



STATE OF NEW YORK

DAVID A. PATERSON
GOVERNOR

DEPARTMENT OF CIVIL SERVICE
ALFRED E. SMITH STATE OFFICE BUILDING
ALBANY, NEW YORK 12239
www.cs.state.ny.us

NANCY G. GROENWEGEN
COMMISSIONER

NY09-26
PA09-17
PAEX09-10
PE09-18
SEHP09-10

MEMORANDUM

TO: New York State Health Benefits Administrators;
Participating Agency Health Benefits Administrators
with The Empire Plan or The Excelsior Plan;
Participating Employer Health Benefits Administrators;
Student Employee Health Plan (SEHP) Health Benefits Administrators

FROM: Employee Benefits Division

SUBJECT: Ordering 2009 Empire Plan Participating Provider Directories

DATE: June 26, 2009



2009 Empire Plan Participating Provider Directories

Because many enrollees prefer the frequently updated online Participating Provider Directories available at <http://www.cs.state.ny.us> to the print version, directories will not be mailed automatically to the homes of active enrollees in Upstate and Downstate New York again this year. All Empire Plan active enrollees on NYBEAS as of June 3, 2009 will receive a postcard at their homes in June.

Active enrollees may request a Directory by returning the postage-paid postcard by July 15, which has an embedded barcode on it with the enrollee's address and a code for the appropriate Directory. The returned postcards help us estimate directory demand and how many to print. 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

When the 2009 directories are printed, we will send you an agency supply. Until then, you may request a 2009 directory for your Empire Plan new hires and transfers who were added to NYBEAS after June 3, 2009.

Use the form on HBA Online, in the Publications & Forms section, under Empire Plan Provider Directory, that allows you to fax the enrollee's name and address to be added to the list for them to receive a 2009 Empire Plan Participating Provider Directory in late summer. We have attached a form for you to copy to get you started. If you don't have access to HBA Online, you may use this form all year to order a book for an individual employee. Or, when you receive your agency supply, you can just give them a book, but be sure to tell them about the online search feature as they may prefer that option to a printed book.

Agency Supply

We will send a second memo outlining agency distribution, and you will receive a supply of major directories. You may order more of those on the complete directory list on HBA Online or by returning the attachment to the next memo.

(over)

New Hire & New Retiree packages, available as a “Quick Order” on HBA Online, include an Empire Plan Participating Provider Directory postcard throughout the year.

Retirees will receive their directories automatically

NY/PE and PA retirees automatically receive a Directory at their home address when they are printed. If you have questions about this distribution, please call the Communications Unit at 518-457-7577. Thank you for your assistance with this process.

Attachment