

# **EmblemHealth Enhanced Care (Medicaid)**

## **Member Benefits**

### **Covered by EmblemHealth - All Members**

We cover the following services for all members when medically needed. In most cases, they must be provided by network providers and approved or arranged by your PCP. Please call Customer Services at **1-855-283- 2146** if you have any questions or need help with any of the services below.

#### **Routine and Preventive Medical Care**

This kind of care helps prevent health problems. It also helps find problems before they get serious.

Care includes routine and sick visits to your PCP and other network doctors for:

- Regular checkups
- Well-baby and well-child care (shots, checkups and developmental screenings)
- Eye and hearing exams
- Eyeglasses and other medically needed vision aids
- Regular gynecological exams
- Breast exams (including mammography)
- Allergy testing and treatment
- HIV counseling and testing services
- Smoking cessation counseling
- Child/Teen Health Plan Program (C/THP) Services for Medicaid members until the age of 21, including transportation to obtain these services

When medically needed, your doctor will refer you for:

- Lab work
- X-ray.
- Specialty care

#### **Maternity care**

- Prenatal care
- Childbirth classes
- Doctor/midwife services
- Hospital delivery
- Newborn nursery care

#### **Hospital Care**

This kind of care includes:

- Inpatient care
- Outpatient care
- Emergency care
- Lab work and other tests
- X-rays
- Nursing services

- Inpatient and outpatient surgery, including dental surgery
- Inpatient detoxification services

### **Emergency Care**

- Emergency care services are procedures, treatments or services needed to evaluate or stabilize an emergency condition.
- Care you need after you have received emergency care to make sure you remain in stable condition. Depending on the need, you may be treated in the emergency room, in an inpatient hospital room, or in another setting. These are called Post Stabilization Services.

### **Specialty Care**

Includes the services of other practitioners, including:

- Physical therapist - Limited to forty (40) visits per calendar year
- Occupational and speech therapy – Limited to twenty (20) visits per therapy per calendar year
- Audiologist
- Midwives
- Cardiac rehabilitation
- Durable medical equipment (DME), including hearing aids, artificial limbs and orthotics
- Renal and Hemodialysis
- HIV/AIDS treatment services
- Outpatient detoxification services
- Podiatrists
- Other covered services as medically needed

Limits for physical, occupational and speech therapists do not apply if you are under age 21, you have been determined to be developmentally disabled by the Office for People with Developmental Disabilities, or if you have a traumatic brain injury.

### **Home Health Care**

These services are generally provided so that you do not have to stay in a hospital. Your doctor or case manager must agree that your medical needs can be met at home with home health care help and request prior approval from your plan.

Services include:

- one medically necessary postpartum home health visit, additional visits as medically necessary for high-risk women
- at least 2 visits to high-risk infants (newborns)
- other home health care visits as needed and ordered by your PCP/specialist

### **Personal Care/Home Attendant/ Consumer Directed Personal Assistance Services (CDPAS)**

- **Personal Care/Home Attendant** - Provides some or total assistance with personal hygiene, dressing and feeding and assist in preparing meals and housekeeping when medically needed and arranged by EmblemHealth.
- **CDPAS** – Under this program you receive the personal care/home attendant services indicated above, as well as home health aid and nursing tasks. The difference is that the services are provided by an aide chosen and directed by you. The aide may provide some or total assistance with personal hygiene, dressing and feeding, assistance in preparing meals and housekeeping as well as home health aide and nursing tasks. For more information about CDPAS, contact customer services at **1-855- 283-2146**.

### **Personal Emergency Response System (PERS) Services**

PERS is an in-home health emergency alert system available only to members receiving home health and/or personal care services.

### **Vision Care**

Includes:

- Services of an ophthalmic dispenser, ophthalmologist and optometrist.
- Low vision eye exams and vision aids ordered by a network doctor (every two years, but more often if medically needed).
- Medically needed contact lenses.
- Eye glasses (a new pair of Medicaid approved frames every two years, or more often if medically needed). Progressive lenses are not covered.
- Scratch, break resistant and polycarbonate eyeglass lenses.
- Artificial eyes (when ordered by a network doctor).
- Replacement of lost or destroyed glasses, including repairs, when medically needed.
- Specialist referrals for eye diseases and defects.
- Members diagnosed with diabetes may self-refer for a dilated eye (retinal) examination once in any twelve (12) month period.

