

Inside: Controlling your blood pressure

Introducing Liberty Dental:

**New vendor
for your
dental benefits**

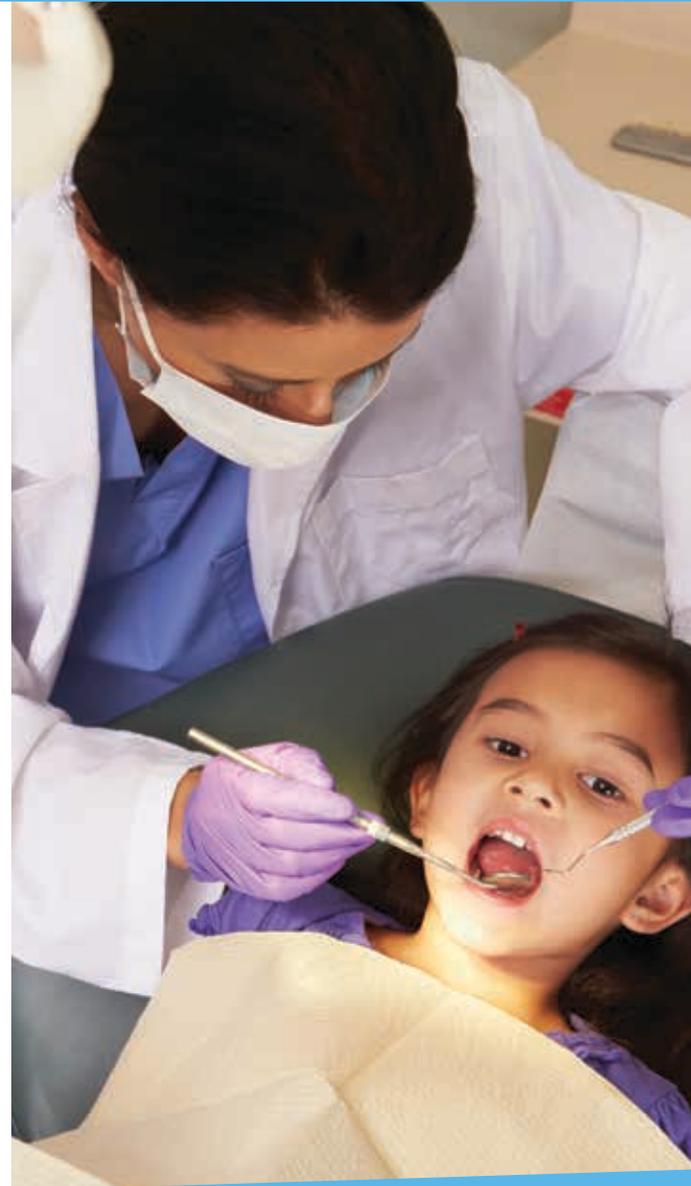


On May 1, 2018, the dental vendor for Empire changed from Healthplex to Liberty Dental. No benefits are changing, but some dentists will no longer be in our plan.

This change is happening because you deserve to get the most out of your dental benefits, get high quality dental care and have access to a wide group of dental professionals. Liberty Dental is able to offer these benefits to our members.



After May 1, 2018, you can call Liberty Dental at 1-833-276-0847 if you need help finding a new dentist close to your home or have questions. You can also visit www.libertydentalplan.com.



**What medical questions
do you have?**

Call the 24/7 NurseLine:
1-800-300-8181 (TTY 711)



Member Services: 1-800-300-8181 (TTY 711)
www.empireblue.com/ny

What can case management do for you?

What if someone could:

- Help you access the care and services you need to live a healthier, more independent life?
- Provide information and guidance about how to manage your health condition?
- Listen to your concerns and find answers to your questions?

That's exactly what you get with Empire's free case management program. A team of experts including doctors, nurses, social workers and pharmacists is ready to help you get the right care.

A case manager can talk with you over the phone to develop a plan of care that meets your needs.

MEMBER
As an Empire member, you may also be eligible to be in a health home.

This is an added Medicaid benefit created to help you manage all of your health — physical, mental and social.



The case manager can:



Teach you about your health condition.



Help you understand about your medications and how to take them.



Work with you and your doctor to develop a personal treatment plan.



Help you get medical supplies and equipment, when required.



