



STATE OF NEW YORK

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MEMORANDUM

TO: New York State Health Benefits Administrators;
Participating Employer Health Benefits Administrators;
Student Employee Health Plan (SEHP) Health Benefits Administrators;
Participating Agency Health Benefits Administrators
with The Empire Plan or The Excelsior Plan
FROM: Employee Benefits Division
SUBJECT: 2011 Participating Provider Directories
DATE: October 6, 2011

2011 Participating Provider Directories

We are pleased to announce that the September 2011 Empire Plan Participating Provider Directories for Upstate and Downstate New York, Connecticut and New Jersey will be mailed to enrollees in mid to late October. Any active enrollees and retirees living in New York who requested one of these directories by returning the postage paid postcard will be mailed a directory. Retirees living outside of New York will continue to receive a book based on their home zip code on file.

Directory Contents

The September 2011 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, Audiology Hearing Centers, Laboratories, Radiology Centers, Cardiac Rehabilitation Centers, Diabetes Education Centers, Outpatient Surgical Locations, Sleep Study Centers and Urgent Care Centers.

Distribution

We will send an agency supply equal to 2 percent of your enrollment (but not more than 25 copies), 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, easily searchable and customizable. 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 on HBA Online all year long
- You can order online for an individual or Quick Order packages (that contain a directory postcard to return if desired)

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