



NEW
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The Empire Plan

Special Report

Information about your NYSHIP
benefits effective January 1, 2019.



Empire Plan Special Report

March 2019 • PE Active

New York State Health Insurance Program (NYSHIP) for Active Employees enrolled in The Empire Plan through Participating Employers (PE), their enrolled Dependents and for COBRA Enrollees and Young Adult Option Enrollees with their Empire Plan benefits

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Changes Effective January 1, 2019

This *Report* describes changes affecting your NYSHIP Empire Plan coverage that took effect on January 1, 2019. These changes were negotiated by State employee unions and were administratively extended to active employees of Participating Employers. They include:

- Copayment changes (page 2)
- New out-of-network deductible and coinsurance maximum amounts (page 3)
- Elimination of the New to You prescription drug requirement (page 4)

Empire Plan Changes

Copayments and Changes Effective January 1, 2019

The following new copayments and changes took effect for services provided under the Medical/Surgical, Hospital and Mental Health and Substance Abuse Programs. New copayment cards for 2019, which were included in your 2019 *At A Glance* publication that was mailed to your home in December 2018, reflect these changes.

Medical/Surgical, Hospital and Mental Health and Substance Abuse Programs		
Program	In-network Benefit	Copayment
Medical/Surgical	Office visit, office surgery, radiology, diagnostic laboratory testing, physical therapy, chiropractic treatment, occupational therapy, convenience care clinic visit	\$25
	Urgent care center visit	\$30
	Ambulatory surgical center visit	\$50
	Licensed ambulance service	\$70
Hospital	Outpatient physical therapy	\$25
	Urgent care center visit, outpatient services for diagnostic radiology or diagnostic laboratory tests	\$50
	Outpatient surgery	\$95
	Emergency department visit	\$100
Mental Health and Substance Abuse	Mental health professional visit, outpatient services, outpatient substance use treatment	\$25
	Emergency department visit	\$100

Skilled nursing facility visits will be covered up to 120 days. Each day of care in a skilled nursing facility counts as one-half benefit day of care. This applies to Plan-primary enrollees and dependents only.

2019 Combined Annual Deductible

The Empire Plan has a combined annual deductible for some non-network services, including Basic Medical Program expenses, non-network expenses under the Home Care Advocacy Program and outpatient, non-network expenses under the Mental Health and Substance Abuse Program. **(Note:** Your out-of-pocket costs are higher for non-network services received from a non-participating provider.) The combined annual deductible must be satisfied before expenses are considered for reimbursement.

Combined Annual Deductible		
	2018	2019
Enrollee	\$1,000	\$1,250
Enrolled Spouse/ Domestic Partner	\$1,000	\$1,250
Enrolled Dependent Children, Combined	\$1,000	\$1,250

2019 Combined Annual Coinsurance Maximum

The Empire Plan has a combined annual coinsurance maximum for some non-network services. The coinsurance amounts incurred for non-network Hospital Program coverage, Basic Medical Program coverage and non-network Mental Health and Substance Abuse Program coverage count toward the combined annual coinsurance maximum.

Copayments to Medical/Surgical Program participating providers and to Mental Health and Substance Abuse Program network practitioners also count toward the combined annual coinsurance maximum. **(Note:** Copayments made to network hospital facilities do not count toward the combined annual coinsurance maximum.)

Once the combined annual coinsurance maximum is met, you will be reimbursed at the network level of benefits for services covered under the Hospital Program and 100 percent of the usual and customary rates for services covered under the Basic Medical Program and Mental Health and Substance Abuse Program. You are responsible for paying all charges in excess of the usual and customary rate.



Combined Annual Coinsurance Maximum		
	2018	2019
Enrollee	\$3,000	\$3,750
Enrolled Spouse/ Domestic Partner	\$3,000	\$3,750
Enrolled Dependent Children, Combined	\$3,000	\$3,750

2019 Flexible Formulary

The Empire Plan uses a Flexible Formulary for prescription drugs. A copy of the 2019 Flexible Formulary was mailed to your home with the 2019 Empire Plan *At A Glance* in December. You can also find the most up-to-date version of the formulary on NYSHIP Online. Be sure to check there, or have your doctor do so, to ensure that you have the most current information.

To access the list, go to www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted, and from the NYSHIP Online homepage, select Using Your Benefits and then 2019 Empire Plan Flexible Formulary.

