



## Department of Civil Service

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**NY 24-07**  
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**PE 24-04**  
**SEHP 24-04**

### MEMORANDUM

**TO:** All Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** 2024 Empire Plan Participating Provider Directory (PPD) Postcards and Directories  
**DATE:** May 30, 2024

#### **Empire Plan Participating Provider Directory (PPD) Postcards**

We have started mailing the 2024 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 are broken into four separate mailings to align with the availability of the 2024 printed directories covering the geographic areas in which enrollees live.

#### **Postcards will be mailed:**

- 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 8 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 17 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.

Over 60,000 orders for the 2023 directory were received between last summer and spring 2024.

We encourage the use of the online directories for each Empire Plan Program available under the **Find a Provider** search tool at NYSHIP Online 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:  
[www.cs.ny.gov/employee-benefits](http://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

The New York, Florida, California and Texas directories are divided into separate books due to size (see attachment that is also posted on NYSHIP Online under the Resources tab). 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 on their returned postcard so the correct version can be mailed.

In compliance with Federal law, a website or email address is included for providers who have reported one. In compliance with State law, languages spoken by providers and/or their staff as well as provider hospital affiliations are listed for the New York directories only.

### **Directory Distribution**

The 2024 PPDs for New York will 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 scheduled to begin mailing in mid-August.

We will send you one directory based on your agency location. In response to feedback from HBAs, we no longer mail other versions to you. If you would like reference copies, please order them on HBA Online on the forms and publications page under the directory order form at the top of the page. We will add versions to the order form as they are printed and available in inventory.

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 are unsure of how to order publications or have questions about this distribution, please call the EBD Communications Unit at 518-457-7577.

Attachment