

# NewYork-Presbyterian System SelectHealth ...Every Day

MEMBERS NEWSLETTER

SUMMER 2009 ISSUE 10

## Inside This Issue:

- 1 Member Services | Provider Update
- 2 Steps to a Healthier Life | Domestic Violence help
- 3 Health Bucks | Emergencies | Baby Health info
- 4 Medical Assistance | Classes

## Member Services Department

### Each one, Reach one

If you know someone who is eligible and interested in joining SelectHealth, there is a convenient and easy way to enroll. Just have them call New York Medicaid CHOICE (NYMC). Enrollment can be completed over the phone. At the end of the call, they will be connected to Member Services so we can start helping right away.

Dial NYMC toll free at  
**1-800-505-5678**

Monday - Friday 8:30am to 8:00pm  
Saturdays 10:00am to 6pm.



### Balanced Billing

SelectHealth members are not responsible for medical expenses for covered services. If you receive bills or statements for covered services, do not throw away, contact us at 1-866-469-7774. A Member Services Representative will contact your provider and attempt to correct the problem.

You may fax or mail the bill directly to SelectHealth



**Our fax number is 212-404-4894**

Or Mail to:

Member Services Department  
NewYork-Presbyterian System  
SelectHealth  
525 East 68th St., Box 291  
New York, NY, 10065

### Call Member Services whenever these changes happen in your life:

- You change your name, address or telephone number
- You have a change in Medicaid eligibility

- You are pregnant
- You give birth
- There is a change in insurance for you or your children
- When you enroll in a new case management program or receive services in another community based organization

### Attention New Members:

If you have not received either your Welcome Packet or ID card, please call Member Services right away at 1-866-469-7774. The Welcome Packet contains all the information about your benefits and the special programs we offer to members. We send notices to members who have not selected a primary care doctor. If you received this notice, please call us and tell us the name of the doctor that you have selected. We will send you a new ID card with your doctor's name on it. Do not hesitate to contact us if you have questions.

## Provider Relations Update

The Provider Relations Team at SelectHealth is pleased to share with its members some of the exciting changes that continue to take place in SelectHealth.

The July 2009 Provider Directory is now available. It will include new providers

who have recently joined the Plan. Call us to get your copy or view it online at [www.nyp.org/selecthelath](http://www.nyp.org/selecthelath).

With the addition of partners such as Saint Vincent's Catholic Medical Center and Beth Israel Medical Center, SelectHealth offers our

members an even larger and more comprehensive network of hospital staff and private physicians.

We continue to encourage our members to take advantage of the Referral Coordination services offered through Provider

Relations.

For assistance with referral coordination, please call SelectHealth at 1-866-469-7774 and ask to speak with a Provider Relations representative. We will help you make your appointment.

## Member Services (continued)



### Steps to a Healthier Life

In our Spring newsletter we shared information with you about our exciting new program, “Steps to a Healthier Life.” Members earn rewards for completing certain health activities. The first step is to fill out the health assessment form, “About Me and My Health.”

We are very pleased to tell you that over **300** of our members have completed their health assessments.

For those members that chose to participate in the 2008 “Steps” program, please be on the lookout for the mailing of the 2009 assessment form. When you complete it and return it to us, you will receive a reward.

We want to congratulate and thank all of you who have returned the health assessment form. We hope that you enjoyed your reward. We also hope that the material you requested was helpful, both in providing information about your health conditions as well as identifying programs that are available in your community. We hope that you continue to think about your health and the steps you can take to improve it.

### Empower Yourself!

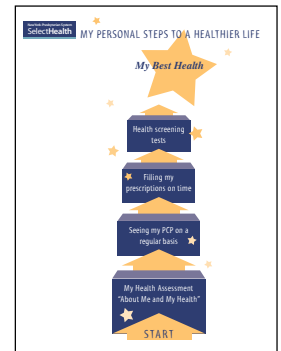
Sign up for **My Health Profile** – Many of our members are already using it! You can too.

