



NY 22-11
PA 22-09
PAEX 22-08
PE 22-09
SEHP 22-06

TO: All Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: 2022 Empire Plan Participating Provider Directory (PPD) Postcards and Directories
DATE: June 10, 2022

Empire Plan Participating Provider Directory Postcards

We have begun mailing the 2022 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. The postcards will be broken out into four separate mailings to more closely align with the availability of the 2022 printed directories that cover the geographic areas in which enrollees live.

Postcards will be mailed as follows:

- May 31 New York City, Upstate New York, Hudson Valley, and Long Island
- June 27 Connecticut, New Jersey, Massachusetts, Pennsylvania, Northern Florida, and Southern Florida
- July 5 North Carolina, South Carolina, Washington DC/Maryland, Virginia and out-of-state directories for: Alaska, Delaware, Hawaii, Idaho, Maine, Montana, Nevada, New Hampshire, New Mexico, North Dakota, Puerto Rico, Rhode Island, South Dakota, Vermont, West Virginia and Wyoming.
- July 12 Illinois, Arizona, Georgia, and the remaining out-of-state directories for: Alabama, Arkansas, Colorado, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Northern California, Northern Texas, Ohio, Oklahoma, Oregon, Southern California, Southern Texas, Tennessee, Utah, Washington and Wisconsin.

Last year, we received over 64,071 book orders by November and 877 additional copies were requested between then and spring 2022.

While we encourage the use of the online program directories available under the Find a Provider webpage because the data is updated more 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
- 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 for their mailing zip code or another state/region

Once again this year, the New York, Florida, California, and Texas directories are divided into separate books due to size (see attachment). If an 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.

New this year, in compliance with Federal law, a website or email address is now included for providers who have reported one. 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 2022 PPDs for New York will begin to mail to those who request them in early July. Directories for Arizona, Connecticut, Georgia, Illinois, Massachusetts, New Jersey, North Carolina, Northern Florida, South Carolina, Southern Florida, Pennsylvania, Washington DC/Maryland and Virginia will follow in July and August. The remaining out-of-state versions are currently scheduled to begin mailing in late August and early September.

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 reminder that a blank PPD postcard is included in the Quick Order packages that you may order on HBA Online for your new hires or new retirees who may want to request a printed directory.

If you need help 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>. 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.

Attachment