



You've got your ID card. Now what?

Your New York City Employees PPO plan (NYCE PPO) member ID card can help you make the most of your benefits. Let's get started.

It's simple to access your plan with a digital account

Keep your health care information online in one secure, convenient place. It's easy — just set up an account on our member portal. Then you can do all this and more:

- Access your digital ID card on the go
- Look up network providers
- View your benefits and claim information
- Send secure messages
- Live chat with member services

Download the **NYCE PPO app** to do all this and more on the go.



Create your digital account

If you don't have an account, scan the QR code or go to **nyceppo.com/start** to register today.

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HealthSafe ID makes it easy and secure to sign into your account

Your security is our top priority. That's why, you have a secure way to register and sign in to your NYCE PPO account called HealthSafe® ID. Using a HealthSafe ID gives you secure access to your digital account through the member portal and the NYCE PPO mobile app with just one username and password.

To better understand how to use HealthSafe ID, here are a few frequently asked questions and answers.

Getting started

How do I know if I have a HealthSafe ID?

To create your NYCE PPO digital account, visit **nyceppo.com** and tap **Register Now**. Enter your registration information to check if you have a HealthSafe ID. If you have already registered, your name will be in the system. If you have not registered, you can easily complete your registration by filling out the fields.

Where can I use my HealthSafe ID?

Use your HealthSafe ID on **nyceppo.com**, the **NYCE PPO mobile app** and any other UnitedHealthcare or Optum website. That means you can access many of your health benefits with the ease of a single username and password.

How can I delete my HealthSafe ID?

You can request to delete your HealthSafe ID account by using the chat button on the login page. Chat is available from 7 a.m. to 11 p.m. Eastern time, 7 days a week.

Helpful tips

What if I have a HealthSafe ID account but don't remember my credentials?

If you already have a HealthSafe ID, you can sign in using your email address as your username. If you don't remember your password, you can change it using the password recovery flow.

What if I have an account but am not receiving the one-time passcode for multi-factor authentication (MFA) of my account or while attempting to reset my password?

The most common reason is that you no longer have access to the phone number associated with your account. You can update your phone number by tapping on **Can't access this number**.

What if I have more questions about HealthSafe ID?

Please call **212-501-4444** (TTY: **711**). A dedicated NYCE PPO Customer Service Representative will be happy to help you.

Once you set up your HealthSafe ID, you'll be asked to:

Provide other insurance information

Are you or your dependents covered under more than one medical plan? Is NYCE PPO the only coverage for you and your dependents? If so, we need to know. Sharing this information will help make sure your expenses are properly covered.

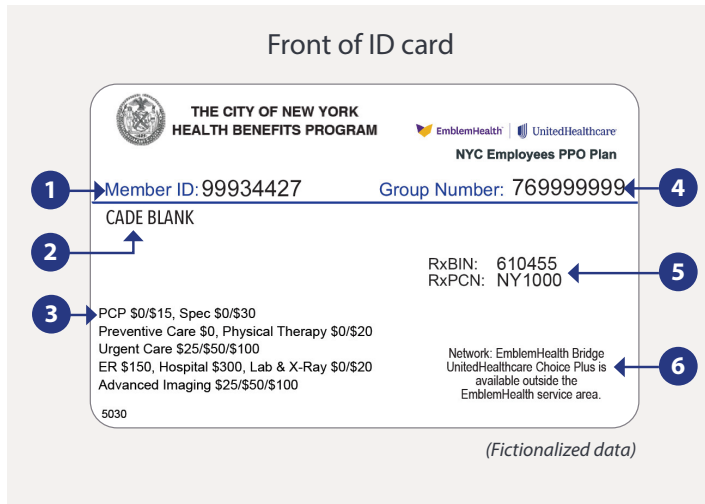
Select your communications preferences

Sign up for paperless communications to receive NYCE PPO notifications by email and text. When you switch to paperless, the health care documents you need are always within reach. Plus, you'll get an email to let you know when you have new information to view on **nyceppo.com** or the **NYCE PPO app**.

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Let's walk through some of the important details on your card

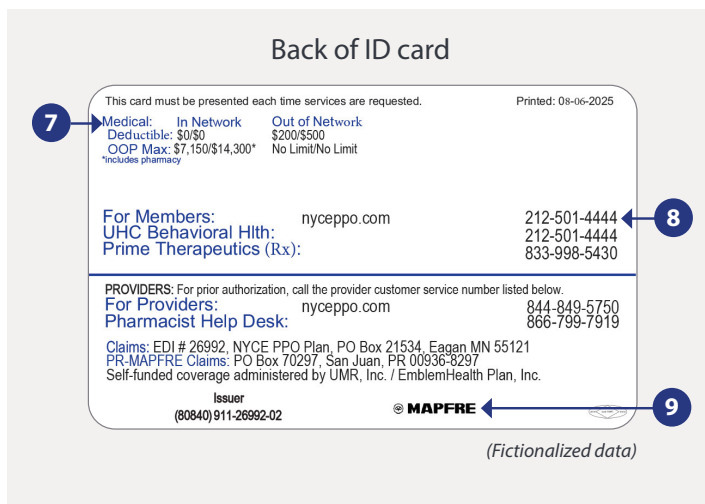
Front of ID card



On the front

- Member ID:** The number assigned specifically to you and any covered dependents to track all of your benefits and claims information.
- Member name:** Each eligible member of your family will receive their own ID card to show they're covered.
- Copay amounts:** Your in-network/out-of-network copays for different health care visits and services.
- Group number:** The number assigned to identify your NYCE PPO plan.
- Pharmacy details:** Specific information about your pharmacy benefits based on your plan type.
- Your medical networks:** Your card gives you access to EmblemHealth network providers in downstate New York* and UnitedHealthcare Choice Plus network providers across the rest of the country.

