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GEORGE C. SINNOTT
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PA02-21

MEMORANDUM

TO: Health Benefits Administrators of Participating Agencies
FROM: Employee Benefits Division
SUBJECT: Empire Plan Toll-Free number benefit card sticker postcard
DATE: November 13, 2002

NEW EMPIRE PLAN TOLL FREE NUMBER POSTCARD WITH STICKERS

Empire Plan enrollees can now reach Empire Plan carriers by calling the toll free number 1-877-7-NYSHIP and making the appropriate selection:

- 1 United HealthCare
- 2 Empire Blue Cross and Blue Shield
- 3 Value Options
- 4 Express Scripts
- 5 Empire Plan Nurseline

Callers to the toll-free number will hear "Welcome to the Empire Plan Information Center." Callers may press or "say" the number of the Empire Plan carrier and be connected 24 hours a day.

United HealthCare and Empire Blue Cross and Blue Shield representatives are available Monday through Friday, 8 a.m. to 4:30 p.m. Eastern Time. After business hours and during the weekend certain information can be obtained from these two carriers through a voice response system. ValueOptions, Express Scripts and Nurseline representatives are available 24 hours a day.

A postcard with two stickers each of the toll-free number in alpha 1-877-7-NYSHIP and numeric 1-877-769-7447 format is mailing to enrollee homes. Enrollees may select the sticker with the format they prefer and affix it to their New York Government Employee Benefit Card.

We will send a small supply of postcards to agencies. If, after you receive your supply, you need additional postcards, you may order on [ebd_online](#) or by using the attached form.

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The current toll-free numbers each of the carriers now has available will continue to be available temporarily. However, the phone cards with all of the individual numbers are no longer available and should no longer be given to employees. Please encourage enrollees to use the new consolidated number.

If you have questions about the postcard mailing, please call EBD Communications at 518-457-7577. If you have questions about the phone system or benefits, please call your processor.

Attachments

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