Leaf Premier and Leaf Plans

2020 Member Handbook

This handbook will answer questions about your Healthfirst plan. Keep this handbook where you can find it when you need it.
Welcome!

Thank you for choosing Healthfirst.

You now have access to a wide range of care and services to fit your needs and budget, including our large network of doctors and specialists at many top hospitals and medical centers in New York City and on Long Island.

This member handbook will help you get to know your new health plan. Use it to find important information about your benefits, online tools, and more. We also included these materials in your Welcome Kit:

- **Dental and Vision Benefits Insert:** A special list of services and savings that come with Healthfirst Leaf Premier and Leaf plans

- **Summary of Benefits and Coverage (SBC):** An easy-to-read list of what your plan covers and what it costs

You can count on us.

If you ever have any questions or concerns, we’re here to help. Just visit MyHFNY.org to register your secure Healthfirst account and get the information you need, including a complete list of plan benefits and coverage (as detailed in your Subscriber Contract). You can also call Member Services at **1-888-250-2220** (TTY 1-888-542-3821), Monday to Friday, 8am–8pm.

This handbook is available in English, Spanish, Chinese, and Russian. We also have free language services that include access to an interpreter and translation of important documents for you. Please call Member Services at 1-888-250-2220 for more information.

Este manual está disponible en inglés, español, chino y ruso. También contamos con servicios lingüísticos gratuitos que incluyen acceso a un intérprete y traducción de documentos importantes. Para más información, por favor comuníquese con el Departamento de Servicios a los Miembros al 1-888-250-2220.

本手册可用英文、西班牙文、中文與俄文提供。我們還為您免費提供多種口譯服務，翻譯重要文件。詳情請致電會員服務部1-888-250-2220。

Этот справочник также доступен на английском, испанском, китайском и русском языках. При необходимости вы можете воспользоваться бесплатными услугами устного и письменного перевода для важных документов и др. Для получения дополнительной информации звоните в отдел обслуживания участников по номеру 1-888-250-2220.
Get started.

Here’s a list of the member materials you should have received in the mail by now:

✔ Your **Member ID card** identifies you as a Healthfirst member and helps you receive care at doctor offices, hospitals, specialists, urgent care centers, and pharmacies in the Healthfirst network. Please carry it with you at all times.

✔ A **welcome letter with Primary Care Provider (PCP) assignment** that shows your account information and the PCP assigned to you. You can choose to switch to another doctor in the Healthfirst network at any time.

**What you can do in the next 30 days to help you get the most from your Healthfirst health plan:**

☐ Visit [MyHFNY.org](http://MyHFNY.org) to sign up for your own secure Healthfirst account, accessible 24/7. See page 13 for details.

☐ Decide whether you want to switch from your assigned PCP to another doctor in the Healthfirst network. Visit [MyHFNY.org](http://MyHFNY.org) to view our provider directory and switch on your own, or call Member Services to make the change.

☐ Schedule your annual checkup with your PCP. All recommended preventive care visits are available at no cost to you. See page 8 for details.

☐ Set up your 24/7 telemedicine account through Teladoc®. Talk to a doctor anytime for free. See page 8 for details.

☐ Pay your premium by logging in at [MyHFNY.org](http://MyHFNY.org).

☐ Complete your **Annual Health Assessment** at [MyHFNY.org](http://MyHFNY.org). It’s a simple online survey that helps us get to know your health needs better.

☐ Call to enroll in our no-cost **Care Management Program** if you need help managing a chronic condition like asthma or diabetes. See page 10 for more information.

☐ Find a **Healthfirst Community Office** near you so you can get answers to your health insurance questions in person. You can find a list at [healthfirst.org/community-office](http://healthfirst.org/community-office).

Not sure what a health insurance term means?

See the glossary on page 18.

Set your preferences:

By signing up for your secure account at [MyHFNY.org](http://MyHFNY.org), you’ll be able to make payments, choose how you’d like to receive communications from Healthfirst, and more.
Get to know Healthfirst.

