



# Welcome to CDPHP. We're glad you're here.

CDPHP® continues to innovate with products and services designed around your needs and to help you access health care in a way that works best for you.

Here's what's inside this packet:

## **BENEFIT SUMMARY**

This piece highlights the costs associated with your plan's covered services.

## **PRODUCT INFORMATION**

Learn more about your plan and its valuable extras.



# CDPHP® HDHMO Plan Benefit Summary

Marketing Plan ID: 324  
Plan Code: SHSF3019  
Effective Date: 01/01/2020  
Metal Tier: SILVER



In-Network	
<b>Cost Sharing Information</b>	
Deductible	\$2,200 Single / \$4,400 Family (Aggregate)
Out of Pocket Maximum	\$4,800 Single / \$9,600 Family (Embedded)
<b>Dependent Coverage</b>	Covered to Age 26
<b>Domestic Partner Coverage</b>	Covered
<b>Office Visits</b>	
PCP	Deductible then \$25 Copayment
Live Video Doctor Visits (24/7 Sick Visits, Behavioral Health, Telenutrition)	Deductible then \$25 Copayment
Specialist	Deductible then \$50 Copayment
<b>Preventive and Well Care Services*</b>	
Well Baby and Child Care including immunizations	Covered in Full
Annual Adult Exam (One exam per plan year regardless if 365 days have passed)	Covered in Full
Mammography	Covered in Full
Annual Pap Test and Ob/Gyn Exam	Covered in Full
Prostate Cancer Screening	Covered in Full
Bone Density Tests	Covered in Full
*Cost sharing may apply to diagnostic care	
<b>Retail Prescription Drugs</b>	
*Deductible applies. Preventive prescription drugs are not subject to the medical plan deductible.	
Tier 1 Drugs	\$10 Copayment
Tier 2 Drugs	\$40 Copayment
Tier 3 Drugs	\$60 Copayment
Specialty Drugs	\$60 Copayment
Covers up to a 30-day supply (retail prescription); 90 day supply (mail order prescription). Mail order, 2.5 copayments for a 90 day supply. Prescriptions must be written by a duly licensed health care provider and filled at a participating pharmacy, unless otherwise authorized in advance by CDPHP. Specialty drugs are not eligible for the mail order program and require preauthorization to be obtained through CDPHP's participating specialty vendors. This plan uses the Premier network and Formulary 2.	
<b>Hospital Services</b>	
Inpatient Hospital (semi-private room, anesthesia, X-Ray, lab tests, etc)	Deductible then \$500 Copayment
Outpatient Surgery	Deductible then \$200 Copayment
* Cost share may be reduced at a preferred ambulatory surgery center.	
<b>Maternity Services*</b>	
Maternity - Routine Prenatal Care and Postnatal Care	Covered in Full*
Maternity - Inpatient Hospital Services	Deductible then \$500 Copayment
Newborn Nursery	Covered in Full
*(Non-routine services may result in an additional cost share)	
<b>Emergency Care</b>	
Worldwide Emergency Room Care (waived if admitted inpatient)	Deductible then \$300 Copayment
Ambulance	Deductible then \$300 Copayment
<b>Urgent Care</b>	
Nonparticipating urgent care facility services within the CDPHP service area are not covered	Deductible then \$50 Copayment
<b>Diagnostic Testing*</b>	
Outpatient Hospital or Office Based Laboratory Services:	Deductible then \$50 Copayment
* Copayment waived if provider is a designated laboratory.	

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Outpatient Hospital or Office Based Radiology Services: * Copayment waived if provider is a preferred center.	Deductible then \$50 Copayment
<b>Prescription Drugs Administered in Office or Outpatient Facilities*</b>	
PCP Office	Deductible then 20% Coinsurance
Specialist Office	Deductible then 20% Coinsurance
Outpatient Facility	Deductible then 20% Coinsurance
*the cost share applies to the drug only, there is no separate cost share for the administration of the drug	
<b>Behavioral Health Services</b>	
Mental Health/Substance Use Inpatient Services	Deductible then \$500 Copayment
Mental Health/Substance Use Outpatient Services	Deductible then \$25 Copayment
*(Up to 20 visits per plan year may be used for family counseling without the patient for substance use)	
<b>Condition Support Services</b>	
Outpatient Rehabilitation/ Habilitation Services (Physical Therapy, Occupational Therapy or Speech Therapy) *(60 visits per condition per plan year combined therapies for OT, PT, ST)	Deductible then \$50 Copayment
Home Health Care (40 visits per plan year)	Deductible then \$25 Copayment
Skilled Nursing Facility (365 days per plan year)	Deductible then \$500 Copayment
Chemotherapy/Radiation Therapy visit (See also Prescription Drugs Administered in Office for Drug cost share)	Deductible then \$25 Copayment
Prosthetic Appliances and Durable Medical Equipment	Deductible then 50% Coinsurance
<b>Diabetic Services</b>	
Includes Insulin, oral medication, needles and syringes - up to a 30 day supply, Glucometers and Diabetic DME	Deductible then \$25 Copayment
<b>Vision Services</b>	
Routine Adult Vision Exam (One exam per plan year)	Deductible then \$50 Copayment
Adult Glasses/Contacts	Coverage is for standard lenses and frames or contact lenses, up to a \$75 reimbursement
Routine Pediatric Vision Exam (One exam per plan year)	Deductible then \$25 Copayment
Pediatric Glasses/Contacts (One prescribed lenses and frames per plan year. Standard Frames)	Deductible then 50% Coinsurance
Laser Eye Surgery	Up to a maximum of \$750 reimbursement for eligible eye surgeries and consultations per lifetime
<b>Wellness Care</b>	
Weight Management	Up to a \$75 reimbursement available for participation in a weight loss program
Fitness Reimbursement	Up to \$200 reimbursement per 50 visits for subscriber (max \$400 reimbursement per year) and \$100 reimbursement per 50 visits for spouse (max \$200 reimbursement per year)
Child Birthing Classes	Up to \$75 reimbursement available for completion of child birthing class
CaféWell Participation	Participating (Up to \$180 Life Points per contract per calendar year)
Acupuncture (10 visit limit per plan year for acupuncture services)	Deductible then \$50 Copayment
Nutritional Counseling	Deductible then \$50 Copayment
Chiropractic Benefits	Deductible then \$50 Copayment

