

Yale HEALTH

Yale Health New Member Bulletin Information To Help You With Yale Health Membership



The Yale Health New Member Bulletin is a communication for New Members that is sent out periodically with detailed topics related to Yale Health coverage.

This Bulletin's Topic: Member Services

[The Member Services Department](#) provides all of our members with information about what their Yale Health plan covers, who is eligible, proof of coverage, and how to enroll. It serves as a general resource for information about Yale Health. Sometimes Member Services may not have the answer but they can also assist members with finding the right resource or department for their question.

Member Services is available to assist you by phone, [email](#), or by [submitting an online Ask Member Services form](#). To find current hours and contact information, please visit the Member Services department page.

You will also find the following great resources on the Member Services department page:

- **Comment Card:** a comment card is the best way to express your concerns or suggestions with departments or Yale Health in general, whether positive, negative, or neutral. It is easy to complete a comment card online, and you may submit one anonymously or include your contact information for a response.
- **Download Your Yale Health Member ID Card pdf:** You may now download your Yale Health ID card electronically! This is a good feature in case you lose your card, you can always download a new pdf copy. Note: A University NetID and password is required for access.
- **Enrollment & Eligibility:** this resource shows who is eligible for Yale Health and how enrollment is done
- **Coverage Start Dates and End Dates:** this resource explains when coverage begins and ends, depending on your status with the University
- **Some Forms found on Member Services page include:**
 - The Connecticut Advance Directives Information and Forms
 - Insurance Information Update Form (COB) – for coordinating Yale Health and additional insurance coverage
 - Notice of Privacy Practices (NOPP)
 - Pharmacy Claim Form – for filing for reimbursement of out of pocket pharmacy expenses (not for copay)
 - Supplemental Claim Form – for filing a claim for reimbursement of out of pocket expenses (not for copay)

Patient Representative

Yale Health is dedicated to achieving a high level of member satisfaction. However, even with the best efforts, there may be times when you need assistance with a particular issue, policy, decision, or patient safety concern. The patient representative can investigate and assist in resolving these issues. Please contact Member Services if there is ever an issue you would like to discuss with the Patient Representative.

Patient & Family Council

At Yale Health we know that you, our patients, know us best. Your insight and perspective is invaluable to us. There are opportunities to become a member of our Patient & Family Council or to become a “patient partner” on one of our project work groups.

The purpose of the Patient & Family Council is to be a resource for Yale Health in matters pertaining to the relationship between patients, patients’ families, and Yale Health staff and operations. The council members work together, at the request of Yale Health leadership, to promote, review and advise on operational processes and programs that address the needs of patients and families.

If interested, please visit the [Patient Partner Opportunities page](#) to learn more about this important resource and to complete an application to join. We hope that you will consider applying to join us as we work together for a better Yale Health.

Have questions about your membership coverage, or wish to discuss your new Yale Health membership? [Click here to schedule a new member meeting with the Member Liaison via telephone or Zoom.](#)

Call first before you come in
Call your primary care provider

Yale Health

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better together



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