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What should I know about my health plan?

Your Healthfirst plan covers essential health benefits, including access to:

- Preventive and wellness visits (annual checkups, shots, mammograms, etc.)
- ER and urgent care visits
- Hospital stays
- Maternity care
- Behavioral health and substance abuse services
- Prescription drug coverage
- Physical and occupational therapy
- Ambulatory (outpatient) patient services, including PCP and specialist visits
- Lab tests and imaging (blood tests, X-rays, etc.)
- Pediatric dental and vision care

You can put your trust in Healthfirst. For specific plan benefits and cost information, please visit MyHFNY.org. You can access your Healthfirst account on your smartphone or any mobile device. You’re also welcome to visit any Healthfirst Community Office for help managing your plan benefits.

REMINDER: Your covered services are available from a provider in our network. However, depending on the service and your plan, there may be some out-of-pocket costs involved. See the glossary on page 18 for definitions of health insurance terms.
What information is on my Member ID card?

Please remember to keep your Healthfirst Member ID card handy so you can get access to care when you need it. If you haven’t received your card in the mail yet, please call Member Services to let us know.

What if I lose my Member ID card?

Don’t worry. You’re still covered! We’ve made it easy for you to get a replacement Member ID card as soon as possible:

1. The fastest way is to go online at MyHFNY.org and request a replacement Member ID card (see page 13 for more information),

OR

2. Call Member Services at 1-888-250-2220, Monday to Friday, 8am–8pm.

IMPORTANT: Please make sure we have your correct mailing address in our system. If it is wrong, please call Member Services or contact NY State of Health to update your information.

Tip! If you need to see a doctor before you get your replacement Member ID card, just visit MyHFNY.org to print a temporary card or pull up an image of your Member ID card on your smartphone or tablet.
How do I change my Primary Care Provider (PCP)?

Your PCP is the main doctor you go to for your healthcare needs. Your PCP can be a general doctor, an OB/GYN, or (in some cases) a specialist.

**PCPs help with things like:**
- Guiding you through healthcare decisions
- Coordinating your care
- Authorizing treatments
- Recommending specialists

To check if a doctor, specialist, or medical facility is in the Healthfirst network, visit [HFDocFinder.org](http://HFDocFinder.org) or call Member Services.

**To change your PCP:**
Log in to your account at [MyHFNY.org](http://MyHFNY.org), go to the "Physicians and Facilities" page, and click on "Change PCP Here." Having trouble? Just call Member Services at **1-888-250-2220** or visit one of our convenient Healthfirst Community Offices for help.

**IMPORTANT:** Please make sure your doctor, specialist(s), urgent care center, hospital, and/or lab are in our network before making an appointment. This can help you to avoid any surprise costs when you need care, since your plan’s coverage does not include out-of-network benefits (except for emergency care). Participating Healthfirst providers have accepted an agreed-upon rate for their services. **If you visit a doctor or hospital that is not in our network, you are responsible for the full cost of your care.** Please visit [HFDocFinder.org](http://HFDocFinder.org) to find a doctor, specialist, or medical facility in the Healthfirst network.
Which healthcare services do I have access to with my Healthfirst plan?

As a Healthfirst member, you have access to many healthcare services. Where you choose to go for care can make a big difference in how long you’ll wait for treatment and how much you’ll spend out-of-pocket.

Preventive Care
Your recommended preventive care services are covered 100% when you see an in-network doctor. These services include:
- Routine exams and checkups
- Immunizations (shots)
- Screenings (for diabetes, blood pressure, etc.)
- Mammograms
- Maternity care
- And more!

Dental and Vision Care
Dental and vision benefits differ, depending on your Healthfirst health plan. Leaf Plan members have pediatric dental and vision benefits for children up to age 19. Leaf Premier Plan members have dental and vision benefits for all ages.

