Healthfirst was established in 1993 as a not-for-profit, managed care organization by a consortium of health systems in the New York area. We have since grown into one of the area's largest health insurance companies, with nearly 1.2 million members in downstate New York. These members are served by 3,800-plus employees working in our headquarters in lower Manhattan and in operations centers in Florida. Healthfirst’s commitment to quality and member satisfaction has helped us earn the top rating for HMO health plans in New York City.

★ 5-Star Qualified Health Plans in NYC*
★ 5-Star Medicaid Plan in New York State**
★ 4-Star Medicare Advantage HMO Plan in NYC†

---

**HEALTHFIRST FACTS**

- $6.7 billion in annual revenue
- Nearly 1.2 million members
- 16% growth in membership from 2014 to 2015
- 1 in 9 New York City residents is a Healthfirst member
- A provider network of nearly 30,000 physicians and hospitals
- Our commercial health plan received a 5-Star Quality rating*
- Ranked the 3rd largest health insurance company in NYC by Crain’s New York Business‡
- We offer six spoken languages other than English through live member services staff in our offices, and many more through telephone language-line services.

---

Who is Healthfirst?

Healthfirst Medicare Plan is an HMO plan with a Medicare contract and a contract with the New York Medicaid program. Enrollment in Healthfirst Medicare Plan depends on contract renewal.

Based on 2016 Part C and D Performance Data published by the Centers for Medicare & Medicaid Services (CMS). This information is available for free in other languages. Please call our Member Services number at 1-888-260-1010, TTY number 1-888-542-3821, 7 days a week, from 8:00am to 8:00pm.

*Based on census data in our service area.

†Based on 2015 Crain’s New York Business healthcare industry list of the largest health insurers in New York City, November 23, 2015, and ranked by the number of enrolled members in NYC.

††The information included here is proprietary to Healthfirst.
In a rapidly changing healthcare environment, consumers want more than figures and plan benefit summaries. They want a company that will help them navigate the complexities of the healthcare system, making complicated information clearer and simpler. How do we accomplish this?

At Healthfirst, we support our members by providing access to primary care and preventive services. We also offer care management programs that work with members’ physicians to help monitor chronic conditions. In addition, for members who qualify, we coordinate access to vital healthcare and social services.

Healthfirst has ten community offices throughout the New York metropolitan area. Members can speak to a Healthfirst representative in person to get help with questions they might have, including finding a provider, paying a plan premium, and more. Healthfirst is truly a local health insurance company.

As our portfolio of health insurance plans continues to grow, we remain committed to quality, to member satisfaction, and to expanding our market share.

To learn more about Healthfirst, visit www.healthfirst.org.
Healthfirst's mission is to help ensure that our members have access to high-quality healthcare and superior satisfaction by offering them a variety of health insurance plans in the New York metropolitan area. We have a variety of health plans to fit a broad range of lifestyles, incomes, and family sizes through the many stages of life—from infancy to the senior years.

- Individual & Family Qualified Health Plans
- Medicaid Managed Care
- Personal Wellness Plan
- Medicare Advantage
- Child Health Plus
- Managed Long Term Care
- Essential Plans

Healthfirst has had a successful entrance into the commercial market through participation in NY State of Health: The Official Health Plan Marketplace. In fact, enrollment in Healthfirst’s Qualified Health Plans (also called Healthfirst Leaf & Leaf Premier Plans) more than quadrupled in the past year.

We have also added a Personal Wellness Plan (HARP) for members with both substance abuse and chronic illness diagnoses, and Essential Plan that offer even lower cost health insurance options for qualifying individuals.

Members can be confident that Healthfirst is working for them, no matter the health plan they choose.


Plans are offered by affiliates of Healthfirst, Inc.

The information included here is proprietary to Healthfirst.
We are proud to offer our members access to an extensive network of top-quality hospitals and medical centers.

