EmblemHealth® | UnitedHealthcare®

# FAQ
# About HealthSafe ID

## What is HealthSafe ID?

HealthSafe ID® is the secure digital authentication system to create one username and one password that you will use to register and log in to all of your member digital accounts related to the New York City Employees PPO (NYCE PPO) plan. It provides access to both the **nyceppo.com** member portal and the **NYCE PPO mobile app**. HealthSafe ID eliminates the need for multiple logins and enhances security through advanced authentication protocols.

When you log into either the **nyceppo.com** member portal or the **NYCE PPO mobile app**, you will be able to see provider claims from both the EmblemHealth network and the UnitedHealthcare network, as well as prescription drug claims in the base plan and optional rider from Prime Therapeutics. Plus, you can view other important information for managing and using your plan, such as digital copies of your member ID card, benefits information and links to other plan benefits.

## What do I need to register for a HealthSafe ID?

When you create a HealthSafe ID, you'll be asked for information like your name, date of birth, contact details and member ID number. This helps to verify your identity so you can securely view your plan details.
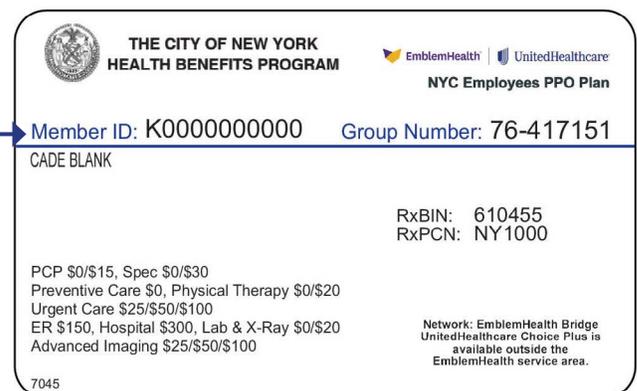
## How do I know if I have a HealthSafe ID?

You may have a HealthSafe ID if you previously had a UnitedHealthcare health plan with an online account, or if you used Optum services such as Optum Rx or Optum Financial. If you're unsure if you already have a HealthSafe ID, just try to register. If you try to create an account with an email that's already linked to a HealthSafe ID, you'll be directed to the sign-in page where you'll see that an existing account is already linked to that email address.

## What if I'm asked for a member ID but I'm not sure where to find it?

Your member ID starts with the letter K and is followed by 10 numbers. It is displayed toward the top of your NYCE PPO member ID card.

**Sample member ID card**



THE CITY OF NEW YORK
HEALTH BENEFITS PROGRAM

EmblemHealth | UnitedHealthcare
NYC Employees PPO Plan

Member ID: K0000000000    Group Number: 76-417151
CADE BLANK

RxBIN:   610455
RxPCN:   NY1000

PCP $0/$15, Spec $0/$30
Preventive Care $0, Physical Therapy $0/$20
Urgent Care $25/$50/$100
ER $150, Hospital $300, Lab & X-Ray $0/$20
Advanced Imaging $25/$50/$100

Network: EmblemHealth Bridge
UnitedHealthcare Choice Plus is
available outside the
EmblemHealth service area.

7045

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## What if I have a HealthSafe ID but forgot my account information or password?

You can sign in to your account by entering your email address as your username. If you forgot your password, you can reset it. Use the link at the bottom of the sign-in screen to go to the password recovery page. If you forgot the email address or username you used to create your account, use the link at the bottom of the sign-in screen to start the account recovery process.

## What if I have an account but am not getting the code I need to sign in or change my password?

Make sure you are still using the phone number attached to the account. If you can't use this phone number anymore, select **Can't access this number?** to update your phone number or recover your account. Sometimes it takes a minute to receive your code. Also, you can choose to receive your confirmation code via call or text. If one method isn't working, try the other.

## What if I entered my access code but it doesn't work?

Make sure you've correctly entered all the digits in the code you received. If needed, you can ask to resend the code and enter the new one. Since it may take a minute to arrive, be sure to wait and use the latest code if you requested a resend.

## What if I tried to enter my member ID but it didn't work?

Make sure you enter numbers and letters only, with no dashes or spaces — for example K1234567890. If you need help, call the phone number on your member ID card.

### Have more questions about HealthSafe ID?

If you have more questions about your HealthSafe ID, call us at **212-501-4444** (TTY: **711**).