days.</p> <ul style="list-style-type: none">• Talk to your doctor about an asthma action plan.• There are two main kinds of asthma medicine:<ol style="list-style-type: none">1. Rescue medications (like albuterol) are taken when you have symptoms of asthma or an asthma attack.2. Control medications are taken every day, even when you're feeling well.	<ul style="list-style-type: none">• Talk with your doctor about your asthma at every visit.• Fill your prescription medications as instructed by your doctor.• Visit a specialist (pulmonologist) as recommended by your PCP. 
Hypertension	<p>High blood pressure is the single most important risk factor for a stroke.</p> <ul style="list-style-type: none">• The only way to tell if you have high blood pressure is to have your blood pressure checked. Normal blood pressure should be less than 120/80 mm Hg for an adult. Blood pressure above 140/90 mm Hg is considered high.	<ul style="list-style-type: none">• Visit your doctor and get your blood pressure checked regularly.• If you're taking blood pressure medicine, taking it as your health care provider prescribed can help you keep your symptoms under control. 
BMI 	<p>Body mass index (BMI) is a number calculated from a person's weight and height.</p> <ul style="list-style-type: none">• Maintaining a healthy weight can decrease risks for diabetes, heart disease, stroke, high blood pressure, arthritis and cancer.• A BMI test is used to screen for weight categories that may lead to health problems.	<ul style="list-style-type: none">• Visit your doctor every year for a physical exam.• Discuss your BMI with your doctor.• If you have children, talk to your doctor about how your child's BMI is calculated.

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Chronic conditions		
COPD 	<ul style="list-style-type: none"> Telling your doctor about changes in breathlessness, wheezing or coughing, difficulty sleeping, eating habits, or sputum production and color can help him or her help you better manage your chronic obstructive pulmonary disease (COPD) symptoms. Be sure you receive a spirometry test (special breathing test) when you're diagnosed with COPD. Even if you feel well, keep taking your COPD medications. 	<ul style="list-style-type: none"> Talk to your doctor about how often to go for screenings and follow-up visits. Ask your doctor about the benefits of breathing exercises and whether pulmonary rehabilitation is right for you. Go over the instructions for taking your medications with your doctor or pharmacist.
CHF	<ul style="list-style-type: none"> Weighing yourself daily, reporting changes to your doctor and taking diuretics as prescribed can help you stay as healthy as possible while living with congestive heart failure (CHF) 	<ul style="list-style-type: none"> Talk to your doctor about how often you'll need to be seen. 
Colorectal cancer screening	<ul style="list-style-type: none"> Colorectal cancer usually develops from abnormal growths (polyps) in the colon or rectum. Screenings can find polyps and remove them before they turn into cancer. They can also find colorectal cancer early, when it's easiest to treat. 	<ul style="list-style-type: none"> For most people, colorectal cancer screening begins at age 50. Some people with a family history of colorectal cancer or certain other conditions should start screening sooner. Talk to your health care provider about when to begin screenings.



If you have a chronic condition,

you should see your doctor **at least once a year**. If you would like to speak to a health educator at Empire, call 1-800-300-8181 (TTY 711). Be sure to get the tests you or your child needs by the end of this year!

Renewing coverage

If you're a Medicaid Managed Care member, you need to renew your health insurance each year.

The New York City Human Resources Administration (HRA) will send you a renewal package in the mail when it's time to renew. For members who don't live in New York City, your Local Department of Social Services (LDSS) will send you a renewal package. If you haven't received your renewal package 90 days before your insurance is due to expire, call us at **1-888-809-8009**.

If you come to one of our locations for help, we will hand-deliver your package to the HRA or LDSS. If you can't make it to one of our locations, you can ask us to meet you in your home, or you can deliver the package to HRA or LDSS directly.

HRA/LDSS must receive your form by the respond-by date on your renewal form. Otherwise, they will cancel your Medicaid benefits and your Empire coverage.



Tips for successful renewal:

- Look for the respond-by date on your renewal form. Don't wait until the last minute to renew!
- If you haven't received your renewal packet, you may be eligible to complete your renewal online.
- If you mail the form to HRA or LDSS yourself, keep a copy of the form and documents. Don't send original copies of important documents, and don't forget to sign the form.
- Never ignore a letter from HRA or LDSS, even if you recently renewed your insurance or already mailed your form! Sometimes HRA/LDSS needs more information to make a decision or needs a family to renew before a year has passed.
- If you get a Deferral Notice, call us right away to avoid losing your insurance.

For information about renewing your health coverage or help completing the application, please call **1-888-809-8009 (TTY 711)** or visit an Empire location.

Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.





