



Department of Civil Service  
The Empire Plan

## Special Report

Information about your new NYSHIP benefits  
effective April 1, 2025.



# Empire Plan Special Report

February 2025 • NY Active (PBA)

New York State Health Insurance Program (NYSHIP) for Troopers and Supervisors of the New York State Police represented by the Police Benevolent Association (PBA), their enrolled Dependents, COBRA Enrollees with their Empire Plan benefits and Young Adult Option Enrollees

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# Negotiated Changes Effective April 1, 2025

This *Special Report* describes changes affecting your NYSHIP Empire Plan coverage that will take effect on April 1, 2025, as a result of the recently ratified contract between the State of New York and the Troopers and Supervisors of the New York State Police represented by the Police Benevolent Association (PBA). They include:

- Reduced In-Network Maximum Out-of-Pocket Limits (page 3)
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## Empire Plan Changes

### April 1, 2025 Benefit Changes and Resources

This *Special Report* provides an overview of the changes that will take effect beginning in April. It is important that you understand them in order to manage your care and its cost. An informational presentation is also available to you; simply scan the QR code to the right with your mobile device or tablet to access it. The approximately 12-minute resource will be posted on the NYSHIP website (see *Benefits on the Web*, page 10) under What's New.

### New Empire Plan Benefit Cards

To comply with federal law, new Empire Plan benefit cards will be issued to you and your covered dependents in advance of the April 1, 2025 changes. The reduced in-network maximum out-of-pocket limits referenced on page 3 will be reflected on your new version. Please be sure to use the new card and securely destroy the old one. If you have questions about your Empire Plan benefit card, contact your Health Benefits Administrator. For questions regarding your Empire Plan benefits, call The Empire Plan and select the prompt for the appropriate Program (see *Contact Information*, page 10).

#### To Access the Presentation Using the QR Code

Open the camera on your device and scan the QR code below. Be sure that the entire code is visible. Tap the link that appears on your device screen to open the presentation. The Empire Plan 2025 Benefit Changes Presentation works best when used with the latest versions of the following browsers: Microsoft Edge, Firefox, Safari and Chrome. If you prefer to access the presentation without using the code, go to the What's New tab on the NYSHIP website and select the posting for the presentation.



## Reduced In-Network Maximum Out-of-Pocket Limits

The federal Patient Protection and Affordable Care Act sets new annual amounts that limit total network out-of-pocket costs and they apply unless the Plan sets lower limits. **Effective April 1, 2025**, the maximum out-of-pocket limit for covered, in-network services under The Empire Plan will be reduced from \$9,200 to \$4,000 for Individual coverage and from \$18,400 to \$8,000 for Family coverage, split between the Hospital, Medical/Surgical, Mental Health and Substance Use and Prescription Drug Programs as specified in the chart below. Your in-network out-of-pocket costs, such as copayments for covered in-network services, will not exceed these amounts. Once you reach the limit, network benefits, including copayments, are covered at no cost to you.

If you have questions about your maximum out-of-pocket limit for prescription drugs, call The Empire Plan and choose the Prescription Drug Program (see *Contact Information*, page 10). If you have questions about your limit for all other covered in-network services, choose the Medical/Surgical Program.

2025 Maximum In-Network Out-of-Pocket Limits			
	Total	Prescription Drugs	All Other Covered In-Network Services, Combined
Individual Coverage	\$4,000	\$1,400*	\$2,600
Family Coverage	\$8,000	\$2,800*	\$5,200

\* Does not apply to Medicare-primary enrollees.

## Single Visit Copayment

**Effective April 1, 2025**, only a single \$25 copayment will be charged for all covered services provided under the Medical/Surgical Program (office visit, office surgery, radiology, diagnostic test or laboratory service) by a participating provider in a single office visit.

