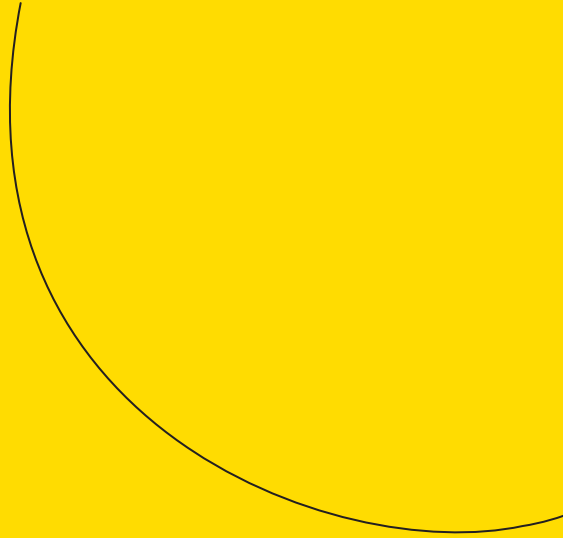




# Welcome to MetroPlusHealth Medicaid Managed Care Member Guide

# 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
Member Rewards Program	12
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
Glossary	23

# Welcome to MetroPlusHealth



# Thank you for choosing Medicaid Managed Care with MetroPlusHealth

As President and CEO of MetroPlusHealth, I want to welcome you to our plan. This guide will help you get started. It outlines how your plan and MetroPlusHealth membership works. I hope it answers any questions you may have.

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



Visit us online **metroplus.org**



Call us at **800.303.9626 (TTY: 711)**



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

Enclosed is your new MetroPlusHealth identification (ID) card, which also contains important details about your coverage. It's important to always carry your ID card with you for quick access to your coverage information. Additionally, you can access your ID card via the member portal. Please review the details on the card and then securely place it in your wallet.

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



Sincerely,

A handwritten signature in black ink that reads "Talya" followed by a horizontal line.

**Talya Schwartz, MD**

President & Chief Executive Officer  
MetroPlusHealth



# Getting started is easy



## Carry ID card

Check your new ID card. If you have any questions or need to make changes, please call Member Services at **800.303.9626 (TTY: 711)**. Keep the card with you at all times.



## Download our app

Our secure member portal and app allows you to manage your plan. You can find a doctor, get a virtual ID card, order a replacement ID card, get your health rewards, 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:** You may earn rewards in our Member Rewards Program, including for a visit to your Primary Care Physician.

# 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 or refer you to 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 Member Services 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://metroplus.org/members/find-a-doctor) to find an in-network doctor.

## To change your PCP



Call Member Services at **800.303.9626 (TTY: 711)**



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

# Visiting your doctor or specialist

**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 drugs you take
- ✓ Write down any questions or concerns you have in advance
- ✓ Let your doctor know about any changes in your health or medications



Taking care of your oral health is a part of your overall health and well-being. Keep up with your oral health. Schedule a visit with your dentist for routine checkups and cleanings. To learn more about your oral health and to find a dentist, visit [metroplus.org/members/health-information/dental-health](https://metroplus.org/members/health-information/dental-health).



If you need help finding a dentist or have questions about your covered dental benefits, please call DentaQuest: **844.284.8819**

# Save on prescriptions



✓ Generic

✓ Brand

✓ Specialty

You can get prescription drugs through NYRx, the Medicaid Pharmacy Program.

---



Contact NYRx Member Services (The Medicaid Helpline) at **800.541.2831** (TTY: **800.662.1220**)



Medicaid NYRx pharmacy plan also has a preferred drug list: **[newyork.fhsc.com/downloads/providers/NYRx\\_PDP\\_PDL.pdf](https://www.newyork.fhsc.com/downloads/providers/NYRx_PDP_PDL.pdf)**



Find a pharmacy that takes Medicaid NYRx at: **[member.emedny.org/pharmacy/search-locations](https://member.emedny.org/pharmacy/search-locations)**

# 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
- ✓ Sign up for the Member Rewards Program
- ✓ 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 our Member Rewards Program page at [metroplus.org/member-rewards](https://metroplus.org/member-rewards)



## Learn about:



How the Member Rewards Program works



How to complete activities to earn rewards



How to register, track your rewards, and shop at thousands of retail locations using your rewards credit card



How to get support from Reward Services



Other ways to keep yourself in good health



# Costs and your coverage



To make sure you can get health care, always follow the rules that apply. 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 you 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 PCP
- ✓ Well-baby and well-child care visits
- ✓ Lab tests and X-rays
- ✓ 24-hour emergency hotline
- ✓ Home care
- ✓ Referrals to specialists in our network, including behavioral health providers
- ✓ Hospital care
- ✓ Emergency, preventive, and routine eye care
- ✓ Hearing tests
- ✓ Dental care
- ✓ Physical therapy
- ✓ Speech therapy
- ✓ Occupational therapy



For more information about your care, see your *Member Handbook*. It is available online at: **[metroplus.org/plans/individual-family](https://metroplus.org/plans/individual-family)**

If you would like a hard copy of your plan handbook, call us at **800.303.9626 (TTY: 711)**.