EmblemHealth members must choose a vision care provider in the EyeMed network. If you need help finding a vision care provider, EyeMed Customer Service at **1-877-324-2791** Monday through Saturday, 7:30 am to 11 pm, and Sunday 11 am to 8 pm.

### **Pharmacy Services**

We cover pharmacy benefit services for all our Medicaid managed care members. You must use our network pharmacies to fill all of your prescriptions and any covered over-the-counter medications, diabetic supplies, select durable medical equipment and medical supplies.

#### **Network Pharmacies**

We offer a large network of well-known pharmacies, as well as many independent pharmacies. Ask your pharmacy if they are a network pharmacy. If they are, you can continue to use that pharmacy. If not, you will need to switch to a pharmacy that is in our network. This is easy to do; and it's important for getting your prescriptions filled in a timely manner and for avoiding out-of-pocket costs.

#### **Your Member ID Card**

Please make sure to use your member ID Card when filling a prescription or obtaining other covered pharmacy benefits at a network pharmacy. It has information that your pharmacy needs to process your prescriptions. To locate a network pharmacy near you, go to [emblemhealth.com](http://emblemhealth.com). You can also call our Pharmacy Customer Service department at **1- 888-447-7364**.

#### **Our Drug Formulary**

Our formulary is a list of medications that network doctors and other medical experts have approved for treating disease and maintaining the health of our Medicaid members. The main purpose of the formulary is to support the use of safe, effective and affordable drugs and treatments while providing our Medicaid members with quality care. Your doctors will prescribe medications listed on the formulary for your benefit plan unless there is a medical need to prescribe a drug that is not on the list.

### **Pharmacy Benefits**

Medicaid Managed care pharmacy benefit includes:

- Prescription drugs
- Over-the-counter medicines (OTC)
- Insulin and diabetic supplies
- Smoking cessation agents, including OTC products
- Hearing aid batteries
- Enteral formula
- Emergency Contraception (six in a 12-month period)
- Medical and surgical supplies

### **Medicaid Managed Care Copayments**

<b>Prescription Item</b>	<b>Copayment Amount</b>
Brand-name Prescription drugs .....	\$3.00
Preferred brand-named prescription drugs .....	\$1.00
Generic prescription drugs.....	\$1.00
Over-the counter medications (e.g., for ..... smoking cessation and diabetes)	\$0.50 per medication

**Note:** One copay charge for each new prescription and each refill regardless of the number of days' supply of the prescription.

Certain medications require that your doctor get prior plan authorization before writing your prescription. Your doctor will work with us to make sure you get the medications that you need.

### **Services to Which Copayments DO NOT Apply**

- Emergency room visits for needed emergency care.
- Family planning services, drugs, and supplies like birth control pills and condoms.
- Mental health clinic visits.
- Chemical dependency clinic visits.
- Drugs to treat mental illness (psychotropic).
- Drugs to treat tuberculosis.
- Prescription drugs for residents of Adult Care Facilities.

### **Members That Do Not have to Make Copayments**

- Members under age 21.
- Pregnant women (though 60 days postpartum).
- Residents of community-based residential facilities licensed by the Office of Mental Health or the Office of People with Developmental Disability.
- Members in a Comprehensive Medicaid Case Management (CMCM) or Service Coordination program.
- Members in an OMH or OPWDD Home and Community Based Services (HCBS) Waiver program.
- Members in a DOH HCBS Waiver program for Persons with Traumatic Brain Injury (TBI).

- Members who are financially unable to make copayments at any time who tell the provider that they are unable to pay.

You will not be denied health care services based on your inability to pay the copayment at the time of service. However, you will still owe the unpaid co-pay to the provider, and the provider may bill you or take other action to collect the owed amount.

If you are required to pay a copay you are responsible for a maximum of \$50 quarterly (every 3 months). If you transfer from one health plan to another during the calendar year, keep your receipts as proof of your copayments or you may request proof of paid copayments from your pharmacy. You will need to give a copy to your new plan.