## Special Option Transfer Period

As a result of the rate changes effective April 1, 2025, you will have the opportunity to change your NYSHIP option for the remainder of 2025 during the upcoming Special Option Transfer Period (**March 1 through March 31, 2025**). During this time, you may choose to change your plan option between The Empire Plan and a NYSHIP-approved Health Maintenance Organization (HMO) serving the area where you live or work. If you decide to change your health insurance option during this Special Option Transfer Period, see the *NYSHIP April 1, 2025 Rate Changes* publication for when your new option will take effect. The rate flyer will be mailed to your home address and you can access it on the NYSHIP website.

## Visit Limit for Medical Massage Therapy

Medical massage therapy will continue to be covered under the Basic Medical Program, subject to the annual deductible and 20 percent coinsurance. **Effective April 1, 2025**, there will be a maximum of 20 visits per calendar year allowed under the Plan. Visits to a network Managed Physical Medicine Provider do not generally count toward the 20-visit limit.

## Visit Limit for Acupuncture Services

Acupuncture services with a participating provider are subject to a single copayment with no annual visit limit and this benefit is not changing. If you choose to receive acupuncture services from a nonparticipating provider, however, you will be subject to a maximum of 20 visits per calendar year beginning **April 1, 2025** and the deductible and 20 percent coinsurance will apply.

## New Reimbursement Methodology for Non-Network Claims

The Empire Plan's benefit design allows enrollees and covered dependents to use out-of-network providers for services under the Medical/Surgical Program (through the Basic Medical Program) and the Mental Health and Substance Use (MHSU) Program. **Effective April 1, 2025**, the allowed amount for reimbursement of non-network claims will be based on 275 percent of the Medicare rates published by the Centers for Medicare & Medicaid Services (CMS), instead of the current methodology of 90<sup>th</sup> percentile of FAIR Health® rates. This means that when you choose a nonparticipating provider, you will be reimbursed at rates based upon those that Medicare pays. Since out-of-network providers can balance bill you for their full charges, this could result in higher out-of-pocket costs. Consider using a participating provider to avoid large out-of-pocket costs.

Please refer to the following questions and answers for additional information about this change.

**Q: What types of services are affected by this change?**

**A:** Services impacted are non-emergency services from an out-of-network provider such as a scheduled office visit or surgical procedure under the Medical/Surgical Program or outpatient services under the MHSU Program. For example, an appointment you scheduled with a provider who is not in The Empire Plan network.

**Q: What does this change mean to me if I always see providers who are in The Empire Plan network?**

**A:** This change does not impact you. In fact, Empire Plan benefits are improving on April 1, 2025, so only one \$25 copayment is charged during a single office visit when using a network provider. Previously, up to two copayments could be charged during an office visit when there were laboratory tests or diagnostic services performed, such as an X-ray or electrocardiogram (EKG).

**Q: How can I make sure that a provider is in The Empire Plan network?**

**A:** You can check the online directory on the NYSHIP website and select the link to the appropriate online directory (Medical/Surgical Program or MHSU Program) or call The Empire Plan and select the appropriate Program (see *Contact Information*, page 10).

For mental health or substance use disorder providers, press or say 3 and choose the prompt for the Clinical Referral Line (CRL). Under the MHSU Program, you have guaranteed access to network benefits if you use the CRL to help you arrange care with an appropriate provider and they are unable to find you an in-network provider.

**Q: What does this change mean to me if I choose to see an out-of-network provider?**

**A:** You may have higher out-of-pocket costs. The Empire Plan will be using 275 percent of Medicare rates published by the Centers for Medicare & Medicaid Services (CMS) as the basis for the amount allowed on out-of-network claims. This may increase the amount you must pay for out-of-network claims. While you continue to be responsible for a deductible and coinsurance when using out-of-network providers (\$1,250 deductible and \$3,750 coinsurance for most enrollees), your provider may choose to bill you their full charges beyond your deductible and coinsurance (balance billing).

**Q: What does it mean that a provider can balance bill me for services?**

**A:** An out-of-network provider can bill you for the difference between their billed amount and the amount allowed by The Empire Plan. **Note:** When using a **network** provider or facility, you have additional protections against balance billing and surprise bills. You have no protections against balance billing when you choose to receive non-emergency services from an out-of-network provider and this could result in larger out-of-pocket costs for you.

