



**NY25-08  
PE25-06  
PA25-05**

**MEMORANDUM**

**TO:** All Health Benefits Administrators  
**FROM:** Employee Benefits Division  
**SUBJECT:** Empire Plan Online Provider Directory Postcard  
**DATE:** May 12, 2025

A postcard will soon be mailed to enrollees promoting The Empire Plan's online provider directory, which has been redesigned for easier use. This intuitive tool, updated on a weekly basis, provides a more accurate resource and better customer experience.

With a few clicks on a computer, tablet or smart phone, enrollees can choose from a nationwide network of over one million providers, 15,000 hospitals and 9,000 pharmacies.

**Accessing the online provider directory**

- Enrollees should visit the NYSHIP website at [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits)
- Select their group and click **Find an Empire Plan Provider**
- Or use their tablet or smart phone to scan the adjacent QR code included on the postcard and click the link that appears



**Help getting started**

Enrollees can learn how to use the provider directory by watching a short video posted on the above webpage or by calling The Empire Plan at **1-877-769-7447** and selecting the desired program.

**Distribution**

The postcards are broken into four mailings by state to spread out the calls and questions HBAs and EBD and program administrators' call centers may receive from enrollees requesting help using the online provider directory.

**Postcards will be mailed:**

- May 15 New York State
- June 16 Connecticut, Florida, Massachusetts, New Jersey and Pennsylvania
- July 1 North Carolina, South Carolina, Washington DC, Maryland, Virginia, 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 15 Illinois, Arizona, Georgia, Alabama, Arkansas, California, Colorado, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Ohio, Oklahoma, Oregon, Tennessee, Texas, Utah, Washington and Wisconsin.

For 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>. For questions about ordering publications or this distribution, please call the EBD Communications Unit at 518-457-7577.