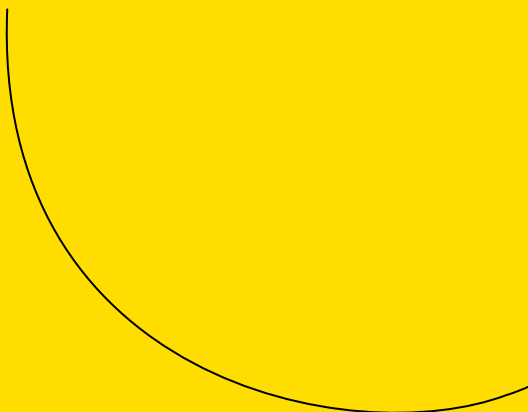




# Welcome to MetroPlusHealth GoldCare Plan Member Guide

# Table of contents



A letter from our CEO	5
Getting started	7
Choosing a doctor	8
Visiting your doctor	9
Save on prescriptions	10
Managing your plan	11
Costs and your coverage	14
Know where to go for medical care	17
MetroPlusHealth: More than just a health plan	20
How to use your plan resources	22

Welcome to  
MetroPlusHealth



# Thank you for choosing MetroPlusHealth

Congratulations on joining MetroPlusHealth, the plan that is by and for New Yorkers! As a member of GoldCare, sponsored by your NYC-based employer, you will get the care you need as a hard-working employee. With GoldCare, you will enjoy strong coverage from our reliable provider network across the City's five boroughs.

**We are always here to help. You can reach us in several ways:**



Visit us online **metroplus.org**



Call us at **877.475.3795 (TTY: 711)**,  
Monday – Friday, 8am – 6pm; Saturday, 9am – 5pm



Visit us in-person **metroplus.org/in-your-community/locations**

This mailing also has your new **MetroPlusHealth identification (ID) card**. The card has key facts about your coverage. Please look it over, then put it in your wallet. It's a good idea to carry your ID card with you at all times.

Thank you again for joining MetroPlusHealth. We are proud to have you as a member, and we look forward to serving you.



Sincerely

**Talya Schwartz, MD**  
President & Chief Executive Officer  
MetroPlusHealth





# Getting started is easy



## Carry your ID card

Check your new ID card. If you have any questions or need to make changes, please call the MetroPlusHealth Gold Plan concierge line at **877.475.3795, TTY: 711**. Keep the card with you at all times.



## Download our app

Our secure member portal and app allow you to manage your plan. You can find a doctor, get a virtual ID card, order a replacement ID card, and more through your member portal at **members.metroplus.org**. It's quick and easy to do! You can find the MetroPlusHealth app on Apple® or Google Play™.



## Find a doctor or specialist

View our full list of participating doctors. Look for one that meets your needs, using the Find a Doctor tool at **metroplus.org/members/find-a-doctor**.



For all details and other important information visit **metroplus.org**



**Tip:** Contact your Human Resources department to update all demographic changes.

# Choosing an in-network doctor



It is important for you to have a PCP. Getting regular care is important to physical and mental health. Your PCP may suggest and direct other doctors or specialists.

When choosing your PCP, make sure to use our provider network. If you visit a doctor who is not in our network, we can't cover your care. Call to double-check that the provider is still in the network. Also check if the PCP accepts new patients. Use our Find a Doctor tool at **[metroplus.org/members/find-a-doctor](https://members.metroplus.org/find-a-doctor)** to find an in-network doctor.

## To change your PCP



Call the MetroPlusHealth Gold Plan concierge line at **877.475.3795 (TTY: 711)**



Make the change on our website at **[members.metroplus.org](https://members.metroplus.org)**



# Visiting your doctor

**When seeing your PCP (or any doctor) for the first time, prepare for the visit**

- ✓ Gather medical records from past doctors
- ✓ Bring the names and phone numbers of your other doctors
- ✓ Make sure you have your MetroPlusHealth ID card with you
- ✓ Bring a list of any prescriptions you take
- ✓ Bring the phone number of your pharmacy
- ✓ Write down any questions or concerns you have in advance
- ✓ Let your doctor know about any changes in your health



Do you have questions about your drug benefits? Call the Gold Plan concierge line at **877.475.3795** for help.

