



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

NY09-41
PA09-25
PAEX09-13
PE09-31
SEHP09-16

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 Administrator
FROM: Employee Benefits Division
SUBJECT: 2009 Participating Provider Directories
DATE: September 1, 2009

2009 Participating Provider Directories

We are pleased to announce that the August 2009 Empire Plan Participating Provider Directories for Upstate and Downstate New York, Connecticut and New Jersey will be mailed to active enrollees in September. All active enrollees who requested one of these directories by returning the postage paid postcard, and all retirees who automatically receive a book based on their home zip codes, will be mailed their directory in September.

Directory Contents

The August 2009 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, providers of Prosthetic/Orthotic Devices, Laboratories, Cardiac Rehabilitation Centers, Diabetes Education Centers, Outpatient Surgical Locations and Urgent Care Centers.

Distribution

We will send an agency supply (equal to 2 percent of your enrollment), of the Upstate or Downstate directory (whichever is appropriate for your agency). We will mail you one copy of the six big out-of-state directories (Washington D.C. and adjacent states (Virginia/Maryland), Arizona, North Carolina/South Carolina, Florida, Connecticut, and New Jersey) plus one of the Downstate or Upstate versions – whichever one is not based on your agency location – as a resource; this one copy will be sent to the agency using the same mail file used to send directories to your enrollees' homes. This will save distribution costs as well as speed up delivery. The one copy will be addressed to you and you will receive it at the same time that enrollees are receiving their copies at home.

Online Directory Resources and New Hire and New Retiree Packages

We encourage you and your enrollees to use the online Participating Provider search as it is updated weekly and easily searchable. But for those who do want the printed directory, it is available in many ways:

- We give you a small amount of agency surplus
- You can order additional copies all year long
- You can order online for an individual or New Hire or New Retiree packages

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