# CDPHP<sup>®</sup> HDHMO Plan Benefit Summary

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*This Summary of Benefits is intended to provide a general outline of coverage. In the event of any conflict between this document and the member's Certificate and any applicable Rider(s) issued by CDPHP, the Certificate and Rider(s) will be the controlling documents.*

*CDPHP gives you access to more than 12,000 participating practitioners and providers, including most of the local hospitals, and a variety of value-added services to help you and your family stay healthy. If you have a question or wish to receive additional information, please contact the CDPHP marketing department at (518) 641-5000 or 1-800-993-7299 or visit our Web site at [www.cdphp.com](http://www.cdphp.com).*

*Please Note. All non-emergency services must be provided by a Capital District Physician's Health Plan, Inc.<sup>®</sup> (CDPHP) Participating Physician/provider (including hospital admissions) unless otherwise preauthorized by CDPHP. Please Note. All non-emergency services must be provided by a Capital District Physician's Health Plan, Inc.<sup>®</sup> (CDPHP) Participating Physician/provider (including hospital admissions) unless otherwise preauthorized by CDPHP.*



# The security of a plan you can trust. The flexibility of a high deductible.

You select your doctor. We do the rest.

Our high-deductible HMO (HDHMO) plan is designed to offer you comprehensive coverage with care delivered by your choice of physicians from our extensive network.

The primary care physician (PCP) you select will handle most of your health care needs and refer you within the CDPHP network for specialty care when necessary. Women may choose both a PCP and an OB/GYN without a referral. For complete information on the CDPHP network, refer to the Directory of Participating Practitioners and Providers, or go to [findadoc.cdphp.com](http://findadoc.cdphp.com).

## WHAT IS A DEDUCTIBLE?

A deductible is the amount you pay for covered health care services before your insurer begins paying. If your cost exceeds that amount, your plan will cover the remainder, or a percentage of it. Refer to your member contract for specific deductible information for your plan.

With our HDHMO plan:

## No charge for certain preventive care visits:



CHECKUPS



VACCINATIONS



WELL-WOMAN AND  
WELL-BABY CARE



CANCER SCREENINGS

## PLUS:

- ▶ Routine preventive care and medical treatments provided and coordinated by a PCP.
- ▶ No specialist referral paperwork required.
- ▶ Single-source referral phone line ([1-888-94-CDPHP](tel:1-888-94-CDPHP)) directs you to the program that best fits your needs.
- ▶ Travel out of the service area and CDPHP covers you [worldwide for emergency care](#).

Have a question?

Call member services at the number on your ID card any weekday between 8 a.m. and 8 p.m.

You also have access to your benefit information online, any time, by logging in to [www.cdphp.com](http://www.cdphp.com).





# Five things you should know as you get started with CDPHP®

- 1** As a member of the HDHMO, you must have a CDPHP-participating primary care physician (PCP). Members may also select a network OB/GYN. To search for a physician, visit [findadoc.cdphp.com](http://findadoc.cdphp.com). Call member services to change your PCP or OB/GYN. You can also change your PCP online.
- 2** Out-of-network care is covered only in an emergency or if pre-approved by CDPHP.
- 3** Copayment and coinsurance levels are listed on your member ID card.
- 4** When you visit your PCP, ask the office to file a claim on your behalf and bill you for any balance you owe.
- 5** If you need an appointment with a specialist, your PCP can help you with a referral to an in-network doctor. You don't need a referral number at the specialist's office; just tell them the name of the PCP who referred you.

