

YALE HEALTH

**A Member Guide to Yale Health Coverage and
The Yale Health Center**

Yale Health

What is Yale Health?

Yale Health is an HMO insurance plan with a closed network exclusively for members of the Yale Community.

We are not affiliated with the Yale New Haven Health provider network. This means that members will have all of their care at our facility at 55 Lock Street in New Haven, unless a primary clinician refers them to an outside provider or specialist.

The following departments are located within the Yale Health building:

- Internal Medicine – Primary General Health
- Ob/Gyn – Primary Women’s Health
- Pediatrics – Primary Child Health
- Acute Care – Open 24/7, including holidays
- Blood Draw - Quest Diagnostics Laboratory
- Diagnostic Imaging
- Ophthalmology
- Allergy & Immunization
- Nutrition Counseling
- Dermatology
- Endoscopy
- Inpatient Care
- Specialty Services – Housing most specialties
- Full Service Pharmacy

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Primary Departments Contact Numbers

Internal Medicine

203-432-0038

Obstetrics & Gynecology (Ob/Gyn)

203-432-0222

Pediatrics

203-432-0206

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Referrals

Members should begin all care with a primary care provider. An approved referral (prior authorization) is required for:

ALL CARE OUTSIDE OF THE YALE HEALTH CENTER AND THE FOLLOWING DEPARTMENTS WITHIN THE YALE HEALTH CENTER:

- Allergy Department
- Dermatology
- Diagnostic Imaging
- Endoscopy
- Infusion
- Inpatient Care
- Laboratory Services
- Nutrition Counseling
- Physical Therapy
- Specialty Services

You do NOT need a referral for the following services:

- **Acute Care** (at Yale Health in CT/outside CT any urgent care facility)
- **Behavioral Health** (through Magellan Health)
- **Immunization** (at Yale Health)
- **Obstetrics & Gynecology** (at Yale Health)
- **Optometry** (Routine Eye Exams at Yale Health)
- **Screening Mammograms** (through partner locations)
- **Mole Screening in Dermatology** (at Yale Health)
- **Chiropractic Services** (with any licensed chiropractor)

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Pharmacy

203-432-0033

The Yale Health Pharmacy is located on the 1st floor of the Yale Health Center.

Visit yalehealth.yale.edu/directory/departments/pharmacy-prescriptions for following tools to make managing your medications easier.

- Determine co-pays for your prescription medications with the **Yale Health Drug List**.
- Request a prescription **refill** online or by calling the pharmacy. You cannot order a prescription using MyChart with our pharmacy.
- Have your prescriptions mailed to your home with **MagellanRx Home Delivery**.
- Obtain a Pharmacy Claim Form for **reimbursement** or submit online through the MagellanRx portal.
- View the pharmacy benefit for your plan
- View out of network pharmacy information

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Acute Care 203-432-0123

24 hours a day - 7 days a week - 365 days a year

When you call Acute Care you will speak with a nurse who will ask you detailed questions about your condition. The nurse will determine the best care plan for you. **This may include:**

- Home care
- A visit to Acute Care (if you are in CT you will need to come to our Acute Care department at the Health Center; if you are outside CT, you may go to any urgent care facility)
- An appointment at Yale Health during regular hours
- A referral to the Emergency Department

Please refer to your Schedule of Benefits for any applicable copays

For life-threatening emergencies please call 911

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Out of area coverage / Emergencies

Yale Health members are covered outside of Connecticut, worldwide, for emergency care, acute care and pre-authorized short-term follow-up care.

An emergency medical condition is a sudden and severe condition, sickness or injury, which if not immediately followed up with medical care could result in:

- Placing one's health in serious jeopardy
- Serious impairment to a bodily function(s)
- Serious dysfunction to a body part(s) or organ(s)
- In the case of a pregnant woman, serious jeopardy to the health of the unborn child.

If you are not sure of your symptoms please contact your primary care provider in Internal Medicine for clinical advice or Acute Care if after hours.

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Behavioral Health – Magellan Health Services

800 – 327 – 9240 24 hours a day, 7 days a week

yalehealth.yale.edu/directory/departments/behavioral-health

Magellan Health Services provides confidential mental health treatment for stress, depression, and anxiety as well as other mental health and substance abuse issues.

Yale Health members do not need a referral from their primary care provider to call Magellan.

CONFIDENTIALITY

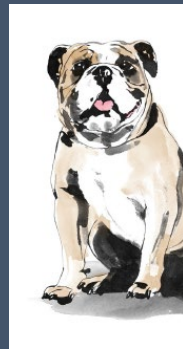
Everything discussed with Magellan and the provider is held in the strictest confidence and is not communicated to anyone without your permission.

Yale Health

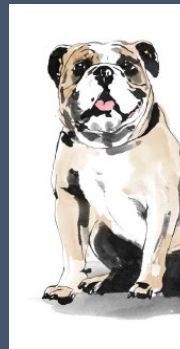
The Yale Health Center

Located on campus at 55 Lock Street

Social Distancing is diligently practiced at the Center and there are decals posted to remind visitors where to stand.



← 6 feet →



Some Key Points To Remember When Visiting:

- **Call before you come** – appointments are required in all medical departments and Blood Draw, no walk-ins at this time
- Acute Care is open 24/7, but for the safety of patients and staff, **please call first**
- Everyone will be screened at the door before being allowed to enter
- Masks are required at all times while in the building

Yale Health

Yale Health Website

Our website is your online resource for all things Yale Health

On our site you can:

- View your Schedule of Benefits and Member Handbook on the Coverage Page
- Find important forms (On homepage under “Forms”)
- View Yale Health Center announcements and hours on the homepage (including COVID information)
- Login to MyChart
- Refill Prescriptions
- Access Departments and phone numbers (in the Directory/Departments)
- Submit a Comment Card (On homepage under “We want your feedback”)

yalehealth.yale.edu

Yale Health

HAVE QUESTIONS?

Yale Health has a dedicated Member Liaison to answer all your new member questions, whether you are contemplating changing to Yale Health or have already become a new member.

Contact the Member Liaison with your questions, especially during Annual Enrollment.

yhmemberliaison@yale.edu

203-436-9257

Member Services is also here to assist you with your questions.

yalehealth.yale.edu/directory/departments/member-services

203-432-0246

member.services@yale.edu

Monday – Friday 8:30-5pm