### **Home delivery of a new prescription**

You may get home delivery of your maintenance drugs through our mail order pharmacy partner Express Scripts, Inc. (ESI). Maintenance drugs are used to treat chronic conditions and are usually prescribed in quantities greater than 30-day supplies. All you need to do is get a new written prescription from your doctor or other licensed health care provider and mail it to ESI along with the completed order form. You may request an ESI order form to be mailed to you by calling our Pharmacy Customer Service department at **1-888-447-7364**. Mail the form and the original prescription(s) along with the required copayment to ESI as directed on the form. You may include multiple new prescriptions in your order.

If you prefer, your doctor or other licensed health care professional can assist you. You can bring your order form to them and they can fax it to ESI directly with your prescription. Or they can submit your prescription via the Web. In both cases, they must have your member ID number. Only doctors or other licensed health care providers may submit new prescriptions via fax or Web.

You may register at [emblemhealth.com](http://emblemhealth.com). After you register, you will be able to use the EmblemHealth/Express Scripts pharmacy benefits tool to do things like check order status and request refills to existing prescriptions. You will need to register the first time you use the tool, and you will need your member ID to create an account. You or your doctor will still need to send ESI the actual written prescription when using the online option. Please allow 7 to 10 days for delivery from the day ESI receives the prescription(s) to receive your home delivery.

### **Check on the status of a home delivery prescription order**

You can easily check the status of your order via the EmblemHealth/Express Scripts pharmacy benefits tool. You will need to sign in using your member ID and password. You can also call ESI at **1-877-866-4165**. If you have a hearing or speech impairment, and use a TDD, you can call **1-800-899- 2114**. You will need your member ID number and your prescription number(s) to access this information.

## **Specialty Drugs**

Specialty drugs are high-cost drugs used to treat complex or rare diseases, such as multiple sclerosis, rheumatoid arthritis, hepatitis C, and cancer. The drugs are often self-injected or given in a physician's office and may require special storage and/or handling requirements. You have the choice of filling your specialty drug prescription using one of the following options:

**Our Specialty Pharmacy Program:** If you choose to use our Specialty Pharmacy Program, your doctor or other health care professional will contact our specialty

pharmacy program and your prescriptions will be filled and sent directly to your home or doctor's office. For more information regarding how to use our specialty pharmacy program call EmblemHealth's Specialty Pharmacy program at 1-888-447-0295.

**A Network Retail Pharmacy:** You may take your specialty drug prescription to any EmblemHealth network pharmacy that agrees to be part of our specialty pharmacy network. Call our customer service department or your pharmacy to find out if your pharmacy is part of our specialty pharmacy network. For more information about how to fill your specialty drug prescription at a network retail pharmacy, please call EmblemHealth Pharmacy Customer Services at 1-888-447-7364.

### **Medical Supplies**

You can get some medical supplies directly through participating pharmacies. If the medical supplies that you have been prescribed are not available through a participating pharmacy, call our Pharmacy Customer Service department at **1-888-447-7364**. They will direct you to a vendor who will be able to fill the prescription and have the supplies sent to your home.

### **Family Planning Services**

Includes:

- Birth control.
- Sterilization.
- Medically necessary abortions.
- Screening for anemia, cervical cancer, sexually transmitted diseases (including chlamydia), hypertension, breast disease, pelvic abnormality and pregnancy.

You can get these services from network OB/GYN doctors. You can also use your Medicaid card if you want to go to doctors or clinics out of our network. Either way, no prior approval or referral from a network doctor is needed to get these services. Just make an appointment.

### **Residential Health Care Facility Care (Nursing Home Services)**

#### **Rehabilitation**

EmblemHealth covers short term, or rehab stays, in a skilled nursing home facility. When a temporary stay is ordered by your network doctor and prior approved by your health plan services include:

- Medical supervision.
- 24-hour nursing care.
- Assistance with activities of daily living.
- Physical, occupational therapy and speech language pathology.

#### **Long Term Placement**

EmblemHealth **also** covers long term placement in a nursing home for members 21 years of age.

**Eligible Veterans, Spouses of Eligible Veterans, and Gold Star Parents of Eligible Veterans** may choose to stay in a Veterans' nursing home.

Covered nursing home services include:

- medical supervision;
- 24-hour nursing care;
- assistance with daily living;
- physical therapy;
- occupational therapy;
- speech-language pathology and other services.

To get these nursing home services:

- they must be ordered by your physician, and
- authorized by EmblemHealth.