To see an overview of your benefits, look at the Dental and Vision Benefits insert enclosed in your Welcome Kit.

Prescription Drug Coverage
You have many pharmacy benefits, including a tiered drug list to help you save on your drug costs, a convenient mail-order option to help you save money, and more. See page 11 for more details.

Telemedicine
Teladoc gives you 24/7 access to U.S. board-certified doctors by phone or video chat when your PCP is not available. These doctors can diagnose conditions, recommend treatments, and write prescriptions for most non-emergency care at no cost. Dermatology services are also available.

Set up your Teladoc account today by visiting Teladoc.com/healthfirst or calling 1-800-TELADOC (1-800-835-2362). Download the Teladoc mobile app so you have access when you need it.

PLEAS NOTE: If your doctor provides medical services that are not part of a routine exam, you may have to pay out-of-pocket for them (costs which your health plan does not cover). For example, during your annual physical, your doctor might find something irregular and may request an additional blood test or other screenings. Your doctor visit is considered preventive and is covered under your plan, but you may have to pay toward the cost of the follow-up blood test and other screenings. Your doctor visit is considered preventive and is covered under your plan, but you may have to pay toward the cost of the follow-up blood test and other screenings. To see a full list of preventive services covered under your health plan, go to MyHFNY.org and check your Subscriber Contract.

*Dental benefits are administered by DentaQuest. Vision benefits are administered by Davis Vision.
**Copays apply to Healthfirst Green Leaf plan until deductible is met.
†Telemedicine isn’t a replacement for your Primary Care Provider (PCP). Your PCP should always be your first choice for care and regular visits.
††The Teladoc website and the mobile app are available only in English. If you need assistance in another language, please call Teladoc at 1-800-835-2362. Interpretation services are available.
Do I have access to urgent care and emergency care?

**Urgent Care**
With the many urgent care centers in the Healthfirst network, you’ll have access to immediate, non-emergency care whenever your PCP’s office is closed. This can help save you time and money. Urgent care centers are walk-in medical facilities where no advance appointments are needed. They are equipped to handle minor health issues such as:

- Infections
- Upset stomach
- Earaches
- Fevers
- Asthma*
- Sprains
- Minor fractures/Broken bones
- Wounds/Stitches
- X-rays (most locations)
- And more!

Visit [HFDocFinder.org](https://www.HFDocFinder.org) to find an in-network urgent care center near you. Many of them have extended hours and are open seven days a week, even on holidays. However, it’s a good idea to call ahead to find out their hours and offered services. Please keep in mind that urgent care centers do not take the place of your PCP. Your PCP is the best place to start when you are sick or hurt.

**Emergency**
If you have an emergency, always call 911 or visit the nearest emergency room, especially if you think waiting will worsen your condition. Emergencies are things like:

- Uncontrollable bleeding
- Poisoning
- Loss of consciousness
- Chest pain
- Severe allergic reaction
- Behavioral health issues (severe anxiety, depression, etc.)
- Substance overdose

*Contact your PCP at the earliest sign of an asthma flare-up to determine if urgent care or the hospital would be the best option for your care.

**Did you know?**
You don’t need prior authorization if you need immediate emergency care. However, please call us within 48 hours to let us know you’ve been treated in an emergency room. If you forget to do this, you may have to pay more.
What else does Healthfirst offer to help me stay healthy?

In addition to preventive, dental, vision, and urgent/emergency care, we offer the following:

**ExerciseRewards™ Program**
To help you and your family live a healthier lifestyle, we offer the ExerciseRewards program. With ExerciseRewards, you can get paid back up to $200 of your membership dues every six months. Plus, your covered spouse or domestic partner can get reimbursed up to $100 every six months for going to the gym 50 times or more. Contact ExerciseRewards to learn more about qualifying fitness centers.