**Q: How will I know if the provider will balance bill me for a visit or service?**

**A:** For non-emergency services, it is your responsibility to know whether a provider you choose is in The Empire Plan network. If the provider is not in the network, you may ask the provider to disclose their fees. Keep in mind that a separate deductible and coinsurance apply for any out-of-network services that you, your spouse/ domestic partner or your dependents receive.

**Q:** I need a specialist and there are not any network providers in my area. What should I do?

**A:** You should call The Empire Plan (see *Contact Information*, page 10). For medical/surgical providers, press or say 1 and for mental health or substance use disorder providers, press or say 3 and choose the prompt for the Clinical Referral Line (CRL). The Empire Plan can assist you in obtaining network benefits from a medical/surgical provider if there is not a network provider within 30 miles or 30 minutes from your home address. Under the MHSU Program, if there are no network providers in your area, you have guaranteed access to network benefits if you use the CRL to help you arrange care with an appropriate provider.

**Q:** What is an example of costs when using an out-of-network provider instead of a network provider?

**A:** Mary, an Empire Plan member, chooses to see an Empire Plan provider about her ear pain. By choosing a network provider, the only out-of-pocket expense that Mary will have to pay is her \$25 participating provider copayment.

Bob, Mary's spouse, has joint pain in his knee. Bob decides to seek care from an out-of-network provider. This provider charges Bob \$380 for an office visit and requires that Bob pay the full cost up front. Following the visit, Bob submits a claim for \$380. Under the Basic Medical Program, The Empire Plan will allow \$300 based on the Medicare published rates. Since Bob already met his deductible, The Empire Plan will cover 80 percent of the \$300, or \$240. The other \$140 are Bob's out-of-pocket expenses (\$80 balance billing amount plus \$60 coinsurance). If Bob had chosen an Empire Plan network provider, his only out-of-pocket expense would have been a \$25 copayment.

**Q:** If I choose to see an out-of-network provider, can I find out in advance what my out-of-pocket costs might be?

**A:** Yes, you can request a predetermination of benefits from The Empire Plan to help determine what your actual costs will be. For Medical/Surgical Program services, your provider will need to complete the *Empire Plan Predetermination Form* on your behalf.

Once complete, either you or your provider can mail it to the address listed on the form.

Although there is no predetermination of benefits service under the MHSU Program, remember that precertification is required for the following outpatient services, regardless of whether the provider is in The Empire Plan network:

- Intensive outpatient program for mental health
- Structured outpatient program for substance use disorder
- Outpatient detoxification
- Transcranial Magnetic Stimulation (TMS)
- Applied Behavioral Analysis (ABA)

If you need additional assistance with requesting a predetermination of benefits or precertification of benefits, you can call The Empire Plan and select the prompt for the appropriate Program (see *Contact Information*, page 10).

**Q:** Can I appeal a bill from an out-of-network provider?

**A:** No, unless you believe the services should be considered under surprise billing rules. Surprise billing protections generally apply for emergency services, when you utilize a network facility or for specific circumstances, such as a provider sending a specimen to a non-network laboratory without your consent. **To best protect yourself from large, unexpected bills, you should choose a network provider or facility.**

**Q:** Does this change have any impact on when a bill from a non-network provider is considered a surprise bill?

**A:** No, this change does not impact surprise billing rules. These rules provide you with protections if you did not choose to receive care from an out-of-network provider. Your Explanation of Benefits (EOB) will provide you with information on who to contact if you believe you have received a surprise bill.

As a reminder, the MHSU Clinical Referral Line is available 24 hours a day, 7 days a week and can help you find mental health and substance use disorder providers. The Empire Plan NurseLine<sup>SM</sup> is also available 24/7 and registered nurses can help you find network medical providers or assist you with questions about a medical concern or condition.



