



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 during the 2020 Option Transfer Period. Option Transfer Period dates will be announced once rates have been approved. **If you do not take action by December 20, 2019, you will be automatically enrolled in The Empire Plan for the 2020 plan year.**

How to enroll in a new NYSHIP plan

Complete the enclosed *New York State Health Insurance Transaction Form (PS-404)* and submit it to your Health Benefits Administrator (HBA) by December 20, 2019.

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/employee-benefits>. Select your group and plan, if prompted, and then Health Benefits & Option Transfer. Choose Rates and Health Plan Choices to view it. As a reminder, you should contact your employer for 2020 rate information.

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 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:

- NYS Health Insurance Transaction Form (PS-404)
- 2020 NYSHIP Options by County