**Active&Fit Direct™**
Working out just got easier. For just $25/month plus a one-time enrollment fee of $25, you can get a standard membership to a fitness center in your area. With Active&Fit Direct, you can track your activity, monitor your progress, achieve your fitness goals, and so much more! (Note: A three-month membership commitment is required.) Call Active&Fit Direct to learn more and find out how you can join.

**Care Management Program**
If you’re living with a chronic condition like diabetes, high blood pressure, asthma, or chronic obstructive pulmonary disease (COPD), it helps to have as many medical professionals as possible on your side. With Healthfirst’s Care Management Program, you don’t have to go through it alone. We’ll help coordinate care between your PCP and specialists to make sure they all stay up-to-date with your care, so you can get access to the services you need to stay healthy. Best of all, this program is available at no cost to you.

**Chiropractic Services**
If you suffer from chronic stiffness or aches in your neck and back, you may benefit from seeing a chiropractor in our network. With Healthfirst, you don’t need a referral from your PCP to see a participating chiropractor in our network. Visit HFDocFinder.org to find a chiropractor near you and make an appointment today.

To learn more about ExerciseRewards, call 1-877-810-2746, Monday to Friday, 8am–9pm.

For information about Active&Fit Direct, call 1-877-810-2746, Monday to Friday, 8am–9pm.

Call our Member Services department at 1-888-250-2220 (TTY 1-888-542-3821), Monday to Friday, 8am–8pm, for more information about these programs and services.
What are my pharmacy benefits?

Healthfirst members have access to many pharmacies and pharmacy benefits. Plus, using a pharmacy in our network will cost less than using an out-of-network pharmacy. Visit HFDocFinder.org to find an in-network pharmacy near you.

**Brand-Name and Generic Drugs**

Sometimes you may be able to choose between brand-name and generic drugs. Using generic instead of brand-name drugs can help you save money. By law, generic drugs must meet the same quality standards as brand-name drugs. So, they have the same active ingredients, strength, and dosage as brand-name drugs but cost much less. Ask your PCP if generic versions are right for you. This tier may include low-cost brands.

**Tier 1**

is your lowest copay. This level includes generic drugs approved by the Food and Drug Administration (FDA). Generic drugs are just as safe and effective as brand-name drugs, but they cost less. Ask your PCP if generic versions are right for you. This tier may include low-cost brands.

**Tier 2**

is your mid-range copay. This level includes preferred drugs.

**Tier 3**

is your highest copay. This level includes non-preferred drugs and any drugs that do not appear on our drug list. Please note that you will need to receive prior authorization from your doctor to order them.

**Formulary (Drug List) and Prior Authorization**

Our Formulary (also called a drug list) can be found online at MyHFNY.org. To access it, sign into your secure Healthfirst account, under Quick Links, click on “Forms & Documents,” select “Member Forms and Documents,” and click on “Prescription Drugs Covered By Your Program” (Formulary). This is where you can see a listing of the prescription drugs covered by your health plan. Your prescription drug benefit is divided into three tiers/levels to make it easier for your doctor to choose the most appropriate and lowest-cost drug for you. Your doctor may be required to get prior authorization/approval for certain drugs, which helps make sure you are getting the most appropriate and affordable drug.

**Please note: Healthfirst might not cover certain drugs without prior authorization.**

**CVS Pharmacy Mail Order Service**

Save yourself a trip to the pharmacy by having your prescription drugs sent right to your home, office, or any location that works for you. By ordering a 90-day supply of your medicine, you’ll also save money! Your doctor has three easy ways to order your prescriptions for you:

- Call CVS Pharmacy Mail Order Service at 1-800-378-5697
- Fax your prescription to 1-800-378-0323
- Mail your prescription to:
  CVS Caremark, P.O. Box 2110, Pittsburgh, PA 15230-2110

If you would like to download a Mail Order Service form, visit healthfirst.org, go to the ”Info for Members” tab, click on ”Forms & Documents,” and find your health plan.
How can I pay my monthly premium?