## IMPORTANT NOTE ABOUT PREVENTIVE DRUGS

Medications on the CDPHP Preventive Drug List are not subject to the deductible. You get first-dollar coverage on these medications, which can be necessary for staying healthy. These medications are subject to formulary and tier status, as well as prior authorization, step therapy, and/or quantity limits. For details, and to get a complete listing of these medications, visit [www.cdphp.com](http://www.cdphp.com).

### Discrimination is Against the Law

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# CDPHP® Preventive Drug List

## The Preventive Drug List & High Deductible Plans

While high deductibles may give members more control over their health care dollars, they can also make some members hesitant to maintain the preventive medications that are sometimes necessary for good health. So, CDPHP developed the CDPHP Preventive Drug List, a list of medications that are not subject to the deductible with most high deductible plans.\*

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### CDPHP® Preventive Drug Examples

#### ANTICONVULSANT (SEIZURE)

LEVETIRACETAM  
PHENOBARBITAL  
PHENYTOIN  
ZONISAMIDE

#### BLOOD PRESSURE AND HEART DISEASE

AMLODIPINE BESYLATE  
ATENOLOL  
ENALAPRIL  
LISINAPRIL  
LOSARTAN  
METOPROLOL

#### BLOOD THINNER

WARFARIN

#### BLOOD THINNER/ ANTIPLATELET

CLOPIDOGREL

#### CHOLESTEROL AND TRIGLYCERIDE LOWERING

ATORVASTATIN  
EZETIMIBE  
SIMVASTATIN

#### DENTAL CAVITY PREVENTION

MULTI VITAMINS-  
FLUORIDE  
SODIUM FLUORIDE

#### DIABETES

GLIPIZIDE  
METFORMIN  
NOVOLOG  
TRADJENTA

#### DIURETICS (WATER PILLS)

CHLORTHALIDONE  
FUROSEMIDE  
HYDROCHLOROTHIAZIDE

#### OSTEOPOROSIS

ALENDRONATE  
IBANDRONATE

#### RESPIRATORY

ADVAIR  
FLOVENT HFA  
MONTELUKAST

#### SMOKING CESSATION

CHANTIX  
NICOTINE TRANSDERMAL

#### WEIGHT LOSS

PHENTERMINE  
XENICAL

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For a complete list of qualifying preventive drugs, check your formulary in Rx Corner at [www.cdphp.com](http://www.cdphp.com). Drugs that qualify will have the indicator “PD” shown in the listing.

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*Highlighted medications are part of the CDPHP Rx for Less program.*

*Products on this list must be obtained at a network pharmacy in order to bypass the deductibles.*

*\* Does not apply to the standard bronze plan for small groups and individuals, or individual catastrophic plans.*

## How was the CDPHP Preventive Drug List developed?

The CDPHP Preventive Drug List is made up of medications that CDPHP, guided by our clinical pharmacy department, has determined may prevent the onset of a disease or condition when taken by a person who has developed risk factors for the disease or condition that has not yet manifested itself or has not become clinically apparent, or may prevent the recurrence of specific diseases or conditions from which a person has recovered.

## Other Guidelines for the CDPHP Preventive Drug List

Medications on the CDPHP Preventive Drug List are subject to formulary and tier status, as well as pharmacy management programs such as prior authorization, step therapy, and/or quantity limits. For more detailed information about coverage and tier information, refer to the prescription drug formulary information online at [www.cdphp.com](http://www.cdphp.com).

This is not a guarantee of coverage. To verify your benefits, limitations, and exclusions, please check your contract and formulary. The CDPHP Preventive Drug List is subject to change based on decisions made by our clinical pharmacy department.

For more information, contact the member services department at the phone number listed on the back of your member ID card.

## Save Even More: 100 Pills for as Little as \$1

All of the highlighted prescriptions in the CDPHP Preventive Drug List are part of the CDPHP Rx for Less program, an offering for all CDPHP members with a prescription rider. The program gives you a deep discount on specified generic drugs when purchased at CVS/pharmacy (including those located inside Target), Hannaford, Market 32/Price Chopper, ShopRite, or Walmart, beating the prices of many other drug club programs by 90 percent! Visit [www.cdphp.com](http://www.cdphp.com) for a full list of drugs in the Rx for Less program.

## A Note About Health Reimbursement Arrangements (HRAs)

If your employer offers an HRA that reimburses your medical deductible only, please keep in mind that the preventive drugs are carved out of your medical deductible so you will not be able to use HRA funds to pay for them.

Some groups have an HRA that will pay for both prescription and medical expenses. Such an HRA can be used to pay for preventive drugs, but these payments will not be credited towards the deductible.





# Rx for Less

## Medications for as Low as a Penny a Pill



With Rx for Less, CDPHP® members with prescription drug benefits can get deep discounts on specified generic drugs when purchased at any CVS/pharmacy, Hannaford, Market 32, Price Chopper, ShopRite, Target, or Walmart.