Provide care coordination including assistance with scheduling doctor's appointments and transportation to appointments.



Connect you to useful resources and services in your community.

One in 4 adult New Yorkers has high blood pressure

Many New Yorkers have high blood pressure, but don't know it.

- High blood pressure (hypertension) can be overlooked because there are usually **no symptoms**. But it can cause **stroke, heart attack** and **early death**.
- Checking your blood pressure regularly helps you know if there is a problem.
- Groups more likely to have high blood pressure include people aged **65 and older**, **Blacks and Latinos**.

Here are ways to prevent/control high blood pressure. If you were to start with one new thing in the next six months, what would it be?

- Avoid processed foods. Eat whole grains, fruits and vegetables.
- Read nutrition labels and try to limit your sodium (salt) to 1,500 mg a day.
- Limit the amount of alcohol you drink.
 - Women: No more than one drink/day.
 - Men: No more than two drinks/day.
- Get moving (walking counts!) for at least 30 minutes a day, five days a week.
- Quit smoking, since it increases your risk of heart attack and stroke.



Every day is a new opportunity to make a healthy choice. Don't give up! Working toward these goals can help you lead a longer, healthier life.



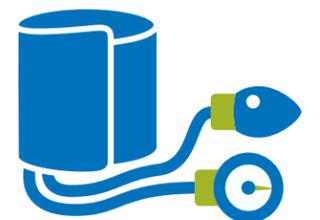
Sticking with your medications matters.

Some people stop taking their high blood pressure medications or skip doses because:

- They feel OK.
- They're worried about side effects.
- They're worried about being able to afford it.
- Their blood pressure begins to improve.

Don't skip doses or stop taking your medications. Medications can lower your risk for heart attack and stroke. Talk to your health care provider and/or pharmacist if you have questions or concerns.

Check your blood pressure regularly. If your blood pressure is under control, your medications are working.



The Case Management program at Empire can help you manage your health conditions. To learn more about or enroll in Empire's free case management program, call Member Services at 1-800-300-8181 (TTY 711).



Tips to quit smoking

It's hard to quit smoking. Did you know most people try several times before they're able to quit for good? The good news is, it can be done. No matter how long you've smoked, it's never too late to stop.

The NYC Health Department's new mobile app, NYC HelpMeQuit, is a free resource to help you say goodbye to cigarettes.

You can also call the New York State Smokers' Quitline: 1-866-NY-QUITS or visit www.nysmokefree.com for help.

To learn more about what stop-smoking medications your health insurance covers, please call Member Services at 1-800-300-8181 (TTY 711).

Source: New York City Department of Health and Mental Hygiene
<https://www1.nyc.gov/site/doh/health/health-topics/smoking-nyc-quits.page>

Cervical cancer can be prevented

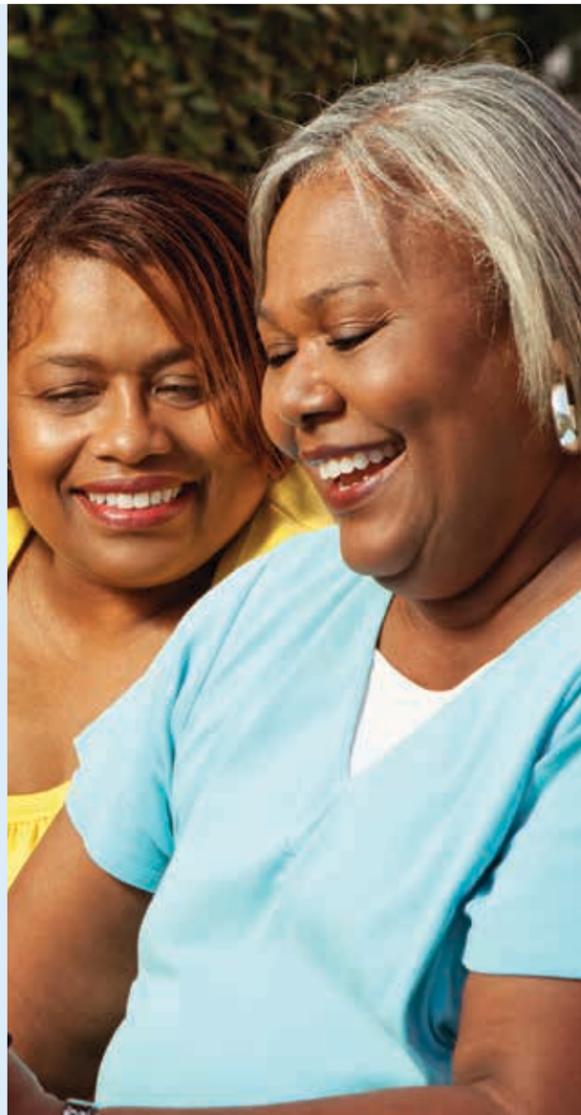
Cervical cancer is the easiest gynecologic cancer to prevent, with regular screening tests and follow-up.