Back of ID card



More on the back

Look for contact information and more on the back of your ID card.

- Plan details:** Your in-network and out-of-network medical individual and family deductibles and out-of-pocket maximums (OOP Max) information.
- Member Services:** Call **212-501-4444** (TTY: 711).
- MAPFRE:** The network of providers available in Puerto Rico. If you are traveling or live in Puerto Rico, you have access to in-network coverage through MAPFRE.



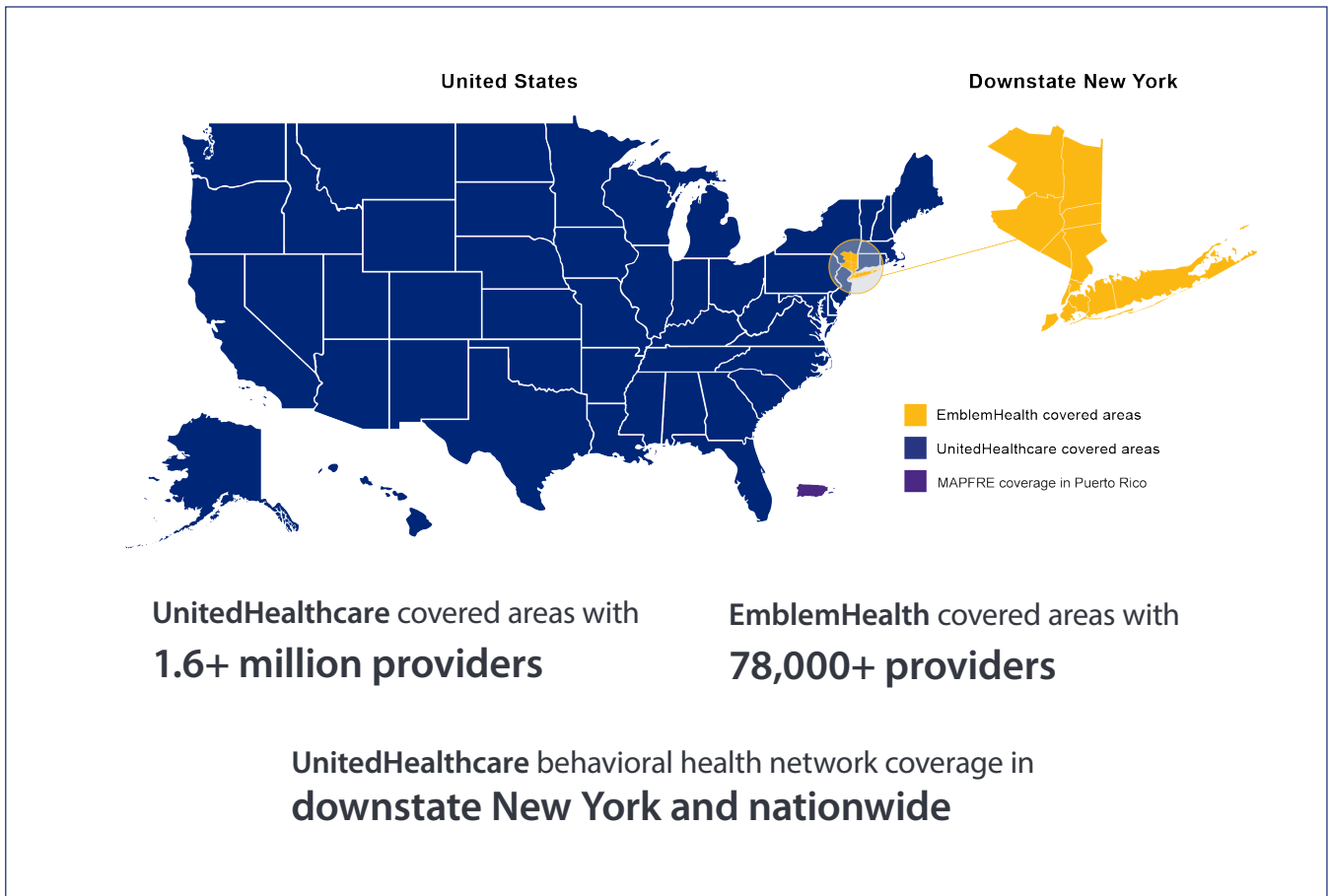
Carry a digital ID card with you

Sign in to **nyceppo.com** for access to your member portal and to download the NYCE PPO mobile app. There you can add a digital copy of your member ID card to your mobile device. You'll find all the same information as what appears on your card.

*Downstate New York includes New York City, Long Island and the Hudson Valley (Dutchess, Orange, Putnam, Rockland, Ulster and Westchester counties).

Use our helpful tools to search in-network providers

With NYCE PPO, you now have access to an expanded network of EmblemHealth care providers and facilities in New York City, Long Island and the Hudson Valley (Dutchess, Orange, Putnam, Rockland, Ulster and Westchester counties). Plus you have nationwide access through the UnitedHealthcare Choice Plus network and the UnitedHealthcare behavioral health network. There is also coverage in Puerto Rico through the MAPFRE network.



It's easy to find a doctor near you

Scan the QR code, visit nyceppo.com or sign into the **NYCE PPO app** to search in-network doctors and medical facilities near you. Or call **212-501-4444** (TTY: 711) for help finding in-network providers.