<DATE>

<NAME>
<ADDR1>
<ADDR2>
<CITY>, <ST> <ZIP>

The Empire Plan network is expanding nationwide.

Dear <NAME>:

We are pleased to let you know that starting January 1, 2021, the network of medical/surgical participating providers serving The Empire Plan is expanding to include UnitedHealthcare's providers outside of New York State.

Same benefits, more choices where you live or travel in the U.S.
Beginning in January, there will be more participating providers to choose from across the United States and its territories – over 1.2 million in all. This means more physicians, laboratories, physical medicine providers, and other covered providers nationwide and includes <###> providers in <STATE>.

Using a participating provider saves you time and money.
When you or a loved one needs health care, you receive the highest level of benefits if you choose a participating provider. When you stay in the network:

- You pay only your copayment(s) for most covered services by participating providers. And some services are paid in full with no copayment required.
- Participating providers will handle administrative tasks for you, such as submitting claims to UnitedHealthcare.

To get the most out of your plan — and pay less — make sure to confirm with providers ahead of time. Tell them you are covered by The Empire Plan and ask if they are in the UnitedHealthcare network. And be sure to show them your Empire Plan identification card.

To help keep your share of the cost down when Medicare is your primary coverage, it is also important to confirm that your selected Empire Plan network provider participates with Medicare.

Need help finding a participating provider or have questions?
To learn more about the expanded list of participating providers, please call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and press or say 1 to reach the Medical/Surgical Program, TTY 711. Then, starting January 1, you can view the updated online provider directory by visiting NYSHIP Online at *www.cs.ny.gov/employee-benefits* and selecting Find a Provider.

Sincerely,

The UnitedHealthcare Empire Plan Team