Two screening tests can help prevent cervical cancer or find it early.

- **The Pap test** (or Pap smear) looks for **precancers**. They are cell changes on the cervix that might become cervical cancer if they are not treated appropriately.
- **The HPV test** looks for the virus (**human papillomavirus**) that can cause these cell changes.

The Pap test is **recommended** for all women between the ages of 21 and 65 years old, and can be done in a doctor's office or clinic. When you have a Pap test, the doctor may also perform a pelvic exam, checking your uterus, ovaries, and other organs to make sure there are no problems. There are times when your doctor may perform a pelvic exam without giving you a Pap test. Ask your doctor which tests you're having, if you're unsure.

Source: The Centers for Disease Control and Prevention
https://www.cdc.gov/cancer/cervical/basic_info/screening.htm



Living well with diabetes



What is it like to live with diabetes? What can I do to keep living life to the fullest with diabetes? Here is a chart to help you track your routine tests and services:

Test	How often	My last test
An A1c blood test to show how your blood sugars have been doing over the past two to three months	Two to three times a year	
A urine test to check how well your kidneys are working	Yearly	
An LDL (cholesterol) blood test due to increased risk for heart disease	Yearly	
A dilated eye exam to check diabetic retinopathy, which is the leading cause of blindness for people with diabetes	Yearly	
Foot care from a podiatrist or primary care provider	At every doctor visit; yearly visit to specialist	

If you're due for one of the tests or services listed, please call your doctor to schedule a visit. You can talk to your doctor about your diabetes care and other tests you may need.

Empire has a case management program for diabetes. If you would like to speak to a nurse case manager, call Member Services at 1 800-300-8181 (TTY 711).



What does **quality** mean to you?

Quality, in terms of health care, is about making sure you get the best possible care when you need it. Quality is our focus at Empire. How does our focus on quality fit into your life? Empire takes a close look at data that tells us about the care you receive. The data is like a report card for us and for our network providers.

Breast cancer screening:

Routine mammograms (X-rays of the breast) can help detect breast cancer early when it's most treatable. Many times, early detection results in better outcomes. As with many other diseases, your risk of breast cancer goes up as you age. Regular breast cancer screening is important for all women. But even more so for women at a higher risk — age 40 and over. If you have a higher risk of breast cancer, ask your doctor about getting a mammogram.

Childhood immunizations (vaccines/shots):

How well is your child protected from the most serious childhood illnesses? Has your child missed any shots? Children should receive immunizations during well-child visits (from birth to 2 years of age). Additional immunizations are required during later years. Please make an appointment with your child's doctor today, if your child is not up-to-date on immunizations.



Colorectal cancer screening:

Screenings for colorectal cancer are recommended soon after you turn 50, and then again at regular intervals. If you think you're at increased risk for colorectal cancer, speak with your doctor about when to begin screening. Colorectal cancer almost always develops from **precancerous polyps** (abnormal growths) in the colon or rectum. Screening tests can find precancerous polyps, so that they can be removed before they turn into cancer.

Follow up after mental health-related hospitalization:

If you've been hospitalized for treatment of mental illness, be sure to schedule a follow-up visit with your doctor within seven days of discharge from the hospital. Follow-up care lowers your chances of another hospital stay. It can also help detect side-effects or other problems resulting from new medications or treatment.

Use of appropriate asthma medications (asthma care):

If you have asthma, it's important to take your medications. Building a strong partnership with your doctor is helpful too. Together, you can manage your asthma. Remember to keep a supply of all your prescriptions and take all your medicines as advised by your doctor, even when you are feeling well.