## No Copayment for Virtual Visits Using LiveHealth Online

Remote health care visits using LiveHealth Online (LHO) are a cost-effective and convenient alternative to urgent care centers, emergency rooms and in-person office visits. Through LHO, you can access a board-certified doctor, psychiatrist, psychologist or licensed therapist for a telephone or video visit on your smartphone, tablet or personal computer at no cost to you. **Effective April 1, 2025**, this will be a permanent Empire Plan benefit.

To register, go to the Hospital Program website ([www.anthembluecross.com/nys](http://www.anthembluecross.com/nys)) and select the link to LiveHealth Online. Enter your Empire ID Card number and select Anthem from the list of insurers when prompted. If you need assistance, call LHO at 1-888-LiveHealth (1-888-548-3432), 24 hours a day, seven days a week. A reminder that telehealth visits with a participating provider outside of LHO are subject to the same copayment as in-person visits.

## Covered-in-Full Benefit for Mastectomy Bras

**Effective April 1, 2025**, mastectomy bras obtained from a nonparticipating provider will no longer be subject to deductible or coinsurance. This means that you or your covered dependent will have a paid-in-full benefit regardless of whether the provider participates with The Empire Plan.

## New Center of Excellence for Substance Use Disorder

In an effort to increase access to care and provide enrollees and their families with the support they need, The Empire Plan has developed a new Center of Excellence (COE) for Substance Use Disorder in partnership with the nationally recognized Hazelden Betty Ford (HBF) Foundation, trusted experts in treating addiction.

**Effective April 1, 2025**, the COE will offer paid-in-full, high-quality treatment services to you and your covered dependents at HBF Foundation locations throughout the United States, including detox facilities located in California, Minnesota and Oregon and outpatient services in California, Florida, Illinois, Minnesota, New York, Oregon and Washington. Participation in a COE program is voluntary. If the Mental Health and Substance Use (MHSU) Program authorizes benefits, the following services are available:

- Assessment prior to treatment
- Full evaluation at the provider site
- Intensive outpatient treatment and partial hospitalization
- Detox and residential rehabilitation
- Care coordination for transition back to home community
- Support program for children ages seven to 12 who are impacted by addiction
- Family treatment and support, including individual virtual support services

When applicable, a travel, lodging and meal allowance is available. The travel allowance will include coverage for up to two companions, regardless of the patient's age.

**Note:** The program is only available for Empire Plan-primary enrollees; Medicare-primary members are not eligible.

If you have questions regarding the new COE Program, visit Carelon's Center of Excellence webpage at [www.carelonbh.com/empireplan/en/home/services/center-of-excellence](http://www.carelonbh.com/empireplan/en/home/services/center-of-excellence) or call The Empire Plan and choose the MHSU Program (see *Contact Information*, page 10).

# Reminders

## Annual Notice of Mastectomy and Reconstructive Surgery Benefits

The Empire Plan covers inpatient hospital care for lymph node dissection, lumpectomy and mastectomy for treatment of breast cancer for as long as the physician and patient determine hospitalization is medically necessary. The Empire Plan covers all stages of reconstructive breast or chest wall reconstruction surgery following mastectomy, including surgery on the other breast to produce a symmetrical appearance. Chest wall reconstruction surgery includes aesthetic flat closure as defined by the National Cancer Institute.

Call The Empire Plan and choose the Medical/Surgical Program (see *Contact Information*, page 10) if you have questions about your coverage for implants, breast forms or other prostheses related to breast cancer treatment.

Empire Plan Benefits Management Program requirements apply. See your *Empire Plan Certificate* for more information.

## Summary of Benefits and Coverage

The *Summary of Benefits and Coverage (SBC)* is a standardized comparison document required by the Patient Protection and Affordable Care Act. It is designed to improve health insurance information so you can better understand your coverage. Some terms used in *SBC* are defined in the *Uniform Glossary*, a non-customized companion document to the *SBC*.