Your health insurance premium is the amount you have to pay Healthfirst each month to keep your health coverage active. This is a separate payment from your in-network copays, coinsurance, and deductibles. (See the glossary on page 18 for definitions.) Your premium payment is due by the first day of each month, so please remember to pay it monthly to make sure that you have uninterrupted health coverage.

We offer four convenient ways to pay your monthly premium:

1. **Go online:**
   - Visit MyHFNY.org to register for your secure Healthfirst account
   - Log in and click “Pay Your Bill,” then follow instructions to either make a one-time payment or set up automatic monthly payments

2. **Visit us in person at a Healthfirst Community Office**
   You can pay by credit card, check, or money order. Find a Healthfirst Community Office near you at healthfirst.org/community-office.

3. **Mail a check to:**
   Healthfirst Leaf Plans  
P.O. Box 95000-5645  
Philadelphia, PA 19195-5645

   Please remember to include your Healthfirst Member ID number somewhere on your check.

4. **Call Member Services**
   You can contact us at 1-888-250-2220 (TTY 1-888-542-3821), Monday to Friday, 8am–8pm, to speak to a Healthfirst representative or simply enter your payment information using our easy, automated phone system.
What kind of online tools are available?

Whether you want to find a doctor, estimate the cost of a medical service, or pay your monthly premium, you can easily do it online 24/7. Just use your computer, tablet, or smartphone. Our website is available in English, Spanish, and Chinese.

How to activate your secure Healthfirst account:

**STEP 1**
- Visit [MyHFNY.org](http://MyHFNY.org)
- Click "New Users — Sign Up"
- Read the License Agreement and click "Agree"

**STEP 2**
- Fill out your personal information, including your Healthfirst Member ID number
- Click "Next" and create your username and password.
- Enter your email address and click "Next"

**STEP 3**
- Select your security questions and fill in the answers
- Click "Next" and verify your information
- Click "Complete"

And you’re all set!

Need a new doctor or want to see if your current doctor is in our network?

Visit [HDocFinder.org](http://HDocFinder.org) and select your Healthfirst health plan to access our provider directory. You can search for PCPs, specialists, dentists, pharmacies, hospitals, and urgent care centers, then see their hours of operation, address, and hospital affiliation.

Having trouble getting online?

You can always call Member Services for help. We can set up your online account for you!
What kind of online tools are available? (continued)

Want to see an estimate of how much a certain medical service, supply, or procedure costs before going to the doctor?

Go to HFCostLookup.org to see your estimated costs, reimbursement amount, and out-of-pocket costs for:

- Tests (X-ray, ultrasound, blood, allergy, etc.)
- Treatments (acupuncture, injections, allergy shots, etc.)
- Transportation (ambulance)
- Supplies (diabetic, medical, surgical)
- Equipment (orthopedic, wheelchairs, accessories)

Manage your prescriptions easily online.
Register your account with CVS Caremark at caremark.com to quickly order refills, compare medication costs, find lower-cost options, get prescription alerts, check order status, get your medicine mailed to you, and more.

Did You Know?
The cost of lab tests (blood, urine, etc.) counts toward your deductible. However, there may still be some out-of-pocket costs after you’ve met your deductible.

Not sure what a health insurance term means? See the glossary on page 18.
What is an Explanation of Benefits (EOB)?

An Explanation of Benefits (EOB) is a statement we send you after we process a claim. It’s not a bill. It’s simply a summary showing you the following information:

- Patient’s name
- Doctor’s name
- Date of the appointment
- Type of healthcare service
- How much was charged
- How much we paid
- How much you owe (if anything)

What are the steps in the claims process?

