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NY07-32
PA07-18
PE07-22

MEMORANDUM

TO: New York State Health Benefits Administrators
Participating Agency Health Benefits Administrators
Participating Employer Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: 2007 Participating Provider Directories
DATE: August 13, 2007

2007 Participating Provider Directories

We are pleased to announce that the August 2007 Empire Plan Participating Provider Directories for Upstate and Downstate New York will be mailed to active enrollees who requested them by returning their postcard and all retirees in September. Arizona, Florida, North and South Carolina and Out-of-State directories will be mailed to enrollees in October.

We will send a supply, equal to 2 percent 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 when they are available. 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 reorder only after you receive your initial supply.

To find the most current listing of providers, visit the Employee Benefits Division's portion of the New York State Department of Civil Service web site, NYSHIP Online, at www.cs.state.ny.us. From the home page, click on Benefit Programs, then on NYSHIP Online. Select your group, if prompted, and click on Find a Provider. 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 Empire BlueCross BlueShield for hospitals, hospice care and skilled nursing facilities; United HealthCare for medical/surgical and MPN providers or ValueOptions for mental health/substance abuse providers.

Directory Contents

The August 2007 directories list BlueCross BlueShield Network Facilities, Empire Plan Participating Providers in the Medical/Surgical Program, the Empire Plan Managed Physical Medicine Program and the Empire Plan Mental Health/Substance Abuse Program, Outpatient Surgical Locations, Laboratories, Cardiac Rehabilitation Centers, Urgent Care Centers and providers of Prostheses/Orthotic Devices.

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Distribution/Agency Orders-Details

To reorder these publications, please use the Publications Supply Request Form enclosed in your shipment carton. You may also order Participating Provider Directories on HBA Online. Click on Publications & Forms, find “The Empire Plan Participating Provider Directories Order Forms” and click on the arrow next to “Display the forms.” This will allow you to order online or print a copy of the Participating Provider Directories Order Form.

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 NYSHIP Online (encourage enrollees to do the same) and HBA Online for updated provider information. Providers change and the web sites are updated weekly, making the online directory information more timely and accurate than the printed versions.

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