# Save on prescriptions



✓ Generic

✓ Brand

✓ Specialty

**For the drug coverage that comes with your MetroPlusHealth plan, you can save more by working with your doctor.**

Always get drugs from your plan's drug list (known as a formulary). Only fill prescriptions at pharmacies in the MetroPlusHealth network.



You can check out your formulary and network pharmacies on our website

[metroplus.org/members/pharmacy](https://metroplus.org/members/pharmacy)

# Managing your plan



## What you can do on our website

- ✓ Get digital member ID cards or ask for replacement cards\*
- ✓ Get information about your plan
- ✓ Find in-network doctors and facilities
- ✓ Find forms and see important plan documents
- ✓ Find tools to help you live in a healthy way
- ✓ Connect with doctors from your phone, tablet, or computer

**Set up your online account on our member portal while keeping your personal information safe and secure.**



Visit to sign up

[members.metroplus.org](https://members.metroplus.org)

\*Once you sign up for your online account, check that we have your correct information (mailing address, e-mail, telephone number, and mobile number). You can make changes on our member portal. When you share your e-mail or mobile number with us, you can also get plan materials through our website.

While you are on our website, check out the MetroPlusHealth GoldCare Plan page at [\*\*metroplus.org/plans/nyc-employees/goldcare\*\*](https://metroplus.org/plans/nyc-employees/goldcare)





Learn about:



Your health insurance plan



Your benefits and services



# Costs and your coverage



MetroPlusHealth members need to follow certain rules to get health care. First, always see doctors in our network (for nonemergencies).\*

---

Use our Find a Doctor tool at **[metroplus.org/members/find-a-doctor](https://metroplus.org/members/find-a-doctor)** to find an in-network doctor.

Network providers cannot charge you for covered services. Example: A provider sends us a bill for \$300 and we pay \$200. They cannot send you a bill for the rest of it. If you go to an unapproved out-of-network provider, you will get billed for those services.

\*If we do not have a specialist in our network who can give the care you need, call us. We will get you that care from outside our network.

**As a member of our plan, you can get great medical care**

✓ Regular check-ups and office visits with your own PCP

✓ Lab tests and X-rays

✓ 24-hour emergency hotline

✓ Home care

✓ Referrals to specialists in our network

✓ Hospital care

✓ Physical therapy

✓ Speech therapy

✓ Occupational therapy

✓ Behavioral health care

✓ Vision (NEW!)



For more information about your care, see your Certificate of Coverage on your plan page at **metroplus.org**







# Know where to go for medical care

## Virtual Express Care (Telehealth) - \$0

If you do not feel well, you can stay at home. You can get care 24 hours a day, seven days a week. Get care from a doctor with your smart phone, tablet, or computer for common illnesses like:

- ✓ Colds, coughs, and the flu
- ✓ Allergies
- ✓ Rashes
- ✓ Behavioral health (Mental health and substance use disorder (SUD))

You can learn more or set up Virtual Express Care on our website at [metroplus.org/members/virtual-visit-telehealth](https://metroplus.org/members/virtual-visit-telehealth) or just scan this code:



## Office Visit

Your PCP can do most of what a telehealth or an urgent care center does. So, see your PCP promptly for a pressing problem. If you do get care somewhere else, set up an appointment for a follow-up or a general examination. Your PCP is the best option for many types of care, such as:

- ✓ Drug refills
- ✓ Getting shots (flu shots, etc.)
- ✓ Managing long-term illnesses
- ✓ Quitting smoking
- ✓ Creating a healthier lifestyle plan
- ✓ Regular checkups and physical exams

**Call 911 in a medical emergency. Do not try to drive.**

## Urgent Care

When it's not a life-or-death situation but it requires fast attention, urgent care centers are a quick and convenient option. Go to **metroplus.org** for a complete list of network urgent care providers. MetroPlusHealth members can get urgent care throughout New York City to help with:

✓ A sudden illness

✓ An injury

✓ An illness that needs urgent care

✓ A condition that does not need an emergency room visit

Urgent care doesn't replace your relationship with your PCP. Your doctor needs to know everything that's going on with your health. Urgent care treats problems like:

Cuts, wounds

Nausea/vomiting, diarrhea

Migraines/headaches

Urinary problems

Sprains and muscle strains

Minor bone fractures/  
dislocations

Minor burns

Allergic reactions and  
allergy attacks

Colds, fevers, the flu

Sore throat

Strep throat

Bronchitis

Asthma attack

Possible exposure to HIV

Most urgent care centers can also perform routine tests and procedures, like blood tests and X-rays.