2019 Maximum In-network Out-of-Pocket Limit

In accordance with the Patient Protection and Affordable Care Act, **effective January 1, 2019**, the maximum out-of-pocket limit for covered, in-network services under The Empire Plan changed to \$7,900 for Individual coverage and to \$15,800 for Family coverage. A portion of the maximum is allocated to the Hospital, Medical/Surgical and Mental Health and Substance Abuse Programs, combined, and the balance applies to the Prescription Drug Program, as specified below. Your out-of-pocket costs, such as copayments for covered in-network services, will not exceed the limit. Once you reach the limit, network benefits are paid in full.

2019 Maximum Out-of-Pocket Limit		
	Prescription Drugs	All Other Covered In-network Services, Combined
Individual Coverage	\$2,750*	\$5,150
Family Coverage	\$5,500*	\$10,300

* Does not apply to Medicare-primary enrollees.

If you have any questions about your maximum out-of-pocket limit for prescription drugs, call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and press or say 4 for the Prescription Drug Program. If you have any questions about your limit for all other covered in-network services, press or say 1 for the Medical/Surgical Program.

Elimination of New to You Prescription Drug Requirement

Effective January 1, 2019, the 30-day quantity limit for maintenance medications required by the New to You Program has been eliminated. You are now able to get up to a 90-day supply without having to fill two prescriptions at a 30-day quantity first. The removal of this requirement gives you and your doctor greater flexibility in managing medications prescribed for your conditions and helps lower out-of-pocket expenses.

If you have any questions about how this change affects your medications, you may call The Empire Plan's toll-free number at 1-877-7-NYSHIP (1-877-769-7447) and press or say 4 for the Prescription Drug Program.

Quest Diagnostics Joins Network

Effective January 1, 2019, Quest Diagnostics joined The Empire Plan as an in-network laboratory provider. Quest has 6,000 in-network patient locations nationwide. LabCorp also remains an in-network option.

You can use UnitedHealthcare's online Empire Plan provider directory to find a Quest location near you. Go to www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted, then select Find a Provider from the NYSHIP Online homepage, and scroll to the Medical/Surgical Program.

If you have any questions about Quest or need assistance finding a lab, call 1-877-7-NYSHIP (1-877-769-7447) and press or say 1 for the Medical/Surgical Program.

New Future Moms Program Benefit

New moms enrolled in the Future Moms program can now access breastfeeding support online. Through Empire BlueCross BlueShield's partnership with LiveHealth Online, enrollees in the program can make an appointment for a free video visit with a certified lactation consultant, counselor or registered dietician.

To sign up for LiveHealth Online, go to livehealthonline.com or use the free mobile app and enter your Empire Plan identification number. Once you've created an account, select Future Moms with Breastfeeding Support to view the available professionals. Appointments are available seven days a week and evenings, too.

You can call the Future Moms program at any time for information relating to your pregnancy or delivery or if you have questions about your benefits or course of treatment. Nurses are available 24 hours a day, seven days a week by calling The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447). Press or say 2 for the Hospital Program.

Reminders

Protecting Your Privacy

Keeping your health information private is important to NYSHIP. The NYSHIP Notice of Privacy Practices describes the policies and practices that NYSHIP has in place to safeguard your protected health information, as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The Notice is available at www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted, and from the NYSHIP Online homepage, select HIPAA Privacy Information. In addition to the Notice, you will find the *HIPAA Authorization Form* (EBD-543), which must be submitted before the Employee Benefits Division (EBD) can release private information to someone acting upon your behalf.

If you would like a paper copy of the Notice or forms, call EBD at 518-457-5754 or 1-800-833-4344 Monday through Friday from 9 a.m. to 4 p.m. Eastern time. If you believe your privacy rights have been violated, you may file a complaint with the Department of Civil Service. You can access the *HIPAA Complaint Form* online or contact the Department's HIPAA Complaint Officer at 518-473-2624 to request a paper copy.

New Number for Diabetic Supplies Pharmacy

The Empire Plan Diabetic Supplies Pharmacy has a new toll-free number. The vendor for the pharmacy is still Edgemark Medical Supplies, but you must now contact them at **1-800-321-0591** to place an order. Shipping by FedEx and regional carriers on all orders is available at no cost to you, including Saturday deliveries.

For more information about diabetic supply benefits, call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447) and press or say 1 for the Medical/Surgical Program and then press or say 3 for the Home Care Advocacy Program.

NYSHIP Online

To find the most up-to-date information about your health insurance coverage, go to www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted, to get to the NYSHIP Online homepage. You can bookmark this page to bypass the login screen the next time you sign in.