Securely access your information online anywhere, anytime. Share this confidential information with your doctor, case manager and others of your choosing. View your providers, medications and labs. Carry the optional Emergency access card which is



useful if you go to the emergency room. Want to sign up? Call Member Services at 1-866-469-7774 to join. Need help using a computer? We’re holding general computer classes and training on **My Health Profile** in the community. Call to find out where we’ll be next.

Save time!  
Keep your information secure. Become empowered!



Hear what Members are saying already:

“I always knew I had the right to see my medical information, and now I can”.

*Member since 2006*

“I can see my medical life in one place, and I love it”.

*Member since 2009*

“The wait is over. I have all the information I need at my fingertips”.

*Member since 2003*

## Domestic Violence

Are you a victim of domestic violence? Or know someone who is? Member Services is available to assist you. All calls are kept confidential. You do not need to identify yourself if you don’t wish to tell us your name. If you just need someone to speak to, we are here for you. You are *NOT* alone. You may contact our Domestic Violence Coordinator, Rachel Leyba. She is available Monday-Friday, 9am-5pm. Please call 1-866-469-7774. if there is an emergency, please call **911**. There are 24-hour hotlines and website available as well listed below:

### New York City Resources:

#### 24-HOUR HOTLINES

New York City Domestic Violence Bilingual Hotline  
1-800-621-HOPE  
(TTY: 1-800-810-7444)  
Victim Services Agency (212) 577-7777  
Violence Intervention Program Bilingual Hotline  
1-800-664-5880

#### LEGAL SERVICES

free advice and services for victims of domestic violence:

### City-Wide

Sanctuary for Families Center for Battered Women’s Legal Services (212) 349-6009  
Main Street Legal Services, Battered Women’s Rights Clinic, CUNY Law School 1-800-621-HOPE  
Victim Services West Side Legal Project 1-800-621-HOPE in Motion (formerly Network for Women’s Services) - Legal assistance for battered women seeking divorces. (212) 695-3800  
Brooklyn Legal Services, Corporation B (718) 237-5500

### New York State Adult Domestic Violence Hotline:

nyscadv@nyscadv.org  
In English: Voice telephone number: 1-800-942-6906  
TTY for the Hearing Impaired: 1-800-818-0656  
In Spanish: Voice telephone number: 1-800-942-6908.  
TTY for the Hearing Impaired: 1-800-780-7660

**New York State Elder Abuse Hotline** 1-800-342-9871

**New York State Child Abuse Hotline** 1-800-342-3720

**New York State Child Abuse and Neglect Prevention Information Line** 1-800-342-7472

# The 2009 Health Bucks Season Has Arrived!

If you use food stamps, did you know that you can receive a \$2 voucher, good for fruits and vegetables, every time you spend \$5 at a participating farmer's market? This year, 49 farmers' markets will be part of the program. To find a farmer's market near you, visit [www.nyc.gov/healthbucks](http://www.nyc.gov/healthbucks) or call SelectHealth at 1-866-469-7774 and we will help you locate one.

## Don't know how to prepare fresh fruits and vegetables?

The Stellar Farmer's market can help. Through this program, trained nutritionists will offer free cooking classes at participating locations throughout the market

season. The goal is to show just how quick and easy it is to make healthy, appetizing dishes from fresh fruits and vegetables.

Visit [www.nyc.gov/healthbucks](http://www.nyc.gov/healthbucks) for a list of participating markets.

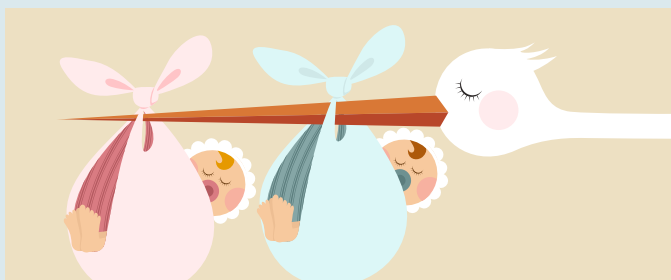


## How Do I Know if My Baby is Developing Okay?

If you have a new baby or a toddler, you may wonder if he/she is growing at the right pace. Although some babies may develop faster than others, read this article to get a general idea of the changes you can expect, but don't be alarmed if your own baby's development takes a slightly different path. If you would like a hard copy of the article, please call SelectHealth at **1-866-469-7774**.