**Call 911 in a medical emergency. Do not try to drive.**

## Emergency Room

Go to the closest hospital emergency room (ER), or call 911 in an extreme situation:

✓ It is life-threatening

✓ You cannot function

✓ You are unresponsive

✓ You are in unbearable pain

### Typical conditions that require an ER include:

Coughing or vomiting blood

Uncontrolled bleeding from a wound

Fractured or broken bones sticking out of the skin

Blurry vision/sudden changes in sight

Poisoning

Major burns

Serious chest pain

Heart palpitations

Serious stomach pain

Slurred speech

Fainting, dizziness

Loss of balance

Sudden confusion

Serious shortness of breath or trouble breathing that does not stop

You may want to go to the hospital where you see your PCP or where your PCP works.

**Call 911 in a medical emergency. Do not try to drive.**

# More than just a health plan

We do much more than cover medical costs. From day one, members have access to these services.

1

## Member Portal

You can do so much on our website:

- ✓ Ask for forms or other materials
- ✓ Update your personal information
- ✓ View and print your member ID card
- ✓ Find providers and pharmacies, change doctors

2

## Virtual Express Care (Telehealth)

You can learn more or set up Virtual Express Care on our website at [metroplus.org/members/virtual-visit-telehealth](https://metroplus.org/members/virtual-visit-telehealth) or just scan this code:







### 3 Care Management

Our Care Management Program can help you stay healthy. Get support when you need it the most. We work with you and your doctor so you can get all the extra help you need. We help with struggles you may have and can refer you to the right resources.

- ✓ Peer programs
- ✓ Social services for long-lasting conditions
- ✓ Community events

### 4 Member Newsletters

Our quarterly newsletters give you news and tips on how to stay healthy and take care of yourself. Find them online at [metroplus.org/members/member-newsletters](https://metroplus.org/members/member-newsletters).

### 5 Good4You Health Library

This library covers thousands of health and wellness topics. [Healthlibrary.metroplus.org](https://healthlibrary.metroplus.org) is a one-stop shopping center for in-depth medical information, including healthy recipes, videos, and even a signs (of disease or sickness) tracker.



# How to use your plan resources

## Provider Directory

Our Provider Directory lists all providers in our network. Find their names, locations, specialties, and languages they speak. We want you to find the right doctor when you need one.

### Online

Visit our site for member services:

- ✓ Find a doctor interactive tool
- ✓ Download or view Provider Directory
- ✓ View your MetroPlusHealth GoldCare plan
- ✓ Download or view your member materials



**metroplus.org**

### Phone

Member Services can help you find a provider, or answer any questions you may have. They can also send a paper copy of the Provider Directory free of charge. Please call:



**855.809.4073**  
(TTY: 711)

## Certificate of Coverage (your member benefits handbook)

Your *Certificate of Coverage* contains important information about your covered services and how your plan works.



### Online

Visit **metroplus.org/plans/nyc-employees/goldcare**. All of your materials are available on the plan page. You can download or view your member materials.



### Phone

Gold Plan concierge line: Call us at **877.475.3795 (TTY: 711)**. Our staff can answer any questions you may have, or mail you a paper copy of your plan information free of charge.



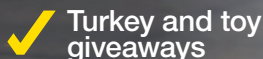
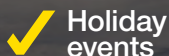
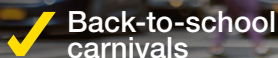
### Member Guide

This *Member Guide* has important information. Find out about how your plan works and the basics of your covered services.





# MetroPlusHealth is in your neighborhood



## Have questions?

Visit a community office to speak with MetroPlusHealth staff. Get the care you need in person.

**MetroPlus Health Plan, Inc.**

50 Water Street, 7th Floor

New York, NY 10004



**metroplus.org**



**877.475.3795 (TTY: 711)**

Visit us for more information:

**metroplus.org/in-your-community/locations**



Apple® is a registered trademark of Apple Inc. Google Play™ is a trademark of Google LLC.

MetroPlus Health Plan complies with Federal civil rights laws. MetroPlus Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 877.475.3795 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 855.809.4073 (TTY: 711)。

MBR 26.010 (5.4 GL)