Bellevue Hospital Center (H+H)
Brookhaven Memorial Hospital Medical Center
Coney Island Hospital (H+H)
Cumberland Diagnostic and Treatment Center
East New York Diagnostic & Treatment Center
Eastern Long Island Hospital
Elmhurst Hospital Center
Flushing Hospital Medical Center
Good Samaritan Medical Center
Gouverneur Hospital Diagnostic and Treatment Center and Skilled Nursing Facility (H+H)
Harlem Hospital Center (H+H)
Hudson Valley Hospital Center
Interfaith Medical Center
Jacobi Medical Center (H+H)
Jamaica Hospital Medical Center
Kings County Hospital Center (H+H)
Kingsbrook Jewish Medical Center
Lawrence Hospital
Lincoln Medical and Mental Health Center (H+H)
Lutheran Medical Center
Maimonides Medical Center
Mercy Medical Center
Metropolitan Hospital Center (H+H)
Montefiore Medical Center
• Mount Vernon Hospital
• New Rochelle Hospital
• North Division
• Westchester Square Campus
Morrisonia Diagnostic & Treatment Center
Mount Sinai
• Mount Sinai Beth Israel Medical Center
• Mount Sinai Hospital
• Mount Sinai Queens
• Mount Sinai Roosevelt
• Mount Sinai St. Luke’s
• New York Eye and Ear Infirmary of Mount Sinai
Nassau University Medical Center (NuHealth)
New York Community Hospital of Brooklyn
New York Methodist Hospital
New York-Presbyterian Hospital/Columbia University Medical Center
New York-Presbyterian Hospital/Weill Cornell Medical Center
NYU Langone Medical Center
NYU Langone’s Hospital for Joint Diseases
North Central Bronx Hospital (H+H)
Northwell Health
• Franklin Hospital
• Forest Hills Hospital
• Glen Cove Hospital
• Huntington Hospital
• Lenox Hill Hospital
• Long Island Jewish Medical Center
• North Shore University Hospital at Manhasset
• Plainview Hospital
• Staten Island University Hospital
• Northern Westchester Hospital
• Pecorin Bay Medical Center
• Phelps Memorial Hospital
Queens Hospital Center (H+H)
Renaissance Diagnostic and Treatment Center
Segundo Ruiz Belvis Diagnostic and Treatment Center
South Nassau Communities Hospital
Southampton Hospital
Southside Hospital
St. Barnabas Hospital
St. Catherine of Siena Medical Center
St. Charles Hospital and Rehabilitation Center
St. John’s Episcopal Hospital
St. John’s Riverside Hospital
St. Joseph Hospital (formerly New Island Hospital)
St. Vincent’s Hospital Westchester
Stony Brook University Hospital
SUNY Downstate
The Bronx-Lebanon Hospital Center HealthCare System
The Brooklyn Hospital Center
The Community Hospital at Dobbs Ferry
The New York Hospital Medical Center of Queens
Westchester Medical Center
White Plains Hospital
Winthrop Hospital
Woodhull Medical and Mental Health Center
Wyckoff Heights Medical Center

*Healthfirst sponsoring hospitals in bold; NYC Health + Hospitals (H+H); some hospitals are not in-network for every plan.
Healthfirst works hard to meet the needs of our members through close partnerships with doctors, hospitals, community leaders, and organizations. It’s all part of our mission to create healthier communities. Here is just a sample of some of our partners:

**Strong Community Partnerships**

**Alzheimer’s Association, New York City Chapter**
Healthfirst’s sponsorship of the Walk to End Alzheimer’s throughout NYC helps the Alzheimer’s Association spread awareness to countless New Yorkers and raise funds for Alzheimer’s care, support, and research.

**American Diabetes Association (ADA)**
Initiated the ADA Diabetes Workshop Program as a resource for health awareness and diabetes education with Healthfirst partner hospitals/providers and with faith- and community-based organizations.

**American Heart Association (AHA)**
Launched the AHA Teaching Gardens Program at New York City public schools, using hands-on interactive learning techniques.

**American Lung Association (ALA)**
Implemented Asthma Educator Institute (AEI) training for Healthfirst providers to increase the number of certified asthma educators that can provide asthma care to patients and families.

**Brooklyn Cyclones**
Healthfirst and the Brooklyn Cyclones host free youth baseball clinics for children ages 5 to 13 where kids get to practice hitting, base running, pitching, and catching with active players.

**Reach Out and Read of Greater New York**
Healthfirst’s sponsorship of Reach Out and Read of Greater New York enables the distribution of thousands of children’s books to reading events at pediatric clinics, hospitals, and physicians’ offices throughout New York City.

**TD Bank**
Healthfirst and TD Bank sponsor the Educational Leadership Awards Ceremony, an annual event honoring more than 1,000 Parent Coordinators from Brooklyn, the Bronx, Manhattan, and Queens for their dedication to education and service in the New York City public school system.

**Veggiecation**
Launched the Veggiecation partnership to introduce the community to the fun and exciting world of vegetables. Through interactive workshops, Veggiecation and Healthfirst provide new ways for the community to prepare and enjoy vegetables.

**Chef Elsie Ramos**
Chef Elsie Ramos, a local celebrity chef of Hispanic heritage, cookbook author, and expert in creating healthy Mexican, Dominican, Puerto Rican, Cuban, and other Latino recipes, has partnered with Healthfirst to promote healthy cooking habits at local outreach events. Chef Ramos also creates “how-to” videos and shares healthy recipes.

**Chef Jeff Vaden**
Chef Jeff Vaden, finalist of the Food Network’s Next Food Star, caterer, and expert in creating healthy soul food recipes, partners with Healthfirst to provide healthy food alternatives at local outreach events.

**Ary Nunez**
Ary Nunez, celebrity trainer, Nike-sponsored athlete, and NFL fitness ambassador, has partnered with Healthfirst to conduct fitness classes and challenges on behalf of Healthfirst at community events.

**Leo Wright**
Leo Wright is a group fitness trainer who teaches a new, cutting-edge form of fitness—called kick-hopping—that incorporates kick boxing, dance, and intense cardio, boot-camp style workout to hip hop-inspired music. Leo leads fitness demonstrations at our community events and has created how-to fitness videos for kids, adults, and seniors.

**Additional initiatives include:**

**Annual Humanitarian Mission to the Dominican Republic and Haiti**
Healthfirst travels with our partner, Friends of Lead-Free Children, to these countries annually to donate medical supplies.