**For covered services from in-network providers, there are no copays, coinsurance or deductibles.**



# Know where to go for medical care

## Virtual Visit by Express Care

If you do not feel well, there's no need for a doctor's office visit. 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 and the flu
- ✓ Allergies
- ✓ Rashes
- ✓ Other nonemergency health needs

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



## Office Visit - \$0

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, vaccines, etc.)
- ✓ Managing long-term illnesses
- ✓ Preventive care services
- ✓ Creating a healthier lifestyle plan
- ✓ Regular checkups and physical exams
- ✓ Smoking cessation and counseling

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

Learn more about transportation benefits at [metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide](https://metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide).

## 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](https://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, the flu, sore throat

Child with earache or severe  
ear infection

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.**

Learn more about transportation benefits at [metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide](https://metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide).

## Emergency Room

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

✓ It is life-threatening

✓ You cannot function

✓ You are in unbearable pain

✓ You are unresponsive

### 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

Pain, bleeding, or fever while pregnant

Serious chest pain or heart palpitations

Serious stomach pain

Slurred speech

Fainting, dizziness

Behavioral health crisis

Drug overdose

Serious shortness of breath, trouble breathing, or loss of consciousness

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.**

Learn more about transportation benefits at [metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide](https://metroplus.org/providers/provider-resources/forms-manuals-policies/transportation-benefit-guide).

# More than just a health plan

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

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, change doctors
- ✓ The list is almost endless

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 your family. 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.

**6**

### Member Rewards

Our Member Rewards Program helps members to participate in activities to boost health, quality of life, and well-being. As you finish an activity, you earn reward points. Registered members receive a MetroPlus Rewards Card that will be loaded with reward dollars as you complete certain healthy activities. You can use your card to shop for items you want or need at thousands of locations throughout New York City.

# 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 Medicaid Managed Care plan
- ✓ Download or view your member materials



[metroplus.org](https://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:

**800.303.9626 (TTY: 711)**



### Member Handbook

Your *Member Handbook* has important information about your covered services and how your plan works. Go to:

#### Medicaid

[metroplus.org/plans/individual-family/medicaid-managed-care/details/#plan-materials](https://metroplus.org/plans/individual-family/medicaid-managed-care/details/#plan-materials)

#### Partnership in Care

[metroplus.org/plans/other-plans/nyc-care/partnership-in-care-pic-hiv-ecomm-details/#important-notice](https://metroplus.org/plans/other-plans/nyc-care/partnership-in-care-pic-hiv-ecomm-details/#important-notice)

#### Enhanced (HARP)

[metroplus.org/plans/other-plans/enhanced-harp-plan/enhanced-harp-plan-details/#plan-materials](https://metroplus.org/plans/other-plans/enhanced-harp-plan/enhanced-harp-plan-details/#plan-materials)

If you would like a hard copy of your plan handbook or handbook inserts, call us at **800.303.9626 (TTY: 711)**.



### Getting in touch

To help you manage your plan, you can also find a complete list of free and low-cost resources at any of the web pages listed above.

## Glossary

### Terms to know

**Claim:** Similar to a bill submitted by your health care provider after they have provided the medical services to you.

**Benefit Package:** The services covered by your plan.

**Effective Date of Enrollment:** Once you join our plan, we will send you a Welcome Packet that will include a notice with the effective date of enrollment. This is usually the first day of the month when you become a member and start receiving covered services.

**Network:** All doctors, hospitals, and other health care providers that work with MetroPlusHealth. You must use the network for all nonemergency care.

**Disenrollment:** When you end your membership in our plan. It happens at the end of the month.

**Primary Care Provider (PCP):** A physician, doctor, nurse practitioner, physician assistant, or nurse who provides care and/or helps you access a wide range of health care services.

# MetroPlusHealth is in your neighborhood

- ✓ Health fairs
- ✓ Back-to-school carnivals
- ✓ Holiday events
- ✓ Turkey and toy giveaways



## 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](https://metroplus.org)

 **800.303.9626 (TTY: 711)**

Visit us for more information:  
[metroplus.org/in-your-community/locations](https://metroplus.org/in-your-community/locations)



**Department  
of Health** | **Medicaid**

✓ **MetroPlusHealth**

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

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-303-9626 (TTY: 711).

ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-303-9626 (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 1-800-303-9626 (TTY: 711)。

MBR 26.038 (6.1 GL)