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NY06-26
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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: Ordering 2006 Empire Plan Participating Provider Directories
DATE: July 26, 2006

2006 Empire Plan Participating Provider Directories

Because many enrollees prefer the frequently updated online Participating Provider Directory at www.cs.state.ny.us to the print version, directories will not be mailed automatically to the homes of actives in Upstate and Downstate New York this year. All Empire Plan active enrollees will receive a postcard at their homes in late August.

Actives may request a Directory by returning the postage-paid postcard, which will have a barcode with the enrollee's address and code for the appropriate Directory embedded. The Directory will be mailed to the enrollee's home within 10-12 weeks. If the enrollee does not return the card, no directory will be sent.

New Hires and Transfers

Until updated printed directories arrive, you may order them for new enrollees in several ways:

- **HBA Online.** *Temporarily*, you may order a Directory for your new enrollees who did not receive a postcard (files for address labels for the postcards were created July 21, 2006). This online feature will allow you to order a Directory for an individual; we will send it to the address you enter for the enrollee. **Please note, this feature is not tied to NYBEAS. Your entry will not change information already in NYBEAS, and will be used only for the purpose of ordering a Directory.** On the *HBA Online* homepage, select *Publications & Forms*, then click the arrow below *Empire Plan Participating Provider Directories Order Forms*. Select *Special Order Form for a New Enrollee*.
- **Blank Postcards.** We are enclosing a supply of blank postcards to give to enrollees as we did last year. Please remind them to fill in their address on the lines provided. Or alternatively, you may choose to do this for the enrollee. While the postcards we mail to homes have the enrollee's information embedded in it, the blank ones do not. Without an address filled in on the blank postcards, we will not be able to mail out a directory.

- **Agency Supply.** We will send a memo outlining agency distribution, and you will receive a supply of major directories. You may order more of those on the list - or any other directory available on HBA Online - by returning the attachment to the memo.

Returned Postcards

If we receive any, we will forward to you (with instructions) any postcards returned by the U.S. Post Office for incorrect addresses.

Retirees will receive their directories automatically.

NY/PE and PA retirees automatically will receive a Directory at their home address. When the 2006 directories are printed, we will send you a memo with additional information.

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

Thank you for your attention and assistance in this process.