To view the *SBC* or the *Uniform Glossary* for The Empire Plan, visit [www.cs.ny.gov/sbc](http://www.cs.ny.gov/sbc) and choose your group. To request a copy, call The Empire Plan and choose the Medical/Surgical Program (see *Contact Information*, page 10).



## Empire Plan Certificates and Amendments

The *Empire Plan Certificate* and *Certificate Amendments* provide an in-depth description of the benefits provided through The Empire Plan. Both your *Certificate* and *Amendments* with benefits effective December 31, 2023, are available online. The *Amendments*, which detail benefits changes since your printed *Certificate* was issued, have been included in the updated online *Certificate*.

**Note:** Both the *Certificate* and *Amendments* are only available online; printed copies are not available at this time. A new *Certificate*, containing all Empire Plan benefit changes effective January 1, 2025, will be mailed to your home when complete.

For the most updated version of your *Certificate* and *Amendments*, go to the NYSHIP website (see *Contact Information*, page 10). From the homepage, select Using Your Benefits and then Current Publications.



## Annual Notice of Colorectal Cancer Screening Benefit

In accordance with the U.S. Preventive Services Task Force (USPSTF), The Empire Plan covers preventive colorectal cancer screenings and laboratory tests for enrollees age 45 through 75 when performed by a participating provider. This benefit includes an initial colonoscopy or other medical test for colon cancer screening and a follow-up colonoscopy performed because of a positive result from a non-colonoscopy preventive screening test. This benefit also includes coverage of medications that will provide adequate bowel preparation, pre-procedure consultation and any resulting pathology exam or polyp biopsy. While a copayment would not apply for the initial preventive procedure(s) or bowel preparation medications, additional screenings provided in accordance with the American Cancer Society (ACS) guidelines may be considered diagnostic and a copayment would apply. For more information on ACS guidelines, go to [www.cancer.org/cancer/types/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html](http://www.cancer.org/cancer/types/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html).

If you have questions about your coverage for preventive colorectal cancer screenings and follow-up diagnostic care, call The Empire Plan and choose the Medical/Surgical Program (see *Contact Information*, page 10).

Empire Plan Benefits Management Program requirements apply. See your *Empire Plan Certificate* for more information.

## Empire Plan Participating Provider Directories

The printed 2024 Empire Plan Participating Provider Directories are now available. Information included in the directories is accurate as of March 2024. You can obtain a directory by returning the Participating Provider Directory request postcard you received in the mail. If you would like to receive a directory for a different state or region other than the one based on your home zip code, simply write the name of the version you would like on the line provided. For New York, Florida, California and Texas, please also specify the county. You can also request a printed directory by calling The Empire Plan and choosing the Medical/Surgical Program (see *Contact Information*, page 10). In addition, customer service representatives can assist you with locating a participating provider.

**Note:** The online directories for hospital, medical/surgical and mental health/substance use providers are updated regularly and they are your best choice for up-to-date information. To find an Empire Plan provider or facility online, go to the NYSHIP website (see *Contact Information*, page 10). From the homepage, select Find an Empire Plan Provider and scroll to the directory link for the appropriate Program.

## Keep Your Enrollment Record Up to Date

It is important for you to keep us up to date with changes in your life to ensure you receive timely and appropriate information about your health insurance coverage. Your coverage through NYSHIP is a valuable benefit, but it is also costly to provide. By keeping your information up to date and only covering dependents who are eligible, you help to keep costs down for both yourself and the Program.

Inform your Health Benefits Administrator (HBA) in writing of any changes to your enrollment record (address, adding or removing dependents, marital status changes) in a timely manner. **Note:** If you are divorced or your marriage has been annulled, your former spouse is not eligible for coverage as a dependent as of the date the divorce or annulment is filed in the county clerk's office, even if a court orders you to maintain coverage.

Your HBA is usually located in your personnel office or the New York State Business Services Center. You may also make certain changes, such as your address, by going to MyNYSHIP – Enrollee Self-Service at [www.cs.ny.gov/mynyship](http://www.cs.ny.gov/mynyship), a secure portion of the NYSHIP website. See your NYSHIP *General Information Book* for more information on enrollment changes and applicable deadlines.

