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**NY01-47**  
**PA01-18**  
**PE01-37**

### MEMORANDUM

**TO:** New York State Health Benefits Administrators  
Participating Agency Health Benefits Administrators  
Participating Employer Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** 2001 Participating Provider Directories  
**DATE:** October 18, 2001

We are pleased to announce new Empire Plan Participating Provider Directories for Upstate New York, Downstate New York, Florida, Arizona and North and South Carolina. Other Out-of-State directories will be sent after these mailings are completed.

We will send a supply, equal to 3% of your enrollment, of either the Upstate or Downstate directory depending on the region in which your agency is located. Arizona, Florida, the Carolinas and the remaining Out-of-State directories will be sent to you upon request. We are also sending every enrollee who lives in these areas one directory in November - January.

The Empire Plan Participating Provider Directory is available on the New York State Department of Civil Service Web site, NYS OnLine, at [www.cs.state.ny.us](http://www.cs.state.ny.us). Click on Employee Benefits, then on Empire Plan Providers. It is also available on EBD OnLine. Click on any group and go to the bottom of the screen. Click on Empire Plan Providers. 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 October 2001 directories list Empire Plan participating providers in United HealthCare's Participating Provider Organizations, 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.

#### 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

If you would like a supply of directories at your field offices, please use the attached form. Visit NYS OnLine and EBD OnLine for updated provider information. Providers change and the Web sites are updated weekly.

If you have questions about this distribution, please call the Communications Unit at 518-457-7577.