Summary of Benefits and Coverage

The *Summary of Benefits and Coverage* (SBC) is a standardized comparison document required by the Patient Protection and Affordable Care Act. It is designed to improve health insurance information so you can better understand your coverage.

To view the SBC for The Empire Plan, visit www.cs.ny.gov/sbc and choose your group. If you do not have internet access, call 1-877-7-NYSHIP (1-877-769-7447) and press or say 1 for the Medical/Surgical Program to request a copy.

Empire Plan Certificate and Amendments

The updated *Empire Plan Certificate* for active employees and retirees of Participating Employers will be mailed to you and available online later this year. The *Certificate Amendments* will be available online only. The *Certificate* provides an in-depth description of Empire Plan benefits and will also include the benefit changes for 2019.

Once it's available, you can access a copy of the *Certificate* at www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted, and from the NYSHIP Online homepage, select Using Your Benefits and then Publications.

Annual Notice of Mastectomy and Reconstructive Surgery Benefits

The Empire Plan covers inpatient hospital care for lymph node dissection, lumpectomy and mastectomy for treatment of breast cancer for as long as the physician and patient determine hospitalization is medically necessary. The Plan covers all stages of reconstructive breast surgery following mastectomy, including surgery on the other breast to produce a symmetrical appearance. The Plan also covers treatment for complications of mastectomy, including lymphedema. Prostheses and mastectomy bras are covered.

Call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and press or say 1 for the Medical/Surgical Program if you have questions about your coverage for implants, breast forms or other prostheses related to breast cancer treatment.

Empire Plan Benefits Management Program requirements apply. See your *Certificate* for more information.

Updated Reporting On Series

The *Reporting On* publications have recently been revised and updated. Each publication describes some of the unique programs and benefits available under The Empire Plan.

Reporting On Asthma discusses the causes and symptoms of asthma, how to avoid asthma triggers, The Empire Plan's Asthma Management Program and Home Care Advocacy Program (HCAP).

Reporting On Center of Excellence Programs describes how The Empire Plan's Center of Excellence Programs for Cancer, Transplants and Infertility can help enrollees facing medical crises.

Reporting On Diabetes discusses the symptoms, treatment and complications associated with type 1 and type 2 diabetes, as well as benefits available through the Home Care Advocacy Program (HCAP) and The Empire Plan's Diabetes Management Program.

Reporting On Home Care Advocacy Program explains how The Empire Plan's Home Care Advocacy Program (HCAP) provides in-home services and supplies for enrollees when prescribed by a doctor.

Reporting On Network Benefits discusses the benefits available to Empire Plan enrollees who use participating and network providers for services in the Medical/Surgical, Hospital, Mental Health and Substance Abuse and Prescription Drug Programs.

Reporting On Prenatal Care explains the components of good prenatal care, including: pre-pregnancy planning, nutrition, postpartum depression, as well as information on The Empire Plan's Future Moms program.

Reporting On Prescription Drugs discusses the Empire Plan Prescription Drug Program, including Empire Plan Medicare Rx. Specific information is included on copayment levels, mandatory generic substitution, the Flexible Formulary Drug List, Specialty Pharmacy Program and Drug Utilization Review.

Reporting On Smoking Cessation discusses the addictive power of nicotine, conditions and diseases caused by smoking, quit strategies and information on the smoking cessation treatments covered by The Empire Plan.

The *Reporting On* series is available online at www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted. From the NYSHIP Online homepage, select Using Your Benefits and then Publications, and scroll down to Reporting Ons.

Keep Your Enrollment Record Up to Date

Letting you know when Empire Plan phone numbers and addresses change is important. But it's just as important for you to keep us up to date with changes in your life.

Remember to inform your Health Benefits Administrator of any changes to your enrollment record (address, adding or deleting dependents, marital status changes) in a timely manner. In some cases, deadlines apply (see your *General Information Book* for more information).

