

# 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: Specialty Care, Physical Therapy, Chiropractic Care, and Routine Eye Exams

This bulletin edition is varied because these are the topics that a lot of new members inquire about commonly. Please see below for more details about these types of services through Yale Health:

## Specialty Care

Yale Health provides specialty care for patients at 55 Lock Street and, in some cases, to other locations with an approved referral. Services are provided primarily by Yale Medicine clinicians. **Yale Health members are required to have an approved referral from their primary care provider for any specialty services.**

On-site specialists include: cardiology, endocrinology, gastroenterology, general surgery, neurology, orthopedics, otolaryngology (Ear, Nose, and Throat), and urology.

You may view the available on-site specialists at the Yale Health Center on the [Specialty Services page](#). In addition to specialists at the Yale Health Center, a larger network of specialists is available upon referral by these clinicians to [Yale Medicine](#).

## Physical Therapy

In addition to specialty services, we also offer physical therapy services through Physical Therapy and Sports Medicine Centers of Connecticut, who has 29 locations across the state. You may read more about physical therapy on our [Physical Therapy page](#). **An approved referral is required for any physical therapy.**

A late cancellation/no show fee may apply for appointments canceled or rescheduled less than 24 hours in advance. [Visit the Late Cancellation/No Show Fees page to review details.](#)

## Chiropractic Care

Staff members and their enrolled dependents are eligible to obtain chiropractic care **without a referral**.

- You may use any licensed chiropractor (there is no network, but the clinician must be licensed as a chiropractor).
- This is a reimbursable benefit, after an initial out of pocket expense. You can submit the receipt for your visit(s) with a Supplemental Claim Form, found on our [Claims page](#). Reimbursement is up to \$50 per visit.
- Diagnostic tests (such as X-rays and MRIs) ordered by a chiropractor are not covered and will not be reimbursed. Your Yale Health Primary Care Provider (PCP) can order tests for you, if needed.
- You are allowed a maximum of up to 12 visits per calendar year.

## Routine Eye Exams

The [Ophthalmology/Optometry department](#) performs routine eye exams for eyeglass prescriptions. Yale Health members are allowed one routine eye exam per calendar year at the Yale Health Center. **Routine eye exams do not require a referral.**

Important information:

- The department does not measure, fit, or evaluate for contact lenses.
- Neither contact lenses nor eyeglasses are covered by Yale Health insurance.
- You should remove your contact lenses prior to your appointment and bring your eyeglasses with you.
- Your eyes may be dilated during the exam and may remain blurry or sensitive to light for up to a few hours.

You can book appointments up to 12 months in advance by calling 203-432-0084.

A late cancellation/no show fee may apply for appointments canceled or rescheduled less than 24 hours in advance. [Visit the Late Cancellation/No Show Fees page to review details.](#)

*Please note: If you enrolled in the EyeMed Enhanced plan through the University Benefits, you may use your EyeMed coverage with their network and do not have to come to Yale Health. You may view the EyeMed benefit through the [It's Your Yale Benefits 2021](#) page and contact the Employee Service Center (203-432-5552) with any EyeMed questions.*

---

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**

55 Lock Street

P.O. BOX 208237

New Haven, CT 06520-8237

Acute Care 203 432 0123

Member Services 203 432 0246

**better together**



---

This email was sent by: Yale Health  
P.O. BOX 208237, New Haven, CT, 06520-8237 US