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MEMORANDUM

TO: New York State Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Arizona and North/South Carolina Provider Directories
DATE: August 28, 2000

Beginning July 1, 2000, participating providers serving the Empire Plan in Arizona, North Carolina and South Carolina increased from approximately 1,650 to over 21,000. The participating provider network now includes United HealthCare's Options Preferred Provider Organization (PPO) network.



We will send you two copies of the new Empire Plan Participating Provider Directory for Arizona and two copies of the North/South Carolina directory. We are also sending every enrollee who lives in Arizona, North Carolina and South Carolina one directory in early September. The expanded network is available to all Empire Plan enrollees nationwide.

The expanded network is new, and some providers may not be familiar with the name "Empire Plan." The enrollee should ask if the provider is in United HealthCare's Options PPO network before receiving services in Arizona, North Carolina and South Carolina.

The Empire Plan Participating Provider Directory is available on the New York State Department of Civil Service Web site at <http://www.cs.state.ny.us>. If you or an enrollee have questions about providers, please call United HealthCare at 1-800-942-4640 for medical/surgical and MPN providers or ValueOptions at 1-800-446-3995 for mental health/substance abuse providers.

Directory Contents

The July 2000 Arizona and North/South Carolina directories list Empire Plan participating providers in United HealthCare's Options PPO, the Empire Plan Managed Physical Medicine Program and the Empire Plan Mental Health/Substance Abuse Program. Ambulatory Surgical Centers, Cardiac Rehabilitation Centers, Urgent Care Centers and Laboratories are also listed.

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Distribution/Agency Orders—Details

Attached is a special order form for all Participating Provider Directories. Save this form and photocopy as needed. Please order directories only as needed for enrollees:

- who are moving

- who are traveling
- who retire
- with dependents, such as college students

Visit our Web site at <http://www.cs.state.ny.us> for updated provider information.
Providers change and the Web site is updated weekly.

Enclosures