Contact Information

Call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and select the appropriate program.	
PRESS OR SAY 1	Medical/Surgical Program: Administered by UnitedHealthcare Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m. Eastern time. TTY: 1-888-697-9054 P.O. Box 1600, Kingston, NY 12402-1600 Claims submission fax: 845-336-7716 Online: nyrmo.optummessenger.com/public/opensubmit
PRESS OR SAY 2	Hospital Program: Administered by Empire BlueCross BlueShield Administrative services are provided by Empire HealthChoice Assurance, Inc., a licensee of the BlueCross and BlueShield Association, an association of independent BlueCross and BlueShield plans. Representatives are available Monday through Friday, 8 a.m. to 5 p.m. Eastern time. TTY: 1-800-241-6894 New York State Service Center, P.O. Box 1407, Church Street Station, New York, NY 10008-1407 Claims submission fax: 888-367-9788 Online: www.empireblue.com/forms/
PRESS OR SAY 3	Mental Health and Substance Abuse Program: Administered by Beacon Health Options, Inc. Representatives are available 24 hours a day, seven days a week. TTY: 1-855-643-1476 P.O. Box 1850, Hicksville, NY 11802 Claims submission fax: 855-378-8309 Online: www.achievesolutions.net/achievesolutions/en/empireplan/Home.do
PRESS OR SAY 4	Prescription Drug Program: Administered by CVS Caremark Representatives are available 24 hours a day, seven days a week. TTY: 711 Customer Care Correspondence, P.O. Box 6590, Lee's Summit, MO 64064-6590 Claims submission: P.O. Box 52136, Phoenix, AZ 85072-2136
PRESS OR SAY 5	Empire Plan NurseLineSM: Administered by UnitedHealthcare Registered nurses are available 24 hours a day, seven days a week to answer health-related questions.

New Address for MHSA Appeals

The Mental Health and Substance Abuse (MHSA) Program, administered by Beacon Health Options, Inc., has a new address for appeals submissions. Appeals sent to the old address will be forwarded to the new address for a period of time, but please make sure to use the following address to ensure timely handling:

Beacon Health Options
Appeals Dept.
P.O. Box 1851
Hicksville, NY 11802

The *Empire Plan Report* is published by the Employee Benefits Division of the New York State Department of Civil Service. The Employee Benefits Division administers the New York State Health Insurance Program (NYSHIP). NYSHIP provides your health insurance benefits through The Empire Plan.



NYSHIP
New York State
Health Insurance Program

New York State Department of Civil Service
Employee Benefits Division, Albany, New York 12239
518-457-5754 or 1-800-833-4344
(U.S., Canada, Puerto Rico, Virgin Islands)
www.cs.ny.gov

New York State
Department of Civil Service
Employee Benefits Division
P.O. Box 1068
Schenectady, New York 12301-1068
www.cs.ny.gov

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NYSHIP
New York State
Health Insurance Program

Information for the Enrollee, Enrolled Spouse/
Domestic Partner and Other Enrolled Dependents

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Address Service Requested

**Please do not send mail
or correspondence to the
return address. See address
information on page 7.**

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information in benefits publications to individuals with disabilities. These publications are also available on NYSHIP Online at www.cs.ny.gov/employee-benefits. Visit NYSHIP Online for timely information that meets universal accessibility standards adopted by New York State for NYS agency websites. If you need an auxiliary aid or service to make benefits information available to you, please contact your Health Benefits Administrator.

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Claims Deadlines

If The Empire Plan is your primary insurer and you have used a nonparticipating provider or out-of-network pharmacy, the last day to submit your 2018 claims is April 30, 2019 (120 days after the end of the calendar year). If The Empire Plan is your secondary insurer, you must submit claims by April 30, 2019, or within 120 days after your primary health insurance plan processes your claim, whichever is later.

You may submit claims later if it is not reasonably possible to meet these deadlines (for example, due to illness); however, you must provide documentation.

Nonparticipating provider claim forms are available from your Health Benefits Administrator or online at www.cs.ny.gov/employee-benefits. Choose your group and plan, if prompted. Select Forms from the NYSHIP Online homepage, and scroll to the appropriate Program. You can also call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447), and choose the appropriate Program.

Where to Submit Claims

You can submit claims for services from the following Programs to the corresponding address below.

Medical/Surgical Program – The Empire Plan Basic Medical Program, the Home Care Advocacy

Program (HCAP) and non-network physical medicine services:

UnitedHealthcare
P.O. Box 1600
Kingston, NY 12402-1600

Mental Health and Substance Abuse Program – Non-network mental health and substance use services:

Beacon Health Options
P.O. Box 1850
Hicksville, NY 11802

Prescription Drug Program – Prescriptions filled in 2018 at non-network pharmacies or without using your benefit card:

CVS Caremark
P.O. Box 52136
Phoenix, AZ 85072-2136

Mail completed claim forms with supporting bills, receipts and, if applicable, a Medicare summary notice or statement from your other primary insurer by April 30, 2019.