You must also be found financially eligible for long term nursing home care by your County Department of Social Services to have Medicaid and/or EmblemHealth pay for these services. When you are eligible for long term placement, you must select one of the nursing homes that are in EmblemHealth's network.

If you want to live in a nursing home that is not part of EmblemHealth's network, you may transfer to another plan that works with the nursing home you have chosen to receive your care.

## **Behavioral Health Care**

Behavioral health care includes mental health and substance use (alcohol and drugs) treatment and rehabilitation services. All of our members have access to services to help with emotional health, or to help with alcohol or other substance use issues. These services include:

### **Mental Health Care**

- Intensive psychiatric rehab treatment
- Day treatment
- Clinic continuing day treatment
- Inpatient and outpatient mental health treatment
- Partial hospital care
- Rehab services if you are in a community home or in family-based treatment
- Continuing day treatment
- Personalized Recovery Oriented Services
- Assertive Community Treatment Services
- Individual and group counseling
- Crisis intervention services

## **Substance Use Disorder Services**

- Inpatient and outpatient substance use disorder (alcohol and drug) treatment
- Inpatient detoxification services
- Opioid, including Methadone Maintenance treatment
- Residential Substance Use Disorder Treatment
- Outpatient alcohol and drug treatment services Detox services

## **Harm Reduction Services**

If you are in need of help related to substance use disorder, members in the Medicaid Managed Care benefit package will be able to get Harm Reduction Services. These services offer a patient-oriented approach to the health and wellness of substance users. Harm Reduction Services provide individuals with resources and programs to help deal with substance use. EmblemHealth will cover harm reduction services that are recommended by a doctor or other licensed professional. These include:

- A plan of care developed by a person experienced in working with substance users.
- Individual supportive counseling that assists in achieving your goals.
- Group supportive counseling in a safe space to talk with others about issues that affect your health and well-being.
- Counseling to help you with taking your prescribed medication and continuing treatment.
- Support groups to help you better understand substance use and identify coping techniques and skills that will work for you.

## **Crisis Residence Services for Children and Adults**

These overnight services help children and adults who are having an emotional crisis. Crisis Residence services include:

### **Residential Crisis Support**

This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.

### **Intensive Crisis Residence**

This is a treatment program for people who are age 18 or older who are having severe emotional distress.

### **Children's Crisis Residence**

This is a support and treatment program for people under age 21. These services help people cope with an emotional crisis and return to their home and community.



## Dental Services

We believe that providing you with good dental care is important to your overall health care. EmblemHealth members must choose a dentist in the DentaQuest Network for preventive and restorative dental care such as routine checkups, X-rays, fillings, root canals, crowns and more. If you need help finding a dentist, call DentaQuest Customer Service **at 1-844-776-8748**, Monday through Friday, 8 am to 5 pm, for the most up-to-date network information.

You can also go to a dental clinic that is run by an academic dental center without a referral. Call EmblemHealth Customer Service at **1-855-283-2146** for a list academic dental centers near you.

Call your dentist right away to schedule appointments for you and all other enrolled family members. Just show your dentist your member ID Card.

Then schedule regular preventive dental visits every six months to keep your teeth and gums healthy. If you do not know who your dentist is, or you want to change your dentist, please call DentaQuest, our dental provider, at **1-844-776-8748** between 8 am and 5 pm, Monday through Friday. DentaQuest Customer Service Representatives are available to help you. They speak many languages, but if they don't speak yours, they will connect you with a language interpretation service. Hearing impaired members can call dial **711** to connect to the DentaQuest TTY/TDD line. You can change your dentist at any time for any reason. This change will be effective immediately.

The following covered services are available without a referral from your network dentist or from a dental clinic operated by an academic dental center:

- Routine exams.
- X-rays.
- Cleanings, fillings and tooth pulling.
- Children under seven (7) years of age are covered for four (4) fluoride varnish applications.
- Emergency treatment.
- Replacement of missing teeth (full and partial dentures). Covered when conditions meet Medicaid guidelines.
- Root canals. Patients must be evaluated on a case by case basis to determine if conditions meet Medicaid coverage guidelines. Coverage will generally be provided when the number of teeth needing or likely to need root canals is "not excessive" the patient has good oral hygiene, **and** a healthy mouth and gums, and:
  - Has few if any cavities; and
  - Has a full complement of natural teeth; and
  - Has had all other necessary restorations completed; and/or
  - Is undergoing orthodontic treatment.