*Effective October 1, 2017 | Drugs and prices below are subject to change at anytime.*

Drug Label Name	Maximum Quantity	Rx For Less Price for Max. Rx Quantity
<b>ANTI-INFLAMMATORY</b>		
DICLOFENAC SOD 50MG EC, 75MG EC TAB	100	\$1.00
IBUPROFEN 400 MG, 600 MG, 800 MG TAB	100	\$1.00
INDOMETHACIN 25 MG CAP	100	\$1.00
MELOXICAM 7.5 MG, 15 MG TAB	100	\$1.00
NAPROXEN 375 MG, 500 MG TAB	100	\$1.00
<b>ASTHMA</b>		
ALBUTEROL NEB 0.083%	150	\$5.00
IPRATROPIUM NEB 0.2 MG/ML	150	\$3.00
MONTELUKAST 10MG TAB	100	\$1.00
<b>BEHAVIORAL HEALTH</b>		
BUSPIRONE 5 MG, 10 MG TAB	100	\$1.00
CITALOPRAM 20 MG, 40 MG TAB	100	\$1.00
ESCITALOPRAM 10MG, 20MG TAB	100	\$1.00
FLUOXETINE 10 MG, 20MG CAP	100	\$1.00
LITHIUM CARBONATE 150 MG, 300 MG CAP	100	\$1.00
NORTRIPTYLINE 10 MG, 25 MG CAP	100	\$1.00
PAROXETINE 10 MG, 20MG TAB	100	\$1.00
QUETIAPINE 50 MG, 100 MG TAB	100	\$5.00
QUETIAPINE 200 MG, 300 MG TAB	100	\$20.00
RISPERIDONE 0.25 MG, 0.5 MG, 1 MG, 2 MG TAB	100	\$1.00
SERTRALINE 25 MG, 50 MG, 100 MG TAB	100	\$1.00
TRAZODONE 50 MG, 100 MG, 150 MG TAB	100	\$1.00
VENLAFAXINE 37.5 MG, 75 MG, 150 MG CAP SR 24HR	100	\$1.00
<b>BLOOD THINNER</b>		
WARFARIN/JANTOVEN 1 MG - 10 MG TAB	100	\$1.00
<b>CARDIAC/BLOOD PRESSURE</b>		
<b>ACE INHIBITORS</b>		
BENAZEPRIL HCL 5 MG, 10 MG, 20 MG, 40 MG TAB	100	\$1.00
ENALAPRIL MALEATE 2.5 MG, 5 MG, 10 MG, 20 MG TAB	100	\$1.00
ENALAPRIL-HCTZ 5-12.5 MG, 10-25 MG TAB	100	\$1.00
FOSINOPRIL SODIUM 10 MG, 20MG, 40 MG TAB	100	\$1.00
LISINOPRIL 2.5 MG, 5 MG, 10 MG, 20 MG, 30 MG, 40 MG TAB	100	\$1.00
LISINOPRIL-HCTZ 10-12.5 MG, 20-12.5 MG, 20-25 MG TAB	100	\$1.00
QUINAPRIL 5 MG, 10 MG, 20 MG, 40 MG TAB	100	\$5.00
QUINAPRIL-HCTZ 10-12.5 MG, 20-12.5 MG TAB	100	\$5.00
RAMIPRIL 1.25 MG, 2.5 MG, 5 MG, 10 MG CAP	100	\$5.00
<b>ANGIOTENSIN II RECEPTOR BLOCKERS (ARBs)</b>		
IRBESARTAN TAB 75 MG, 150 MG, 300 MG TAB	100	\$20.00
LOSARTAN POTASSIUM 25 MG, 50 MG, 100 MG TAB	100	\$1.00