### Ineligible Dependents

If you fail to inform your HBA of dependent eligibility changes, you will be responsible for repaying all health insurance claims for ineligible dependents as early as the date they became ineligible. Knowingly withholding information regarding the ineligibility of dependents may constitute fraud and may be turned over to the appropriate enforcement agencies for investigation.



# Contact Information

Call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and select the appropriate program.

<b>PRESS OR SAY 1</b>	<p><b>Medical/Surgical Program: Administered by UnitedHealthcare</b></p> <p>Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m., Eastern time.            TTY: 1-888-697-9054 P.O. Box 1600, Kingston, NY 12402-1600            Claims submission fax: 845-336-7716 Online: <a href="https://nyrmo.optummessenger.com/public/opensubmit">https://nyrmo.optummessenger.com/public/opensubmit</a></p>
<b>PRESS OR SAY 2</b>	<p><b>Hospital Program: Administered by Anthem Blue Cross</b></p> <p>Administrative services are provided by Anthem HealthChoice Assurance, Inc., a licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.            Representatives are available Monday through Friday, 8 a.m. to 5 p.m., Eastern time.            TTY: 711            New York State Service Center, P.O. Box 1407, Church Street Station, New York, NY 10008-1407            Claims submission fax: 866-829-2395 Online: <a href="http://www.anthembluecross.com/nys/resources-forms">www.anthembluecross.com/nys/resources-forms</a></p>
<b>PRESS OR SAY 3</b>	<p><b>Mental Health and Substance Use Program: Administered by Carelon Behavioral Health, Inc.</b></p> <p>Representatives are available 24 hours a day, seven days a week.            TTY: 711 P.O. Box 1850, Hicksville, NY 11802            Claims submission fax: 855-378-8309 Online: <a href="http://www.carelonbh.com/empireplan/en/home">www.carelonbh.com/empireplan/en/home</a></p>
<b>PRESS OR SAY 4</b>	<p><b>Prescription Drug Program: Administered by CVS Caremark</b></p> <p>Representatives are available 24 hours a day, seven days a week.            TTY: 711            Customer Care Correspondence, P.O. Box 6590, Lee's Summit, MO 64064-6590            Claims submission: P.O. Box 52136, Phoenix, AZ 85072-2136</p>
<b>PRESS OR SAY 5</b>	<p><b>Empire Plan NurseLine<sup>SM</sup>: Administered by UnitedHealthcare</b></p> <p>Registered nurses are available 24 hours a day, seven days a week to answer health-related questions.</p>

## Benefits on the Web

To learn more about your benefits, including finding Empire Plan providers and updated NYSHIP publications, go to the NYSHIP website at [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits). Select New York State Active Employee (NY) and then your group and Empire Plan, if prompted, to access the NYSHIP website homepage.

The *Empire Plan Report* is published by the Employee Benefits Division of the New York State Department of Civil Service. The Employee Benefits Division administers the New York State Health Insurance Program (NYSHIP). NYSHIP provides your health insurance benefits through The Empire Plan.









**Department of Civil Service**  
**New York State Health Insurance Program**

New York State Department of Civil Service  
 Employee Benefits Division, Albany, New York 12239  
 518-457-5754 or 1-800-833-4344  
 (U.S., Canada, Puerto Rico, Virgin Islands)  
[www.cs.ny.gov](http://www.cs.ny.gov)

## When You Must Call The Empire Plan 1-877-7-NYSHIP (1-877-769-7447)

The Empire Plan Hospital Benefits Program *Anthem Blue Cross*, [www.anthembluecross.com/nys](http://www.anthembluecross.com/nys)  
Call for information regarding hospital and related services.