How can we help you?



If you don't have a primary care provider (PCP), need help scheduling an appointment or have

questions, call Member Services at 1-800-300-8181 (TTY 711) today.

Empire would like to share some of the outreach activities we do to make sure you're up-to-date with the latest information regarding your health care.

Texting campaigns:

Text messages on preventive health topics such as well child visits, PCP annual visit, diabetes prevention and management, and smoking cessation.

Clinic Days:

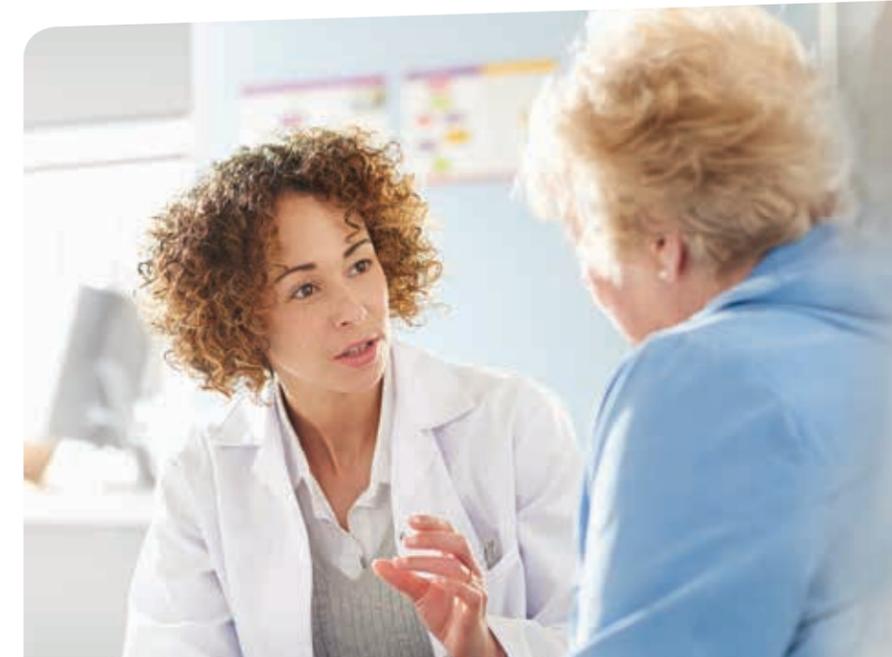
Onsite visits with members at provider offices for health screenings, and to share preventive health information, programs and services.

Community Service Centers near you:

Visit us if you need help with enrollment or coverage renewal. Health and Wellness events offered every month. For more information, call Member Services at 1-800-300-8181 (TTY 711).

What can you do to manage your health care?

See your doctor and follow the plan of care you decide on together. Reach out to us for help with making an appointment by calling 1-800-300-8181 (TTY 711).



Empire Member 2017 Satisfaction Survey (CAHPS)

We want you to be satisfied with your health care. Each year, we ask a random group of members questions like:

- How easy is it to get an appointment with your doctor or specialist?
- Do you feel that you are getting the care you need?
- How well do we provide customer service?
- How would you rate our health plan overall?

This survey, called the CAHPS survey, helps us make changes to serve you and your family better. In 2017, we saw some changes to our CAHPS survey scores.

Overall ratings and composites	2015	2016	2017
Health Plan Overall	87.52%	83.72%	86.07%
Personal Doctor Overall	90.65%	88.5%	89.33%
Specialist Overall	78.45%	79.64%	85.91%
Getting Care Quickly	83.79%	84.22%	83.68%
Getting Needed Care	81.99%	78.16%	81.22%
Customer Service	89.39%	86.41%	85.19%



An **Anthem** Company

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Virginia Beach, VA 23466-2509

My Health

New website launching soon!



Your member website will soon have a new and improved look to serve you better. And, the site will be mobile-friendly. You'll be able to easily view it on your mobile device.

The information on the site hasn't changed. So don't worry. You'll still have access to all of your benefit information and health resources.

Be sure to register your account to access the secure member area. With your registered account, you can:

- Change your PCP
- View or print your ID card
- Update your contact information
- View options to renew your coverage
- Email the Member Services team

The new website will be available June 22, 2018.

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