[http://www.pampers.com/en\\_US/parenting-articles/baby-development-milestones/4556](http://www.pampers.com/en_US/parenting-articles/baby-development-milestones/4556)

If you feel your child might have a delay or disability, help is available. Call 311 and ask for Early Intervention.



# What Do I Do If I Have an Emergency?

You are always covered for emergencies. In New York State, an emergency means a medical or behavioral condition:

- that comes on all of a sudden, and
- has pain or other symptoms.

## Examples of an emergency are:

- a heart attack or severe chest pain
- bleeding that won't stop or a bad burn
- broken bones
- trouble breathing / convulsions / loss of consciousness
- when you feel you might hurt yourself or others
- if you are pregnant and have signs like pain, bleeding, fever, or vomiting

## If you believe you have an emergency, here's what to do:

Call 911 or go to the emergency room. You do not need SelectHealth or your PCP's approval before getting emergency care, and you are not required to use our hospitals or doctors – but it is always a good idea to call your primary care doctor as soon as you can to let them know you are experiencing a potential medical emergency.

## If you are out of the area when you have an emergency:

- Go to the nearest emergency room.
- Call SelectHealth when safely possible (within 48 hours if you can) and let us know that you are receiving the care that you need.

## What happens if it is not an emergency, but I need to speak to a health care provider right away?

If your need is an urgent one that cannot wait until the next business day, you can always call your Clinic or Primary Care Provider's after hours number and speak with a health care provider who works with your Primary Care Provider. You can find the after hours number in the Provider Directory or you can call Member Services at **1-866-469-7774**.

## Davis Vision

Your vision care is provided through Davis Vision. Your benefit (if you do not have diabetes)

Includes:

- A routine eye exam every 2 years AND
- Eye glass frames or contact lenses every 2 years or more often if your prescription changes



exam is painless; the doctor will put eye drops in your eye to get a better view of your eyes.

You can receive:

- A dilated eye exam *every year* or more often if needed

### Remember:

- You can visit any vision provider in your SelectHealth Provider Directory. No doctor's referral is needed to make an appointment. If you need help finding a vision care provider, call Davis Vision's Member Services at 1-800-999-5431 or SelectHealth Member Services at 1-866-469-7774.

- Bring your SelectHealth ID card with you when you see the doctor. The Davis Vision information is on the back of your SelectHealth ID card.

If you have diabetes, you can get an eye exam every year.

### What if I have diabetes?

If you have diabetes, it is important for you to see an eye doctor more often than someone who does not. Diabetes can put you more at risk for eye disease that can lead to changes in vision or blindness. It is recommended that you get a special eye exam called a **Dilated Eye Exam** *at least once a year*. This eye

## Partner Notification

If I am HIV positive and having sex or sharing needles with someone, how do I let them know they are at risk? Here are three options:

1. With help from of your doctor or a Contact Notification Assistance Program (CNAP) counselor
2. Have a CNAP counselor tell them for you without ever revealing your identity
3. Tell the person yourself

CNAP counselors are trained public health counselors that can work with you to let someone know they are at risk for infection and get testing, counseling, and treatment if needed. If you share information with your doctor or CNAP counselor, your name and any information about you will NOT be revealed. For more information about the CNAP program, call **212-693-1419**.

## Learn How To Access My HealthProfile

We can teach you how to use to use My Health Profile.

Attend a training class.

**Classes are held every 2nd and 4th Thursday of the month from 3:00 - 4:00 pm at ASCNYC:**

41 East 11 Street, 5th Floor  
(between University/Broadway)

**Already a user and don't have access to a computer?**

Contact Esmerlin Valdez at 1-866-469-7774 and she will help you locate one near you.



NewYork-Presbyterian System SelectHealth Member Services Department  
1-866-469-7774 • [www.nyp.org/selecthealth](http://www.nyp.org/selecthealth)

SPONSORED BY

**NewYork-Presbyterian  
Healthcare System**