Root canals will not be covered when the prognosis of the tooth is questionable, or extraction and replacement is a reasonable alternative course of treatment. Molar root canals will not be covered for patients over the age of 21 except where the tooth is a critical abutment for an existing prosthesis.

- Crowns will not routinely be approved if restorative materials can restore the teeth.
- Crowns will not be covered on molar teeth for patients over the age of 21.
- Fixed bridges are considered beyond the scope of the program and not covered.

When you need covered dental specialty services, your network dentist will refer you.

### **Emergency Transportation Services**

Includes land and air ambulance transportation. Regular Medicaid covers this service for all New York City, Nassau, Suffolk and Westchester members. In an emergency, all members should just call Just call 911 for emergency transportation.

### **Hospice Services**

Hospice is a coordinated program of home and inpatient services that provides non-curative medical and support services for enrollees certified by a physician to be terminally ill with a life expectancy of one year or less. Hospice services include palliative and supportive care provided to an enrollee to meet the special needs arising out of physical, psychological, spiritual, social and economic stress which are experienced during the final stages of illness and during dying and bereavement. Medically necessary curative services are covered for children under age 21 in receipt of hospice services in addition to palliative care. Family members are eligible for up to five visits for bereavement counseling.

### **Nutritional Counseling and Assessment**

Includes assessment and nutritional counseling sessions with a network registered dietician. The result of the initial assessment will determine the number of sessions required. Both the assessment and the counseling sessions require a referral by your primary care physician. Members who particularly benefit from these services include those who are pregnant; newly diagnosed or living with diabetes, heart disease and/or kidney disease; have an eating disorder or other digestive problems; or have been diagnosed as overweight or obese by their physician.

### **Case Management Services**

Include the coordination of benefits and services for members who have complex or serious diseases or conditions. Members may be assigned to a case management nurse who will work with you and your doctors to ensure that you get the care and services you need when you need them. You could be in the program for weeks, months or years depending on your condition and circumstances. The purpose of case management is to achieve the best health care outcome.

### **Social Work Services**

Include help in getting any community services you may need.

### **Experimental and Investigational Treatments**

These services are covered on a case by case basis according to New York State law.

### **Court ordered services**

Includes any plan covered services ordered by a judge.

### **Directly Observed Therapy (DOT) for Tuberculosis**

Services include observation and dispensing of medication, assessment of any adverse

reactions to medications and case follow up to make sure patients take their medicine as ordered by their doctor.

### **Foot Care**

These services are covered for all children under 21 years of age and members (regardless of age) with physical conditions that pose a hazard due to the presence of localized illness, injury or symptoms involving the foot, or when performed as a necessary and integral part of otherwise covered services such as the diagnosis and treatment of diabetes, ulcers, and infections.

## **Benefits Covered by EmblemHealth – For Some Members**

We cover the following services for some, but not all members. Check to see if we cover these benefits for you or in the county where you get Medicaid.

### **Orthodontic Care**

EmblemHealth will cover braces for children up to age 21 who have a severe problem with their teeth, such as: can't chew food due to severely crooked teeth, cleft palette or cleft lip.

### **Medical Social Services**

Only available to new and transitioning Medicaid Long Term Home Health Care Program (LTHHCP) members. MSS are individually designed services to assist members who are experiencing problems in managing the emotional difficulties inherent in adjusting to a disability and integrating into ongoing life in the community. are typical of situations that are addressed by Medical Social Services include: Emotional disturbances, family difficulties, adjustment problems related to acute and chronic illnesses, alcohol and substance abuse, and social issues. Such services also include assistance with problem solving to overcome difficulties with transportation in the community and caregiver turnover and/or absence.

### **Home Delivered Meals (HDM)**

Only available to new and transitioning Medicaid Long Term Home Health Care Program (LTHHCP) members. Home Delivered Meals (HDM) is an individually designed service that provides meals to

individuals who cannot prepare or obtain nutritionally adequate meals for themselves, or when the provision of such meals will decrease the need for more costly supports to provide in-home meal preparation. These meals assist in maintaining a nutritious diet. They do not, however, constitute a full nutritional regimen.

