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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: 2003 Participating Provider Directories
DATE: October 3, 2003

We are pleased to announce that the October 2003 Empire Plan Participating Provider Directories for Upstate New York, Arizona, North and South Carolina and Out-of-State (except Florida) will be mailed to enrollees in October. Downstate New York and Florida Directories will be mailed to enrollees in November. Please re-order only after you receive your initial supply.

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 also receive one copy of the Arizona, Florida and North and South Carolina directories and the remaining Out-of-State directories will be sent to you upon request. Please recycle your existing supply and replace it with the new shipment. We are also sending every enrollee who lives in these areas one 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 the Empire Plan toll-free at 1-877-7-NYSHIP (1-877-769-7447) and choose United HealthCare for medical/surgical and MPN providers or ValueOptions for mental health/substance abuse providers.

Directory Contents

The October 2003 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.

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Distribution/Agency Orders-Details

To reorder this publication, please use the Publications Supply Request Form enclosed in your shipment carton. In order to reduce paper and costs, we will no longer attach such forms to most memos. You may also order Participating Provider Directories on ebd_online. Click on Publications & Forms, find the Empire Plan Participating Provider Directories Order Form and click on the arrow next to "Display the form." This will allow you to print a copy of the Participating Provider Directories Order Form or to order online.

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

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.