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MEMORANDUM

TO: New York State Health Benefits Administrators
Participating Agency Health Benefits Administrators
Participating Employer Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: 2002 Participating Provider Directories
DATE: September 10, 2002

We are pleased to announce new Empire Plan Participating Provider Directories for Upstate New York, Downstate New York, Florida, Arizona and Out-of-State will be sent to enrollees in September – October. Please re-order only after you receive your initial supply. A directory for North and South Carolina is planned for later this year.

We will send a supply, equal to 2% of your enrollment, of either the Upstate or Downstate directory depending on the region in which your agency is located. You will receive one copy of the Arizona and Florida directories 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 September - October. The Carolinas directory will be sent to enrollees late this year. You may order the 2002 version after you receive your copy of the Carolinas directory.

An electronic version of the medical/surgical and managed physical network participating provider information is available on the New York State Department of Civil Service Web site, NYS OnLine, at www.cs.state.ny.us. Click on Employee Benefits, then on Empire Plan Providers. It is also available on [ebd_online](#). Click on Empire Plan Providers. If you or an enrollee has 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 August 2002 directories list Empire Plan participating providers in United HealthCare's Medical/Surgical Program, 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 away from home, 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.