### **Adult Day Health Care Services**

Must be ordered by your EmblemHealth network doctor. Only available to members who are **not** residents of a residential health care facility (RHCF). Services include health education, nutrition, interdisciplinary care planning, nursing and social services, assistance and supervision with the activities of daily living, restorative rehabilitative and maintenance therapy, planned therapeutic or recreational activities, pharmaceutical services as well as, referrals for necessary dental services and sub-specialty care.

### **AIDS Adult Day Health Care Services**

Must be ordered by your EmblemHealth network doctor. Only available to members with HIV/AIDS who are **not** residents of a residential health care facility (RHCF). Services include general medical and nursing care, substance abuse supportive services, mental health supportive services, individual and group nutritional services as well as, structured socialization, recreational and wellness/health promotion activities.

### **Infertility Services**

Some ovulation enhancing drugs for infertility will be covered for women between the ages of 21-44 years old who meet certain eligibility criteria. This benefit is limited to coverage for 3 cycles of treatment per lifetime and requires prior approval. Medical services related to prescribing and monitoring the use of such drugs will also be covered.

### **Children's Behavioral Health Services**

Members under age 21 will be able to access these services using your Enhanced Care ID card:

- Office of Alcoholism and Substance Abuse Services (OASAS) Outpatient – Clinic (hospital based)
- OASAS Outpatient – Rehabilitation Programs (hospital based)
- OASAS Opioid Treatment Program Services (hospital based)
- OASAS Chemical Dependence Inpatient Rehabilitative Services
- Injections for Behavioral Health Related Conditions
- Children and Family Treatment and Support Services (CFTSS), including:
  - Other Licensed Practitioner (OLP)
  - Psychosocial Rehabilitation (PSR)
  - Community Psychiatric Supports and Treatment (CPST)
  - Family Peer Support Services
- Office of Mental Health (OMH) Outpatient Services
- OMH designated Serious Emotional Disturbance (SED) Clinic Services
- Assertive Community Treatment (ACT)
- Continuing Day Treatment
- Personalized Recovery Oriented Services (PROS)
- Partial Hospitalization
- Psychiatric Services
- Psychological Services
- Comprehensive Psychiatric Emergency Program (CPEP) including Extended Observation Bed
- Inpatient Psychiatric Services

**EmblemHealth Enhanced Care will cover these services for all eligible children and youth under age 21, including those:**

- With Supplemental Security Income (SSI);
- Who have federal Social Security Disability Insurance (SSDI) status; or
- Who have been determined certified disabled by a New York State Medical Disability Review.

### **Children's Home and Community Based Services (HCBS)**

Children's HCBS offer personal, flexible services to support children/youth and families as they work toward goals and achievements. These services are available where they are most comfortable – at home or in the community. EmblemHealth will cover Children's HCBS for members participating in the Children's Waiver and provide care management for these services.

### **Who is eligible for Children's HCBS?**

Children's HCBS are for children and youth who:

- Need extra care and support to remain at home or in the community.
- Have complex health, developmental, and/or behavioral health needs.
- Want to avoid going to the hospital or a long-term care facility.
- Are eligible for HCBS and participate in the Children's Waiver.

Members under age 21 will be able to get these services:

- Community Habilitation
- Day Habilitation
- Caregiver/Family Support and Services
- Community Self Advocacy Training and Support
- Prevocational Services – *must be age 14 and older*
- Supported Employment – *must be age 14 and older*
- Respite Services (Planned Respite and Crisis Respite)
- Palliative Care
- Environmental Modifications
- Vehicle Modifications
- Adaptive and Assistive Equipment
- Youth Peer Support Services and Training
- Crisis Intervention

### **Children and Family Treatment and Support Services (CFTSS)**

CFTSS are for children under age 21 with behavioral health needs. These services may be provided at home or in the community. The additional services include Youth Peer Support and Training and Crisis Intervention.

**Youth Peer Support and Training** is a benefit provided by a credentialed Youth Peer Advocate, or Certified Recovery Peer Advocate who has similar experiences. These services can help children and families to:

- Develop skills to manage health challenges and be independent.
- Feel empowered to make decisions.
- Make connections to natural supports and resources.
- Transition to the adult health system when the time is right.

**Crisis Intervention** is professional help at home or in the community when a child or youth is distressed and cannot be helped by family, friends, or other supports. Through these services,

children and families can learn how to use crisis plans to de-escalate a crisis and prevent or reduce future crises.

