



## Department of Civil Service

KATHY HOCHUL  
Governor

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Commissioner

NY 24-12  
PE 24-08  
SEHP 24-07

### MEMORANDUM

**TO:** Health Benefits Administrators of New York State (NYS) Agencies and Participating Employers  
**FROM:** Employee Benefits Division  
**SUBJECT:** NYS Dental Plan Administrator Change Letter for changes effective October 1, 2024  
**DATE:** July 8, 2024

Effective October 1, 2024, the New York State Dental Plan administrator will change from EmblemHealth to Anthem Blue Cross (Anthem). **There will be no impact or changes to dental benefits as a result of this transition.** Please review the attached letter mailing to enrollee homes on July 8 for more information.

Beginning August 16, a dedicated Anthem NYS Dental Plan toll-free number (1-833-821-1949) will be available to answer enrollees' questions.

In September, enrollees will receive a welcome letter from Anthem Blue Cross and a new plan benefit card with the Anthem Blue Cross corporate logo. Enrollees should continue to use their EmblemHealth card through September 30 and use their new Anthem card starting October 1.

You can access current EmblemHealth dental publications online on the HBA Online homepage or through a NYS Dental Plan-eligible group under the Dental & Vision tab on NYSHIP Online.

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 questions about this distribution, please call the EBD Communications Unit at 518-457-7577.

#### Attachment:

Dental Administrator Change Letter