

# CDPHP®

A plan for life.



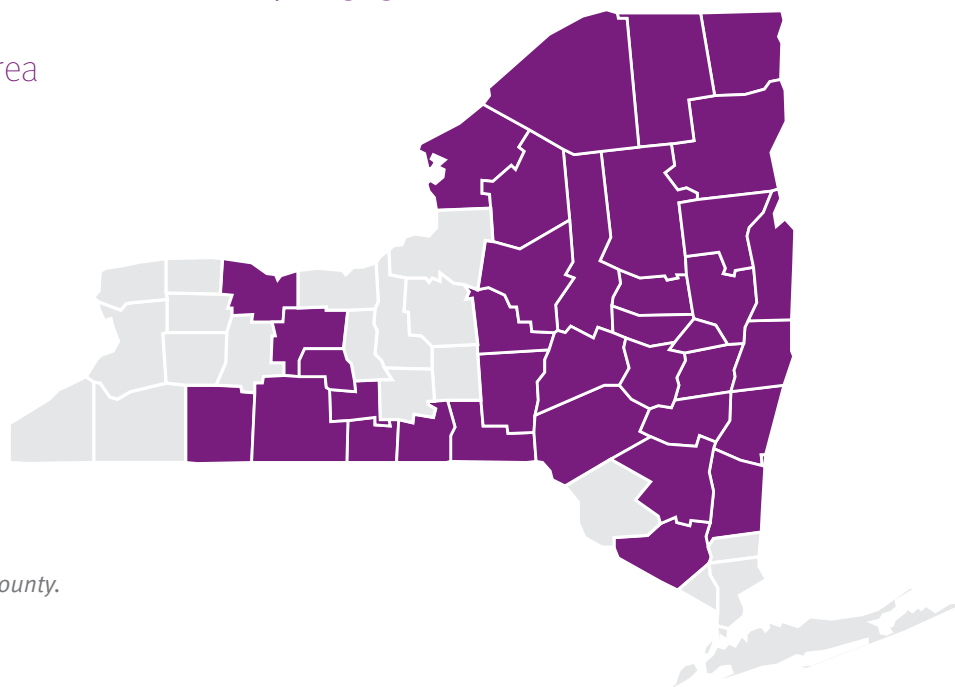
Established in 1984, CDPHP is a physician-founded, member-focused, and community-based, not-for-profit health plan that offers high-quality, affordable health insurance plans throughout much of New York. CDPHP is a nationally recognized, award-winning leader in the industry, known for its superior customer service and community engagement.

## Membership and Service Area

36  
counties

400,000  
members

1,000,000+  
providers



*Not all products are offered in every county.*

## Products

The CDPHP family of products consists of multiple lines of business and includes commercial, self-funded, Medicare, Essential Plan, Child Health Plus, Medicaid, and HARP plans. Learn more about our products at [www.cdphp.com/products](http://www.cdphp.com/products).

## Integrating Member Care

CDPHP is more than an insurance plan; we're a health plan. Our mission is to provide high quality care at the most cost-effective price, all while creating a seamless, hassle-free experience for our members. This means standing shoulder to shoulder with our provider community, including our partners at Community Care Physicians, to ensure members get the right care, at the right place, and at the right time. It's all part of a plan to build an **integrated delivery system** designed to help members live longer, healthier lives.

**COMMUNITY  
CARE**  
PHYSICIANS



## Keeping You Healthy



### FREE PREVENTIVE CARE

\$0 primary care visits for kids



### PRICE CHECK

Get estimated costs on a range of health care services



### HEALTHY REWARDS

Earn gift cards for completing healthy activities

1785

Powered by CDPHP®

### TAKE YOUR HEALTH TO A BETTER PLACE

One-stop shop for specialty care



### DOCTOR ON DEMAND®

Live video doctor visits via mobile device or computer

1:1

### ONE-ON-ONE ADVICE AND SUPPORT

With the CDPHP Care Team



### MENTAL HEALTH SERVICES

24/7 support including live video doctor visits



### CDPHP HOSPITAL TO HOME

A free in-hospital care support program



### HEALTHY REIMBURSEMENTS

Fitness, weight management, youth sports, doula services

## Commitment to Prescription Affordability



### RX FOR LESS

Generic medications for as little as a penny a pill.



### PHARMACY APP

Shop for prescription drugs anytime with the ConnectRx, On the Go app.



### PREFERRED PHARMACY NETWORK

No cost-share for Tier 1 drugs in the preferred network for kids under 19\*



### CONNECTRx PHARMACY

Convenient community pharmacy with cost-saving drug programs and free home delivery available. Visit [PharmacyConnectRx.com](https://PharmacyConnectRx.com) for more.

\*Awaiting DFS approval.

## In Your Community



### **CDPHP CYCLE!SM**

State-of-the-art  
bike share program



### **CUSTOMER SERVICE**

CDPHP Customer ConnectSM  
locations offer  
personalized service



### **CDPHP THE FOUNDATION**

Since 2010, CDPHP employees  
have raised more than  
\$565,000 for local charities

**PLUS**, CDPHP representatives are available throughout the region and by phone to answer coverage and enrollment questions. Look for the CDPHP van, or call **1-866-MY-CDPHP**.

## Voice of the Customer



### **CDPHP INSIGHTS SM**

Making changes from  
your feedback



### **MEMBER ADVISORY COMMITTEE**

Giving the community a  
greater voice in health care



### **TALK TO US**

CDPHP is available when  
and where you need

Learn more at [www.cdphp.com](http://www.cdphp.com)





# Awards and Accolades

## **NCQA's Health Insurance Plan Ratings 2023**

Capital District Physicians' Health Plan, Inc. – Commercial (HMO) – 4.5 out of 5  
Capital District Physicians' Healthcare Network Commercial (HMO/POS) – 4.5 out of 5  
CDPHP Universal Benefits, Inc. – Commercial (PPO) – 4.5 out of 5  
Capital District Physicians' Healthcare Network – Self-Funded (PPO) – 4.5 out of 5  
Capital District Physicians' Health Plan, Inc. – Medicaid (HMO) – 4.5 out of 5  
Capital District Physicians' Health Plan, Inc. – Medicare (HMO) – 4.5 out of 5  
CDPHP Universal Benefits, Inc. – Medicare (PPO) – 4 out of 5

## **Centers for Medicare & Medicaid Services (CMS)**

The Centers for Medicare & Medicaid Services (CMS) rated CDPHP Medicare Advantage HMO plans 5 out of 5 stars for 2023.\*

The Centers for Medicare & Medicaid Services (CMS) rated CDPHP Medicare Advantage PPO plans 5 out of 5 stars for 2023.\*

## **American Heart Association Workplace Health “Gold Level” Recognition**

## **U.S. News & World Report**

A 2023 Best Insurance Company for Medicare Advantage (highest rated in New York state)

## **A+ rating from The Better Business Bureau**

## **Best Companies to Work for in New York**

For 15 consecutive years, CDPHP has been named one of the Best Companies to Work for in New York by the New York State Society for Human Resource Management and the Best Companies Group.

*\*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. The HMO plan is offered to individuals and employer groups; while the PPO plan is offered through employer groups.*



**#1 in member satisfaction among commercial health plans  
in New York, six out of seven years**

*For J.D. Power 2023 award information, visit [jdpower.com/awards](https://jdpower.com/awards)*