### **National Diabetes Prevention Program (NDPP) Services**

If you are at risk for developing type 2 diabetes, EmblemHealth covers services that may help.

Starting **Feb. 1, 2020**, EmblemHealth covers diabetes prevention services through the National Diabetes Prevention Program (NDPP). This benefit covers 22 NDPP group training sessions over the course of 12 months.

The NDPP is an educational and support program designed to help at-risk people from developing type 2 diabetes. The program consists of group training sessions that focus on the long-term, positive effects of healthy eating and exercise. The goals for these lifestyle changes include modest weight loss and increased physical activity. NDPP sessions are taught using a trained lifestyle coach.

### **Eligibility**

You may be eligible for diabetes prevention services if you have a recommendation by a physician or other licensed practitioner and are:

- At least 18 years old,
- Not currently pregnant,
- Overweight, and
- Have not been previously diagnosed with type 1 or type 2 diabetes.

And, you meet one of the following criteria:

- You have had a blood test result in the prediabetes range within the past year, **or**
- You have been previously diagnosed with gestational diabetes, **or**
- You score 5 or higher on the CDC/American Diabetes Association (ADA) Prediabetes Risk Test.

Talk to your doctor to see if you qualify to take part in the NDPP.

## **Benefits You Can Get from EmblemHealth or With Your Medicaid Card**

You can choose where to get the following services – from a network doctor or any doctor that will accept your Medicaid card without a referral.

### **Family Planning**

You can get these services from a network doctors. Or you can get them from any doctor or clinic that will accept your Medicaid card. No approval or referral is needed.

All members must use network doctors for hysterectomies, routine gynecological exams, prenatal care, delivery and postpartum (after delivery) care.

### **HIV Counseling and Testing**

You can get these services from network providers. You can also get them from any doctor or clinic that will take your Medicaid card, if it is a part of a family planning visit.

### **TB Diagnosis and Treatment**

You can get these services from network providers. Or you can get them from a county public health clinic.

## **Benefits Using Your Medicaid Card Only**

The following services are covered by Medicaid, but not EmblemHealth. You can get these services from any provider who will take your Medicaid card.

### **Emergency Transportation Services**

Regular Medicaid covers emergency transportation for all New York City, Nassau, Suffolk, and Westchester Medicaid members. In an emergency, all members just call 911 for emergency transportation.

### **Nonemergency Transportation Services\***

#### **All Members:**

Nonemergency rides are covered by regular Medicaid and not by EmblemHealth for all Medicaid members. To arrange for transportation, members must call:

- Nassau and Suffolk County members: LogistiCare at **1-844-678-1103**.
- Westchester County members: Medical Answering Services (MAS) at **1-866-883-7865**.
- New York City Members: Medical Answering Services (MAS) at **1-844-666-6270**.

If possible, you or your provider should call the above numbers at least three days prior to your medical appointment and give the representative:

- Your Medicaid ID number (for example, AB12345C).
- Appointment date and time.
- Address where your appointment will take place.
- Your doctor's name.

\*Nonemergency medical transportation includes: personal vehicle, bus, taxi, ambulette and public transportation. If you have an emergency and need an ambulance, you must call 911.

### **Developmental Disabilities**

- Long-term therapies
- Day treatment
- Housing services
- Medicaid Service Coordination (MSC) program
- Services received under the Home and Community Based Services Waiver
- Medical Model (Care-at-Home) Waiver Services

### **Other Medicaid Covered Services**

- Preschool and school services programs (early intervention).
- Early Start programs.
- Comprehensive Medicaid Case Management.

## **Services Not Covered by EmblemHealth or Medicaid**

The following services are not covered by EmblemHealth or Medicaid. If you get any of these services, you may have to pay the bill:

- Cosmetic surgery, if not medically needed.
- Personal and comfort items.
- Infertility treatments for men.
- Chiropractic services

You may also have to pay for services that:

- You get from a provider not in our network unless it is a provider you are allowed to see as described in the Medicaid member handbook or your PCP refers you to that provider.
- Require prior health plan approval and you get these services without prior approval.

Also, if before you get non-covered services, or an unauthorized service, and you agree to be a “*private-pay*” or “*self-pay*” patient you will have to pay for the services received.

You can call Customer Service at **1-855-283-2146** if you have any questions.