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**NY04-19**  
**PA04-16**  
**PE04-18**

**MEMORANDUM**

**TO:** New York State Health Benefits Administrators  
Participating Agency Health Benefits Administrators  
Participating Employer Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** 2004 Participating Provider Directories  
**DATE:** September 23, 2004

**2004 Participating Provider Directories**

We are pleased to announce that the October 2004 Empire Plan Participating Provider Directories for Florida, Arizona, North and South Carolina and Out-of-State will be mailed to enrollees beginning in October. Upstate and Downstate New York Directories will begin to be mailed to active enrollees who requested it and all retirees in November. Please see memo NY04-16/PE04-16/PA04-14 that was mailed to you on August 31, 2004 for more details about the new directory fulfillment process for active enrollees.

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. Please re-order only after you receive your initial supply.

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](http://www.cs.state.ny.us). Click on Employee Benefits, then on Empire Plan Providers and Pharmacies. It is also available on [ebd\\_online](http://ebd_online). Click on Empire Plan Providers and Pharmacies. 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 2004 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. Blue Cross Network Facilities, Ambulatory Surgical Centers, Cardiac Rehabilitation Centers, Urgent Care Centers, Laboratories and providers of Prostheses/Orthotic Devices 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. 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.