*Rx for Less pricing is not applicable to mail-order drugs.*

**MORE ON THE NEXT PAGE ➡**



Drug Label Name	Maximum Quantity	Rx For Less Price for Max. Rx Quantity
<b>BETA-BLOCKERS</b>		
ATENOLOL 25 MG, 50 MG , 100 MG TAB	100	\$1.00
ATENOLOL-CHLORTHAL 50-25 MG, 100-25 MG TAB	100	\$1.00
BISOPROLOL-HCTZ 2.5-6.25 MG, 5-6.25 MG, 10-6.25 MG TAB	100	\$1.00
CARVEDILOL 3.125 MG, 6.25 MG, 12.5 MG, 25 MG TAB	100	\$1.00
METOPROLOL ER SUC 25 MG, 50 MG, 100 MG TAB	100	\$1.00
METOPROLOL TARTRATE 25 MG, 50 MG, 100 MG TAB	100	\$1.00
PROPRANOLOL 10 MG, 20 MG, 40 MG, 80 MG TAB	100	\$1.00
<b>CALCIUM CHANNEL BLOCKERS</b>		
AMLODIPINE 2.5 MG, 5 MG, 10 MG TAB	100	\$1.00
DILTIAZEM 30 MG, 60 MG, 90 MG, 120 MG TAB	100	\$1.00
VERAPAMIL 80 MG, 120 MG TAB	100	\$1.00
<b>DIURETICS</b>		
BUMETANIDE 0.5 MG, 1 MG, 2MG TAB	100	\$1.00
FUROSEMIDE 20 MG, 40 MG, 80 MG TAB	100	\$1.00
HYDROCHLOROTHIAZIDE 12.5 MG CAP	100	\$1.00
HYDROCHLOROTHIAZIDE 25 MG, 50 MG TAB	100	\$1.00
SPIRONOLACTONE 25 MG, 50 MG TAB	100	\$1.00
TRIAMTERENE-HCTZ 37.5-25 MG CAP	100	\$1.00
TRIAMTERENE-HCTZ 37.5-25 MG, 75-50 MG TAB	100	\$1.00
<b>OTHER – CARDIAC</b>		
CLONIDINE 0.1 MG, 0.2 MG, 0.3 MG HCL TAB	100	\$1.00
GUANFACINE 1 MG, 2 MG TAB	100	\$1.00
TERAZOSIN 1 MG, 2 MG, 5 MG, 10 MG CAP	100	\$1.00
<b>CHOLESTEROL (STATINS)</b>		
ATORVASTATIN 10 MG, 20 MG, 40 MG, 80 MG TAB	90	\$10.00
LOVASTATIN 10 MG, 20 MG TAB	90	\$1.00
LOVASTATIN 40 MG TAB	90	\$5.00
PRAVASTATIN SODIUM 10 MG, 20 MG, 40 MG TAB	90	\$15.00
SIMVASTATIN 10 MG, 20 MG, 40 MG, 80 MG TAB	90	\$1.00
<b>DIABETES</b>		
GLIMEPIRIDE 1 MG, 2 MG, 4 MG TAB	100	\$1.00
GLIPIZIDE 5 MG, 10 MG TAB	100	\$1.00
GLIPIZIDE XL 2.5 MG, 5 MG, 10 MG TAB	100	\$1.00
METFORMIN HCL 500 MG, 850 MG, 1,000 MG TAB	100	\$1.00
METFORMIN HCL ER 500 MG, 750 MG TAB	100	\$1.00
<b>GOUT</b>		
ALLOPURINOL 100 MG, 300 MG TAB	100	\$1.00
<b>OSTEOPOROSIS</b>		
ALENDRONATE SODIUM 35 MG, 70 MG TAB *	12	\$3.00
<b>STEROIDS</b>		
PREDNISONE 5 MG, 10 MG TAB	100	\$1.00
<b>VITAMINS/SUPPLEMENTS</b>		
FOLIC ACID 1 MG TAB	100	\$1.00

\* Dosing schedule for Alendronate is 1 tab per week. Price shown is for 12 tabs (90-day supply).

Rx for Less pricing is not applicable to mail-order drugs.

**Medicaid members are limited to a 30-day supply.**

**If you're a CDPHP Medicare Choices member, please review your Rx for Less listing at [www.cdphp.com/save](http://www.cdphp.com/save).**

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# Health Resources

CDPHP has programs designed to help you **get and stay healthy**.

## Weight Management

**Weight management rebate:** Participate in a weight management program and receive a \$75 rebate.

**Nutrition and weight management counseling:** Work with your doctor or a registered dietitian to develop a personalized weight management program.

**Free fitness and nutrition classes:** Hundreds of free community classes available each year.

**Free gym access:** CDPHP has five free community gyms.

## Support to Quit Smoking

CDPHP Smoke-Free™ offers a no-cost telephonic smoking cessation program. Receive one-on-one support for a quit coach as well as medications to help you on your journey to go smoke-free.

## Diabetes Prevention

The Diabetes Prevention Program is a 16-week program focused on reducing your risk of developing Type 2 diabetes. You can be reimbursed up to \$500 for completing it, too.

## Case Management

Registered nurses, dietitians, and social workers provide support and education for members dealing with chronic conditions and health emergencies.

## Pregnancy

The Mom 2 Be program provides information and support tailored to your needs for every stage of pregnancy through your baby's first years.

For details on all of these programs, visit [www.cdphp.com/wellness](http://www.cdphp.com/wellness).

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# Start down the path to good health with personalized support from CDPHP®

Join CaféWell® and take advantage of **lifestyle improvement programs**, resources, and benefits to help you manage your health.

CaféWell is a personalized, interactive website where you can:



**Complete a personal health assessment** to identify areas of risk and set goals



**Register for free activities** and challenges to help you reach your health goals

- ▶ Healthy eating
- ▶ Getting physically active
- ▶ Sleeping better
- ▶ Diabetes prevention
- ▶ Asthma and COPD management
- ▶ Weight management



**Record your progress** in real time to stay on track.



**Earn Life Points®** while improving your health! Life Points can be redeemed for gift cards from a variety of retailers.\*

Get started!

Create an account by visiting [www.cdphp.com/cafewell](http://www.cdphp.com/cafewell).

