



Department of Civil Service

ANDREW M. CUOMO
Governor
LOLA W. BRABHAM
Acting Commissioner

October 7, 2019

Dear NYSHIP Enrollee:

Your HMO, **Empire BlueCross BlueShield**, is being discontinued and will not be offered as a New York State Health Insurance Program (NYSHIP) option in 2020.

To maintain the NYSHIP coverage of your choice, you will need to enroll in either The Empire Plan or any other NYSHIP-approved HMO that serves the area where you live or work **no later than November 29, 2019**. This deadline will remain firm regardless of the release date of the 2020 rates.

How to enroll in a new NYSHIP plan

Complete the enclosed *Option Transfer Request Form* and mail it to the Employee Benefits Division (EBD) by the November 29, 2019 deadline. **If you do not take action by November 29th, you will be automatically enrolled in The Empire Plan (including Empire Plan Medicare Rx, if you are Medicare primary) for the 2020 plan year.**

NYSHIP materials to help you

To assist you with this process, we have also enclosed a *2020 NYSHIP Options by County* listing. The *Health Insurance Choices for 2020* book will be mailed to your home later this fall. The 2019 version of *Choices* is available now on NYSHIP Online at <https://www.cs.ny.gov/retirees>. From the NYSHIP Online homepage, choose Health Benefits & Option Transfer and then Rates and Health Plan Choices. A 2020 rate flyer will be mailed to you once rates have been approved. The rates will be posted online at that time as well.

Notices from Empire BlueCross BlueShield

You may receive additional mailings from Empire BlueCross BlueShield, but they will not impact this process.

New plan materials

Once you have selected a new plan, all relevant materials, including your new benefit card(s), will be mailed to your home.

Who to contact

If you have questions about your health insurance enrollment record, eligibility or NYSHIP requirements, call the Employee Benefits Division at 518-457-5754 or toll free at 1-800-833-4344. If you have questions about The Empire Plan, call The Empire Plan toll free at 1-877-769-7447. If you have questions about a NYSHIP HMO, call the HMO

directly. The HMO telephone numbers can be found in *Choices* as well as on NYSHIP Online.

Enclosures:

- Option Transfer Request Form
- 2020 NYSHIP Options by County