



Department of Civil Service

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Governor
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Acting Commissioner

NY 20-08
PE 20-05
PA 20-05
PAEX 20-05
SEHP 20-04

MEMORANDUM

TO: Agency Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Empire Plan Telehealth Services
DATE: May 12, 2020

The Empire Plan is doing all they can to support its enrollees through this unprecedented time and has introduced a new telehealth benefit to help them access health care services remotely. LiveHealth Online lets enrollees stay home and have a video visit with a board-certified doctor or licensed therapist on their smartphone, tablet, or personal computer.

If enrollees are concerned about leaving their homes to receive care or their ability to access care, The Empire Plan will cover telehealth visits at no cost. To make it easier, **effective May 16, 2020, enrollees will no longer need to enter a coupon code in order for the telehealth visit to be covered at no cost.** To access care, enrollees can go to www.empireblue.com/nys and click on the link to LiveHealth Online to begin the registration process. Enrollees who require assistance with the registration process or have questions should be encouraged to call LiveHealth Online at 1-888-LiveHealth (1-888-548-3432). LiveHealth Online has representatives available 24/7 to assist. Enrollees may also call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447) and select option 2 for the Hospital Program.

Please note that when scheduling a visit with LiveHealth Online, members must enter their name and ID number exactly as it appears on their card, otherwise they will be charged the full cost of their visit.

Attachment: LiveHealth Online Instructions