If you, or someone you're helping, has questions about Empire BlueCross BlueShield HealthPlus, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-300-8181 (TTY 711).

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Empire BlueCross BlueShield HealthPlus, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-300-8181 (TTY 711).

SPANISH

如果您或您幫助的人有關於 Empire BlueCross BlueShield HealthPlus 的問題，您有權利免費取得您所使用語言的幫助和資訊。如需口譯員服務，請致電 1-800-300-8181 (TTY 711)。

CHINESE

Если у Вас или у того, кому Вы помогаете, появятся вопросы о Empire BlueCross BlueShield HealthPlus, у Вас есть право бесплатно получить помощь и информацию на Вашем языке. Чтобы поговорить с переводчиком, позвоните 1-800-300-8181 (TTY 711).

RUSSIAN

Si ou menm, oswa yon moun w ap ede, gen kesyon konsènan Empire BlueCross BlueShield HealthPlus, se dwa ou pou yo ede ou ak ba ou enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele 1-800-300-8181 (TTY 711).

HAITIAN CREOLE

귀하 또는 귀하가 도움을 주고 있는 다른 사람이 Empire BlueCross BlueShield HealthPlus 에 대한 질문이 있는 경우, 귀하는 무료로 귀하가 사용하는 언어로 도움을 받고 정보를 얻을 수 있는 권리가 있습니다. 통역자와 통화하려면 1-800-300-8181 (TTY 711) 로 전화하십시오.

KOREAN

Se lei o qualcuno che sta assistendo dovesse avere domande relative a Empire BlueCross BlueShield HealthPlus, ha il diritto di ottenere aiuto e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, contatti 1-800-300-8181 (TTY 711).

ITALIAN

אויב איר אדער עמיצער וועם איר העלפט האט פראגעס איבער Empire BlueCross BlueShield HealthPlus, האט איר די רעכט צו באקומען הילף און אינפארמאציע אין אייער שפראך פריי פון אפצאל. צו רעדן מיט א דאלמעטשער רופט 1-800-300-8181 (TTY 711).

YIDDISH

যদি আপনার, বা যাকে আপনি সাহায্য করছেন তার, Empire BlueCross BlueShield HealthPlus সম্পর্কে কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাবার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলতে, 1-800-300-8181 (TTY 711)।

BENGALI

Jeśli macie Państwo pytania lub osoba, której Państwo pomagacie, ma pytania na temat Empire BlueCross BlueShield HealthPlus, przysługuje Państwu prawo do bezpłatnej pomocy i informacji w Państwa języku. Aby skorzystać z usług tłumacza, proszę zadzwonić pod numer 1-800-300-8181 (TTY 711).

POLISH

إذا كانت لديك أو لدى أي شخص تقوم بمساعدته أي أسئلة حول Empire BlueCross BlueShield HealthPlus، فيحق لك الحصول على المساعدة والمعلومات بلغتك الأم بشكل مجاني. للتحدث إلى مترجم، اتصل على 1-800-300-8181 (TTY 711).

ARABIC

Si vous ou une personne que vous aidez avez des questions sur Empire BlueCross BlueShield HealthPlus, vous pouvez recevoir de l'aide et des informations dans votre langue à titre gratuit. Pour parler à un interprète, appelez le 1-800-300-8181 (TTY 711).

FRENCH

اگر آپ، یا جس کسی کی آپ مدد کر رہے ہیں، ان کے پاس Empire BlueCross BlueShield HealthPlus کے بارے میں کوئی سوال ہے، تو آپ کو تعاون حاصل کرنے اور کسی بھی قیمت پر معلومات حاصل کرنے کا حق ہے۔ ایک مترجم سے بات چیت کرنے کے لئے، کال کریں 1-800-300-8181 (TTY 711)۔

URDU

Kung may mga katanungan ka, o isang tao na tinutulungan mo tungkol sa Empire BlueCross BlueShield HealthPlus, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang gastos. Para makipag-usap sa isang interpreter, tumawag sa 1-800-300-8181 (TTY 711).

TAGALOG

Εάν εσείς ή κάποιο άτομο το οποίο βοηθάτε έχει ερωτήσεις σχετικά με το Empire BlueCross BlueShield HealthPlus, μπορείτε να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με έναν διερμηνέα, καλέστε στο 1-800-300-8181 (TTY 711).

GREEK

Nëse ju ose dikush tjetër që po ndihmoni keni pyetje për Empire BlueCross BlueShield HealthPlus, ju keni të drejtën të merrni ndihmë dhe informacione falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi 1-800-300-8181 (TTY 711).

ALBANIAN



An Anthem Company



Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Empire. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or go online to www.empireblue.com/ny.

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