



**Department of
Civil Service**

ANDREW M. CUOMO
Governor

NY 21-09
PE 21-05
PA 21-05
PAEX 21-04
SEHP 21-03

TO: New York State, Participating Employer and Participating Agency Health Benefits Administrators

FROM: Employee Benefits Division

SUBJECT: Mental Health and Substance Use Program's Clinical Referral Line Flyer

DATE: May 07, 2021

To ensure Empire Plan, Excelsior Plan and Student Employee Health Plan (SEHP) enrollees and their dependents are receiving the mental health and substance use care they need; the attached flyer has been created to highlight the Clinical Referral Line which is administered by Beacon Health Options. The Clinical Referral Line ensures all members are connected to a licensed clinician who will assist them in finding a participating provider for conditions related to mental health and substance use. The flyer explains the purpose of the Clinical Referral Line and provides instructions on how to connect with a clinician. Agencies are requested to print out the flyer and post it in high traffic areas within your agency.

Please note the Clinical Referral Line can be reached 24 hours a day, every day of the year, by dialing 1-877-7-NYSHIP option 3. Enrollees in a NYSHIP HMO, or other employer sponsored coverage, are encouraged to contact their insurance carrier for instructions on how to locate a participating provider for mental health and substance use treatment.

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

Attachment
Clinical Referral Line