



**NY19-20  
PE19-10  
PA19-08  
SEHP19-07  
PAEX19-03**

**TO:** All Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** 2019 Empire Plan Participating Provider Directory (PPD) Postcards and Directories  
**DATE:** July 11, 2019

### **Empire Plan Participating Provider Directory Postcards**

We have completed mailing the 2019 PPD postcards to all Empire Plan enrollees across the United States and Puerto Rico to meet our mandate of making directories available to all enrollees. Postcards were mailed on June 26 - July 10, 2019. Last year, we received nearly 65,000 book orders by October.

While we encourage the use of the online Find a Provider search tool that is updated frequently, enrollees have three options for obtaining Empire Plan participating provider information:

- Use the Find a Provider search tool at NYSHIP Online:  
[www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits)
- Call The Empire Plan at 1-877-7-NYSHIP and select the appropriate program administrator
- Return the reply postcard (with a stamp) to request a directory

### **Versions for 2019**

On the postcard, enrollees are offered check boxes to select a directory based on their home ZIP Code or they may print the name of another version. Once again this year, the New York and Florida directories are divided into separate books (see attachment) due to size. If the enrollee would like to order any of these directories, we request that the county or counties where they will be seeking services be listed so the correct version can be mailed. In compliance with State law, languages spoken by providers and/or their staff and provider hospital affiliations are listed for the New York directories only.

### **Directory Distribution**

The 2019 PPDs for New York will begin to mail to the homes of those who request them in late July. PPDs for Arizona, Connecticut, Illinois, New Jersey, North Carolina, Northern Florida, South Carolina, Southern Florida, Pennsylvania, Washington DC/Maryland and Virginia will follow in August and September. The remaining out-of-state versions are currently scheduled to mail in September and October.

We will send you one directory based on your agency location. In response to feedback from HBAs, we will no longer mail other versions to you automatically. If you would like to have reference copies for your agency, please order them on HBA Online. On the forms and publications page, the directory order form is located at the top of the page. We will add versions to the order form as they are printed and available in inventory.

### **Quick Order Packages**

A PPD postcard is also included in the Quick Order packages that you may order on HBA Online for your new hires or new retirees.

If you need help accessing HBA Online, contact the ITS Service Desk at 844-891-1786, [fixit@its.ny.gov](mailto:fixit@its.ny.gov) or via chat at <https://chat.its.ny.gov>.

If you are unsure of how to order publications or have questions about this distribution, please call the EBD Communications Unit at 518-457-7577.