

**OFFICE OF THE COUNTY EXECUTIVE  
ALL-EMPLOYEES MEMORANDUM**

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**DATE: JUNE 16, 2021**

**EMPLOYEE MEDICAL HEALTH PLAN (EMHP) OF SUFFOLK COUNTY  
24/7 NurseLine & SYDNEY HEALTH APP**

As part of our continuing effort to provide our members with information regarding health benefits available to members enrolled in the Employee Medical Health Plan of Suffolk County (EMHP), the Labor/Management Committee, which oversees the EMHP, would like to remind you of two programs available to all EMHP members; the 24/7 NurseLine and the Sydney App.

**24/7 NurseLine**

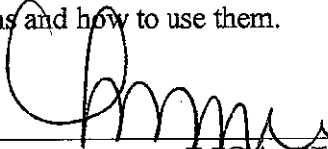
Health concerns don't happen only when "the doctor is in". They happen at any time, day, night weekends or while on vacation. It isn't always clear whether a problem needs medical care. If it does, choosing the right level of care can be confusing. However, receiving the right level of care can save you time and money, giving you access to the best possible care.

The 24/7 NurseLine gives you access to qualified registered nurses anytime. You can call the 24/7 NurseLine at 1-877-TALK2RN (825-5276), 24 hours a day, seven (7) days a week, for medical advice as to what level of care you may require for your health concerns. The 24/7 NurseLine will direct you to get the most appropriate care in the right setting.

**Sydney Health Mobile App**

The Sydney Health Mobile App provides easy access your health information – all in a single convenient location. The Sydney App provides members with the access to their digital ID Card, plan details, claims information and allows them to search for a provider. In addition, you can use "My Health Dashboard" on the Sydney app for health and wellness tips you can use now or personalize action plans you can follow to reach your health goals. Members can download the Sydney Mobile Health app onto their smartphone from the App Store® or Google Play™.

Attached please find pamphlets that explain these programs and how to use them.

  
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**LISA BLACK**  
**CHIEF DEPUTY COUNTY EXECUTIVE**

**DISTRIBUTION: ONE COPY PER EMPLOYEE/RETIREE**

# Give your employees peace of mind



## 24/7 NurseLine has them covered anytime, anywhere

Health issues can crop up at the most inconvenient times and places for your employees – whether it's 3 a.m. at home or 10 a.m. while they're in the office. What if your employees had a nurse in their back pocket – someone knowledgeable they could talk to any time of the day or night, 365 days a year, from anywhere in the U.S.?

That's why Empire BlueCross BlueShield (Empire) offers 24/7 NurseLine. With 24/7 NurseLine, your employees can ask registered nurses a variety of questions, including how to choose the right level of care. Choosing the best treatment option can mean cost savings for you and your employees.

### Good health is great for your business

While 24/7 NurseLine may be the first line of defense for the unexpected, it's also part of Empire's whole-health approach to care. The registered nurses can give your employees allergy relief tips. By reaching for their phones first, your employees can get the help they need.

### Qualified registered nurses can also:

- Help your employees find providers and specialists in the area.
- Enroll your employees and their dependents in valuable care management programs for certain health conditions.
- Help your employees decide where to go for care when their doctor isn't available.
- Provide guidance during natural catastrophes and health outbreaks.
- Offer links to health-related educational videos or audio topics.

24/7 NurseLine is connected with Empire's other health and wellness programs, so your employees have access to the best resources for the best health results.

When your employees need answers,  
they can call 877-825-5276.

It's that easy!



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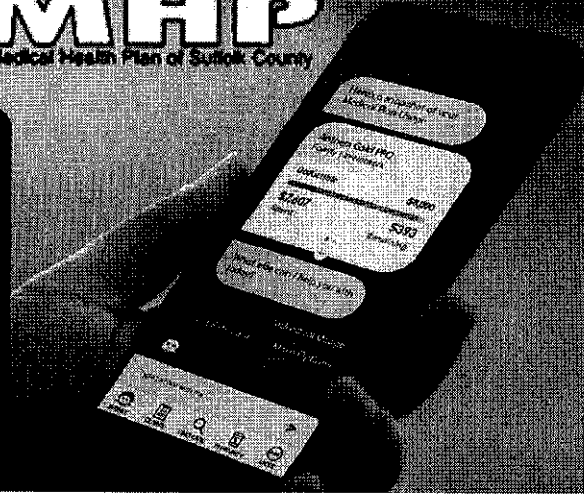




# EMHP

Employee Medical Health Plan of Suffolk County

## Driving next-level engagement



Meet **Sydney**, a partner in health in the palm of your hand.

- Our new digital platform uses AI to deliver a healthcare experience with a personal touch
- A single, convenient location for a digital ID card, plan details, claims and more
- Robust tools to help find care, view costs and one-click access to [empireblue.com](http://empireblue.com)



Download from your app store today and meet Sydney!

Simply sign into your account with your user name and password from your existing member account or Register for an account with just a few simple steps!



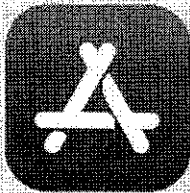
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# Get started with Sydney

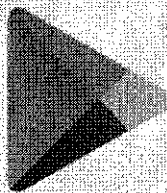
## Download the app today!

1. On your device, select either:

Apple App Store



Google Play



2. Open by tapping on the App Store or Google Play icon on your device.
3. You can now Search. Type "Sydney Health" in the search bar.
4. Select to install the app to your device.
5. Once the Sydney app has downloaded, open the app.
6. Then, simply sign into your account with your username and password from your existing member account -or- **Register** for an account with just a few simple steps! Just provide your Member ID number, date of birth, name, create a password (along with security questions) and set your notification preferences. Then, you're all set!