1. You go to your doctor and pay a copay or coinsurance, if applicable.
2. Your doctor submits a claim to Healthfirst for the healthcare services provided to you.
3. We process the claim based on your plan benefits.
4. We let your doctor know how much we are paying for covered services and how much, if anything, you have to pay out of your own pocket.
5. We then send you an Explanation of Benefits (EOB) in the mail. This EOB is not a bill. It’s a summary showing you how we processed the claim and what, if anything, you owe your doctor. You can also view your EOB online through your secure Healthfirst account at MyHFNY.org.
6. If you owe your doctor any money, doctor will send you a bill, and you can pay your doctor directly.
7. If your doctor bills you for more than the amount on the EOB, call Member Services so we can help make sure your bill is correct. This claim process works the same way when you visit other types of in-network healthcare providers such as specialists, hospitals, and pharmacies.
8. As long as you choose doctors and hospitals in our network, you’ll only have to pay your deductible, copay, and coinsurance. If you go to a doctor or hospital that is not in our network, you will have to pay more. If it’s not an emergency or we haven’t authorized the service, you will have to pay your copay and coinsurance, plus the doctor’s or hospital’s normal rate.

You can see all your claims and recent medical services online at MyHFNY.org.

If you have any questions about an EOB you receive, call Member Services at 1-888-250-2220. Be sure to have your Member ID and the claim number ready before you call.
How do I contact Healthfirst and other important programs/services?

We make it easy to reach us when you need help. The fastest way to get the answers you need is usually online, but we’re also available to talk to you over the phone or in person at our Healthfirst Community Offices.

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| **Healthfirst Websites** | [healthfirst.org](http://healthfirst.org) *(View general information)*  
[MyHFNY.org](http://MyHFNY.org) *(Log in to your secure Healthfirst account)*  
[HFDocFinder.org](http://HFDocFinder.org) *(Find a doctor, specialist, or hospital)*  
[HFCostLookup.org](http://HFCostLookup.org) *(Check the cost of a service or procedure)* |
| **NY State of Health, The Official Health Plan Marketplace** | [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov) |

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| **General Member Correspondence** | Healthfirst Leaf Plans  
100 Church Street  
New York, NY 10007 |
| **Medical Claims** | Healthfirst Claims Department  
P.O. Box 958438  
Lake Mary, FL 32795-8438 |
| **External Appeal Application Requests** | New York State Department of Financial Services  
One Commerce Plaza  
Albany, NY 12257  
1-800-400-8882  
dfs.ny.gov |
| **CVS Pharmacy Mail Order Prescription Service** | CVS Caremark  
P.O. Box 2110  
Pittsburgh, PA 15230-2110 |
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<th>Service</th>
<th>Phone Number</th>
<th>Hours</th>
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<tr>
<td><strong>Member Services</strong> (Medical, dental, vision, and behavioral health benefits)</td>
<td>1-888-250-2220</td>
<td>Monday to Friday, 8am–8pm, English TTY 1-888-542-3821</td>
</tr>
<tr>
<td><strong>Care Management Department</strong></td>
<td>1-888-250-2220</td>
<td>Monday to Friday, 8am–8pm</td>
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<tr>
<td><strong>General Pharmacy Services</strong> (For help with your prescriptions)</td>
<td>1-800-364-6331</td>
<td></td>
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<tr>
<td><strong>CVS Pharmacy Mail Order Prescription Service</strong></td>
<td>1-800-378-5697</td>
<td>Monday to Friday, 8am–8:30pm</td>
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<td><strong>ExerciseRewards</strong></td>
<td>1-877-810-2746</td>
<td>Monday to Friday, 8am–9pm</td>
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<td><strong>Active&amp;Fit Direct</strong></td>
<td>1-877-810-2746</td>
<td>Monday to Friday, 8am–9pm</td>
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<td><strong>Chiropractic Services</strong></td>
<td>1-800-678-9133</td>
<td>Monday to Friday, 8am–9pm</td>
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Where can I find definitions of health insurance terms?

Glossary

We know that there is a lot of uncertainty around healthcare. Sometimes it’s hard to understand some of the terms being thrown around. That’s why we made this easy-to-read glossary for you. It will help take the mystery and misunderstanding out of your health coverage.