Learn how to navigate the CaféWell website, add programs, visit your active itinerary, and more by selecting **Menu** → **Resources** → **Welcome to CaféWell**.

If you have questions, please contact CaféWell at 1-877-868-2003 or by email at [cdphp@cafewell.com](mailto:cdphp@cafewell.com).



\*All adults ages 18 and older in select plans are eligible. Points accumulate per calendar year, per contract. Points must be redeemed by December 31 each year or prior to contract termination.





# Food is medicine. Zipongo® makes eating well fun!

Zipongo helps you make healthier food choices when you're cooking at home, ordering takeout, or eating out. Here are just a few of the cool tools you'll have access to:

- ▶ Grocery deals at your favorite stores
- ▶ Recipes personalized for you
- ▶ Drag-and-drop meal planners
- ▶ Meal kit delivery
- ▶ One-click grocery lists and online ordering through Instacart\*
- ▶ Restaurant guidance – tips and tricks to make healthier choices at restaurants
- ▶ Telenutrition – virtual, one-on-one nutrition coaching\*\*

Ready to Get Started? Great!

- ▶ Log in to your member account at [member.cdphp.com](https://member.cdphp.com) and click the **Go to CaféWell** button. Don't have a CaféWell account yet? No problem! Registration is quick and simple.
- ▶ Once in CaféWell/Life Points, click on the Zipongo banner to join the program.
- ▶ Take the quick NutriQuiz and Zipongo will highlight areas for improvement.
- ▶ Download the Zipongo app and use your CaféWell username and password to log in. **HINT** – if you've forgotten yours, check out your CaféWell profile for help!



\* Availability varies by location.

\*\* Cost-share may apply. See your member contract for details.

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# Quality Care – Anytime, Anywhere

Connect with a doctor from your phone, tablet, or computer 365 days a year, 24/7.

## A Doctor's Touch at the Touch of a Button

Through live video, meet with a board-certified doctor anytime you need. The doctor can discuss your medical and/or mental health history, review symptoms, recommend treatment, and prescribe medication if needed. So there are no surprises, at the beginning of each visit you'll be told how much you have to pay out of pocket\*. A Doctor On Demand® visit cost is comparable to what you pay when you see your doctor for a sick visit.

What's more, your primary care physician (PCP) can receive relevant notes from Doctor On Demand regarding your appointment to better coordinate your care. Check with your PCP at your next visit.

## Treatment for Hundreds of Health Conditions

Don't have time to wait at urgent care but need a doctor? Doctor On Demand physicians treat a wide variety of common medical issues, such as:

- ▶ Allergies
- ▶ Colds, coughs, congestion, and flu
- ▶ Depression and anxiety
- ▶ Heartburn and indigestion
- ▶ High blood pressure
- ▶ Migraines
- ▶ Pink eye
- ▶ Rashes
- ▶ Sprains
- ▶ Urinary tract infections
- ▶ And more!

## How to Get Started

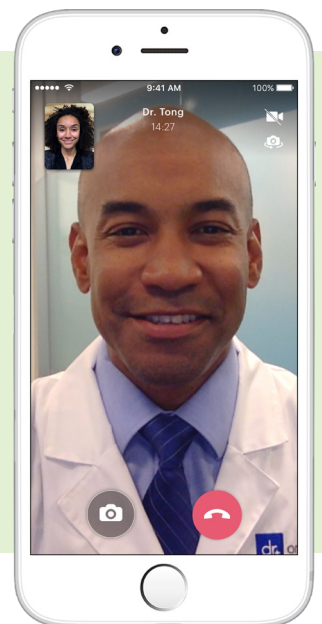
1. Visit [doctorondemand.com/cdphp/join](https://doctorondemand.com/cdphp/join) or download the app from the App Store or Google Play on your smartphone.
2. Register for your free account.

**FOR WEBSITE USERS:** Click **Join Now** on the upper right side of the homepage, then follow the screen prompts.

**FOR APP USERS:** Click **Sign Up** on the bottom right corner of the app, then follow the screen prompts.

During the registration process, be sure to add CDPHP® as your insurance provider and include your group/member ID number to receive the correct pricing.

Visit [doctorondemand.com/cdphp/join](https://doctorondemand.com/cdphp/join) to learn more.



\* Costs vary by plan type.



# Don't play a guessing game. Call for a CDPHP® Price Check™!

Shopping around is about gathering information and making educated decisions. We think you should have that option when it comes to health care. That's why we created CDPHP® Price Check, a new cost estimator service that gives you more planning power when it comes to your health care expenses.

CDPHP Price Check is designed to create cost transparency by giving you estimated costs on a range of health care services before you choose a provider. Just call CDPHP at the number on your member ID card and a member services representative will provide an estimate based on the type of service and locations where it can be performed. Armed with this information, you'll have more control over your health care as you compare prices and plan for expenses in advance of a service rather than when you receive the bill.

We encourage you to take the mystery out of health care costs by using CDPHP Price Check.