-  **YOU MUST CALL AND PRESS OR SAY 2**  
**Benefits Management Program for Preadmission Certification** – You must call before a scheduled hospital admission, within 48 hours (or as soon as reasonably possible) after an emergency or urgent hospital admission and before admission or transfer to a skilled nursing facility (includes rehabilitation facilities). Preadmission certification is not required for maternity admissions, however, you must call when admitted due to complications related to your pregnancy or for any reason other than the delivery of your baby.
-  **YOU MUST CALL AND PRESS OR SAY 2**  
**Center of Excellence for Transplants Program** – You must call before a hospital admission for the following transplant surgeries: bone marrow, cord blood stem cell, heart, heart-lung, kidney, liver, lung, pancreas, pancreas after kidney, peripheral stem cell and simultaneous kidney/pancreas. This requirement applies whether or not you choose to participate in the Center of Excellence for Transplants Program.
-  **YOU MUST CALL AND PRESS OR SAY 1**  
**Benefits Management Program for Prospective Procedure Review of MRIs, MRAs, CT Scans, PET Scans and Nuclear Medicine Tests** – You must call before having an elective (scheduled) procedure or nuclear medicine test.
-  **YOU MUST CALL AND PRESS OR SAY 1**  
**Home Care Advocacy Program (HCAP)** – You must call to arrange for paid-in-full home care services, enteral formulas, diabetic shoes, insulin pumps and/or durable medical equipment/supplies. If you do not follow HCAP requirements, you will receive a significantly lower level of benefits. You must also call for HCAP approval of an external mastectomy prosthesis costing \$1,000 or more.
-  **YOU MUST CALL AND PRESS OR SAY 1**  
**Center of Excellence for Cancer Program** – You must call to participate in The Empire Plan Center of Excellence for Cancer Program.
-  **YOU MUST CALL AND PRESS OR SAY 3**  
**Center of Excellence for Substance Use Disorder Program** – You must call to participate in The Empire Plan Center of Excellence for Substance Use Disorder.

New York State  
Department of Civil Service  
Employee Benefits Division  
P.O. Box 1068  
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## SAVE THIS DOCUMENT



**Department of Civil Service**  
New York State Health Insurance Program

Information for the Enrollee, Enrolled Spouse/  
Domestic Partner and Other Enrolled Dependents

**NY Active (PBA) Empire Plan Special Report – February 2025**

**Please do not send mail  
or correspondence to the  
return address. See address  
information on page 10.**

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It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information in benefits publications to individuals with disabilities. These publications are also available on the NYSHIP website at [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits). Visit the NYSHIP website for timely information that meets universal accessibility standards adopted by New York State for NYS agency websites. If you need an auxiliary aid or service to make benefits information available to you, please contact your Health Benefits Administrator.

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## Infusion Therapy Site of Care Program

Alternate site-of-care infusion therapy options have been proven to provide many patients with a safe and convenient alternative to infusion therapy in an outpatient hospital setting. Treatment at home, in your doctor's office or in a freestanding infusion suite is often preferable to infusions in an outpatient hospital setting because it is more convenient and allows many patients to return to their normal activities sooner.

**Effective April 1, 2025**, Empire Plan-primary enrollees and dependents will be eligible to participate in The Empire Plan's new Site of Care Program for all drug infusion therapies except those used to treat cancer or hemophilia. Under the program, infusions that can be safely administered outside of a hospital setting will be transitioned to a freestanding infusion suite, your doctor's office or your home. When infusion

therapy is reviewed by the program for medical necessity, the setting will also be reviewed to ensure it's being done in the most appropriate location. Patients who are currently receiving infusion therapy will receive a letter from the program to help transition them to an alternate setting.

Talk to your doctor to determine whether an alternate site of care is clinically appropriate for you or your dependent's infusion. The Empire Plan will help you find alternate settings and offer options to both you and your doctor. The medical or prescription drug copayments associated with infusions will be waived when you choose a non-hospital infusion site of care, just as they are now in an outpatient hospital setting.

If you have questions about the Site of Care Program for Infusions, talk to your doctor or call The Empire Plan and choose the Hospital Program (see *Contact Information*, page 10).