

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: Transitioning Care To Yale Health

As a new Yale Health member, there are a few important tasks you can do to ensure a smooth transition regarding your and your family's care with Yale Health.

For Adults:

- Complete a [Release of Health Information Form](#) to have your medical records transferred to Yale Health.
- Scheduling a New Member Meeting with the [Member Liaison](#) can help you navigate Yale Health better and answer any questions you may have. *It is not required, but recommended if you have questions.* This meeting can be done by phone or Zoom.
- Set up a MyChart account [online](#), or by phone with MyChart Support at 203-688-2231, Option #5. MyChart is your private online tool to view records, test results, make appointments, and/or ask your provider medical questions. *Please note: if you encounter any errors trying to obtain an*

activation code online, then contact MyChart Support at the number above for assistance.

- If you have any prescriptions that need to be filled from your former provider, you can fill them at the Yale Health Pharmacy (your former provider can send it electronically or by fax to the Yale Health Pharmacy, or give you a paper prescription to bring in). If you need a new prescription, you should make an appointment with your Yale Health primary care provider (PCP). You may find more information, including our drug list, on our [Pharmacy page](#).
- [Make a new patient appointment](#) with your new Yale Health PCP if you have a complicated medical history/issue, or are in active medical treatment.
- Complete the [New Patient Adult Questionnaire](#) and forward to the Health Information Management department or, if your appointment is in person, bring it to Internal Medicine with you to your appointment.
- Complete a [Coordination of Benefits \(COB\) form](#) if you have other insurance and need to file coordination of benefits. This form should be returned to our [Billing Department](#).

For Children:

- Parents, complete a [Release of Health Information Form](#) to have your child's medical and immunization records transferred to Yale Health.
- You may also bring a copy of your child's immunization records and an [Initial History Questionnaire](#) with you on your first visit to the Pediatrics Department. Immunization records are vital for school attendance and we can complete your forms if we have them with you at the time of the office visit.

Another Form To Consider:

- A [Designation of Spokesperson Form](#) - this form is to grant permission to a family member or friend to discuss and access your protected health information (PHI) to assist in your care. This form is recommended for spouses and adult children over age 18. [You may read more about Patient Spokesperson and your PHI here.](#)

All forms can be completed and submitted to the [Health Information Management](#) department (unless otherwise directed) via:

- email at yhmedicalrecords@yale.edu,

- by mail to Yale Health HIM, PO Box 208237, New Haven, CT 06520-82327, or
- by fax at 203-436-5536.

Please allow up to 30 days for processing your medical record request. Requests are generally processed in the order they are received. Representatives are available to answer all your medical records and forms questions. You may contact the Health Information Department at 203-432-0062, or by email at yhmedicalrecords@yale.edu.

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

