



NY21-10

## MEMORANDUM

**TO:** Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** *On the Road with The Empire Plan 2021*  
**DATE:** May 24, 2021

The updated version of the *On the Road with The Empire Plan* booklet for active enrollees and retirees is now available. This publication includes contact and claims information for Empire Plan programs and administrators that enrollees should use while they are traveling or when their dependents are away from home. The May 2021 booklet replaces the February 2019 version. Please recycle any old copies you may have on your shelves.

### Distribution

We will not be mailing this publication to enrollee homes; however, it is included in our Quick Order packages that can be ordered on HBA Online. We will send you two copies for your use.

### Publications Available on NYSHIP Online

Please visit NYSHIP Online at [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits) to view new publications, which we generally post after signing off for printing. Click on Using Your Benefits to access the full list of available publications.

### Ordering Publications

You may order additional copies of *On the Road with The Empire Plan 2021* for NYS Enrollees and Retirees (AL1787) on HBA Online under Publications & Forms. **Please wait until you receive your shipment of the new publications before you place an order.**

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 have any questions about this distribution, please call the Communications Unit at (518) 457-7577.