Claim
A request for payment that you or your doctor submits to Healthfirst when you get items or services.

Coinsurance
The fee you owe a doctor for care after you meet your annual deductible. The amount you owe is part of the cost of your care. Healthfirst pays the rest. (Note: You must pay all medical costs until you reach your deductible. After that, you will pay only copays and/or coinsurance for covered services.)

Comprehensive Drug List
A listing of the most commonly prescribed drugs covered by your plan (also called a Formulary). It can be viewed at MyHFNY.org.

Copay
A flat fee you must pay for doctor visits or prescriptions. (Note: You must pay all medical costs until you reach your deductible. After that, you will pay only copays and/or coinsurance for covered services.)

Cost Sharing
A term for your out-of-pocket health expenses (deductibles, coinsurance, copays, etc.).

Covered Service
A service that your plan pays for if it is needed. Depending on the service, there may be out-of-pocket costs.

Deductible
The yearly out-of-pocket amount you must pay before your plan will pay for covered services. This is separate from your monthly premium payments.

Emergency
A severe, painful, or traumatic medical or mental condition that occurs suddenly and requires the immediate attention of a doctor. Emergencies are things like uncontrollable bleeding, poisoning, loss of consciousness, chest pain, severe allergic reaction, mental health issues, or substance abuse-related overdose. You do not need to get prior authorization if you need immediate care for an emergency. Call 911.

Explanation of Benefits (EOB)
A statement that you will receive after a claim has been filed. It explains the treatments that took place, the portion of the cost that is covered under your plan, and the amount left that you may have to pay directly to your provider.

Formulary
See Comprehensive Drug List.

Health Maintenance Organization (HMO)
A type of health insurance plan that only allows you to go to the hospitals, doctors, and other healthcare providers that have agreements with the plan (except in an emergency).

In-Network Providers
These are doctors, hospitals, labs, and other healthcare providers that are covered under your health plan. You can find participating doctors and hospitals at HFDocFinder.org.
Maximum Out-of-Pocket (MOOP)
The most you’ll have to pay out of your own pocket each year for medical services (deductibles, copays, and coinsurance).

Medically Necessary
Healthfirst will cover all services that we determine are “medically necessary.” This means that the service must be:
- Needed to prevent or treat an illness, injury, disease, or condition
- Provided in a safe setting
- No more expensive than any equally effective service

Healthfirst uses accepted standards and guidelines to determine if a service is medically necessary. To learn more about what Healthfirst considers medically necessary, please review your Subscriber Contract.

Network
The doctors, hospitals, and other healthcare providers who are contracted with us to provide healthcare services to our members. See In-Network Providers.

Out-of-Network Providers
These are healthcare providers that are not a part of our network. Unless it is an emergency, your Healthfirst plan only covers healthcare services from doctors, hospitals, and pharmacies that are in our network. If you use an out-of-network provider for non-emergency services, you will pay more.

Prior Authorization/Preauthorization/Precertification
You or your healthcare providers are required to check with Healthfirst before you get certain healthcare services. This ensures that these healthcare services are necessary and are covered before you get them. That way, you will not be responsible for the entire cost. Preauthorization is required for many services, but it is never required in an emergency.

Premium
The monthly payment you must make to keep your health insurance plan active. To activate your health plan, you must make an first initial payment called a binder payment.

Primary Care Provider (PCP)
Your main doctor for checkups, treatments, and referrals.

Referral
A recommendation (electronic note) that some health plans require from a PCP before you can see a specialist. Please note: referrals are not necessary for Healthfirst Leaf Premier or Leaf Plan members.

Urgent Care Centers
Medical facilities that can provide immediate care to people with urgent, but not serious, health problems. This includes illnesses, injuries, and other non-life-threatening conditions that do not require emergency room care. You can go to an in-network urgent care center when your PCP is not available.
To access your secure Healthfirst account, visit MyHFNY.org.

You can use your smartphone or any mobile device!