Call the number on your member ID card to receive a cost estimate for the following services:

- |                                 |   |                              |
|---------------------------------|---|------------------------------|
| ▶ Carpal Tunnel Release         | ▶ Gall Bladder Removal (outpatient) – Cholecystectomy | ▶ MRI Neck                   |
| ▶ Cataract Removal              | ▶ Inguinal Hernia Repair                              | ▶ Tonsil and Adenoid Removal |
| ▶ Cesarean Section              | ▶ MRI Arm Joint (Shoulder, Elbow, Wrist)              | ▶ Total Hip Replacement      |
| ▶ CT Scan Abdomen and/or Pelvis | ▶ MRI Brain   | ▶ Total Knee Replacement     |
| ▶ CT Scan Chest                 | ▶ MRI Knee  | ▶ Upper Endoscopy Procedure  |
| ▶ Electrocardiogram (EKG)       | ▶ MRI Lower Back                                      | ▶ Vaginal Delivery           |
|                                 |   | ▶ Vasectomy                  |

*This information is an estimate based on historical claims data and not a guarantee of the actual price for your treatment. Your actual cost may be higher or lower depending on factors including which provider you choose, when and where the services are provided, and any complications or additional services required for your specific condition. CDPHP Price Check is not available for members with Medicare, Medicaid, HARP, or Child Health Plus.*



## PRICE CHECK™

### **Discrimination is Against the Law**

Capital District Physicians' Health Plan, Inc. (CDPHP®) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### **Multi-language Interpreter Services**

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# Take an Active Role in Your Preventive Care

Preventive care includes health services like screenings, check-ups, and counseling to help you avoid getting sick, or to catch problems early when treatment is likely to work best. **Because preventive care is important to CDPHP®, many of these services are available at no cost to CDPHP members when provided by an in-network doctor.** If you are unsure, talk to your doctor about the right tests and screenings that you and your family need to stay healthy.

## Routine Health Visits

### Adults of Every Age (19+ Years)

Physical Exam	Visit your primary care doctor every 1-3 years to check height, weight, body mass index (BMI), blood pressure, and get other screenings recommended for you.
Vaccinations	Get important adult vaccines. Visit <a href="http://www.cdphp.com/preventive-care">www.cdphp.com/preventive-care</a> for more information.
Dental Exam	Visit a dentist every 6 months for a cleaning and exam.*
Vision Exam	Get a regular eye exam. For adults over 65 years, get screened for glaucoma.*

\* Check your dental and vision benefits to find out what services are covered.



### DID YOU KNOW?

Your routine health visit is also a good time to talk with your doctor about:

- ▶ Changes to your medications and family history
- ▶ Concerns about your mental health, including depression and anxiety
- ▶ Getting help with tobacco cessation or weight-management

## Tests

	20-44 Years	45-59 Years	60+ Years
Cholesterol	Get checked if you are at risk	Get checked every 5 years	
Blood sugar	Get checked for prediabetes and type 2 diabetes if you are at risk		
Blood pressure	Get checked at routine health visits		
Bone health			Get checked if at risk, then routinely after age 65

## Cancer Screenings

	21-29 Years	30-39 Years	40-49 Years	50-64 Years	65-75 Years	75+ Years
Cervical Cancer	Get a Pap test every 3 years	Starting at 30, you have the option to get a Pap test and an HPV test every 5 years instead of the Pap test every 3 years			Depends on screening history	
Breast Cancer			Get a mammogram every 1-2 years if recommended by your doctor	Get a mammogram every 1-2 years		Depends on screening history
Colorectal Cancer				Get a colonoscopy every 10 years or talk with your doctor about other screening options ( <i>see next page</i> )		

## Infectious Disease Screenings

	19-24 Years	25-29 Years	30-49 Years	50-64 Years	65+ Years
Rubella	Get your immunity checked, especially if you are planning to become pregnant				
Chlamydia	Get tested once a year if you are sexually active or at risk				
Human papillomavirus (HPV)	Get a Pap test every 3 years starting at the age of 21 or as recommended by your doctor.		Starting at 30 you have the option to get a Pap test and an HPV test every 5 years instead of the Pap test every 3 years		Depends on screening history
Hepatitis C				Get tested if you were born between 1945-1965	
HIV	Get tested at routine health visit if at risk				
Tuberculosis (TB)	Get tested if at risk				

## DID YOU KNOW?

Risk is based on family and medical history. Talk with your doctor about whether you are considered at risk for a specific health condition.

## Tests

	20-35 Years	35-64 Years	65+ Years	
Cholesterol	Get checked if you are at risk	Get checked every 5 years		
Blood Sugar	Get checked for prediabetes and type 2 diabetes if you are at risk			
Blood Pressure	Get checked at routine health visits			
Abdominal Aortic Aneurysm			Get checked once if you have ever smoked	

## Cancer Screenings

	40-49 Years	50+ Years
Colorectal Cancer		Get a colonoscopy every 10 years or talk with your doctor about other screening options ( <i>see below</i> )
Prostate Cancer	Talk with your doctor about the need for testing	

## Infectious Disease Screenings

	19-49 Years	50+ Years
HIV	Get tested at routine health visit if at risk	
Tuberculosis (TB)	Get tested if at risk	
Hepatitis C		Get tested if you were born between 1945-1965



## DID YOU KNOW?

You have options for colorectal cancer screening. Talk with your doctor about these additional tests:

- ▶ High-Sensitivity Fecal Occult Blood Test (FOBT) or Fecal Immunochemical Test (FIT) (every year). Both of these lab tests can be done in the privacy of your own home.
- ▶ Stool DNA Test (Cologuard) (every one to three years)
- ▶ Sigmoidoscopy (every five years), plus an annual fecal occult blood test
- ▶ Virtual Colonoscopy, also known as computed tomographic (CT) colonography or CTC (every five years)

## Guidelines for Specific Health Conditions

Some additional tests can help you manage disease and prevent complications. For adults with coronary artery disease or diabetes, talk with your doctor about which tests are right for you.

### Coronary Artery Disease

#### At least once per year:

- ▶ Get your fasting cholesterol checked.
- ▶ Discuss your medication regimen with your primary care doctor (aspirin, ACE, ARB, beta blocker).

### Diabetes

#### At routine health visits:

- ▶ Get your blood sugar checked with a hemoglobin A1C test at least two times per year.
- ▶ Get your blood pressure checked.

#### At least once per year:

- ▶ Get a dilated (retinal) eye exam by an eye care professional.
- ▶ Get a foot exam.
- ▶ Get your urine tested for microalbumin to check your kidneys.

For more information about the right preventive health care for you or your family, visit [www.cdphp.com/preventive-care](http://www.cdphp.com/preventive-care). Please log in to [www.cdphp.com](http://www.cdphp.com) to review your detailed medical benefits, or contact member services at the phone number listed on your member ID card. If you have received preventive services that should have been covered in full but were not, please contact member services for further assistance.

If you would like information about these tests and screenings, you can call a CDPHP nurse. This resource is available to you at no cost. Call 1-888-94-CDPHP (23747).



- » No additional cost applies when services are obtained from an in-network doctor. Check your member benefits materials for detailed information.
- » Screening tests and immunization recommendations vary according to age, gender, medical, and family history.
- » Our guidelines are based on nationally validated recommendations including those from the U.S. Preventive Services Task Force and the Advisory Committee on Immunization Practices.

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Capital District Physicians' Health Plan, Inc.  
CDPHP Universal Benefits,® Inc.  
Capital District Physicians' Healthcare Network, Inc.



# Logging into Your Account

By setting up a member account, you can easily access health resources from the comfort of your home computer, laptop, or mobile device.

Not registered yet? It's easy. Navigate to [member.cdphp.com](https://member.cdphp.com) and click the **Register** link to create an account. You will need your member ID number (from your ID card) and a few other pieces of identifying information.

Here is an overview of resources available to you once you've logged in:

<b>Self-Serve Options</b>	Name or change your PCP (for applicable plans), complete the Release of Information (ROI) form, and take care of validating debit card transactions that couldn't be verified at the point-of-sale.
<b>Member Tutorials</b>	View various tutorials on health reimbursement arrangements (HRAs), high deductible health plans, substantiating claims, and more by logging into your member accounts, clicking the <b>Health &amp; Wellness</b> tab, and selecting <b>Helpful Videos</b> .
<b>Benefits Information</b>	A breakdown of your medical, prescription, and dental plans, as well as your funding account details (if any).
<b>Claims Center</b>	Use this tool to check the status of medical, dental, and prescription claims for you and your dependents under the age of 18.
<b>Deductible Accumulator and Limit Information</b>	Know how much of your deductible has been satisfied and the benefit limits for various services.
<b>Dental Benefits</b>	View your dental benefits and claims activity, find a dentist, and more.
<b>Drug Coverage and Pricing</b>	Sign in to CVS Caremark to view your Rx plan and benefits, order prescriptions, contact a pharmacist, and more.
<b>CaféWell®</b>	An interactive health and wellness website that provides personalized activities and challenges. Earn Life Points® by taking steps to better your health.*
<b>Funding Accounts</b> (if applicable)	Access your HRA, FSA, and/or HSA account details, including your contributions and balance. You can also track spending, view and submit claims, and substantiate debit card transactions.
<b>Contact Us</b>	This tool comes in handy when you need to communicate securely via email with CDPHP regarding a benefit or claims inquiry.
<b>Member ID Cards</b>	Misplaced your ID card? No problem! Click this option to view and print your ID card and order a new one for yourself and your covered family members. You can also download the My CDPHP app on your smartphone to have your ID card handy at all times.
<b>My Account</b>	This page lists the personal information CDPHP has on file for you, including your name, address, date of birth, phone number, and more. Use the Edit function to make updates.

Need help getting started? Call a CDPHP member services representative at the number on your ID card.

\* Life Points available on most group plans.