New York State
Department of
Civil Service
Albany, NY 12239

Dear Empire Plan Enrollee:

UnitedHealthcare Options PPO providers participate in The Empire Plan in 12 states/regions: Arizona, Connecticut, Florida, Illinois (Chicago and surrounding counties), Maryland, New Jersey, North Carolina, Pennsylvania, South Carolina, Virginia, Washington D.C. and West Virginia.

As always, it is your responsibility to confirm that a provider participates before you receive services. There is a possibility that a provider who participated in The Empire Plan network in the past may no longer participate if the provider is not in the UnitedHealthcare Options PPO network. When you use a provider in UnitedHealthcare's Options PPO network, tell the provider you are covered by The Empire Plan and show the Participating Provider Reference Card, attached below. If your provider would like information about your benefits or where to submit claims, the reference card provides the toll-free number and address of the UnitedHealthcare office in Kingston, New York. If you use a nonparticipating provider, continue to submit claims to UnitedHealthcare, P.O. Box 1600, Kingston, N.Y. 12402-1600.

To confirm whether a provider participates in The Empire Plan, check the New York State Department of Civil Service web site, https://www.cs.ny.gov. From the home page, click on Benefit Programs and follow the prompts to access NYSHIP Online. Then click on Find a Provider. Or, call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and select the appropriate program. You may also request a printed directory for any state or geographical area.

Though The Empire Plan does not guarantee that a participating provider in every specialty will be available to you in every geographic area, the expanded network means broader access to participating medical/surgical providers for you and your family. When you use a participating provider, you help reduce your out-of-pocket costs.

Employee Benefits Division
New York State Department of Civil Service
https://www.cs.ny.gov

Clip & Save

Provider Reference Cards - Helpful Information To Give Your Provider

UnitedHealthcare®
OPTIONS PPO
Group No. 30500-G

Options PPO providers in Arizona, Connecticut, Florida, Illinois (Chicago and surrounding counties), Maryland, New Jersey, North Carolina, Pennsylvania, South Carolina, Virginia, Washington D.C. and West Virginia participate in The Empire Plan for New York State enrollees.

If you have questions on patient eligibility, plan benefits, copayments, etc., call The Empire Plan toll free at **1-877-769-7447**. Press 1 for the Medical/Surgical Program and 4 for Medical Services Providers then follow the prompts.

See other side for submitting medical claim forms.

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New York State
Department of Civil Service
P.O. Box 1068
Schenectady, New York 12301-1068

Please do not send mail
or correspondence to the
return address above.
See inside for mailing address.

ADDRESS SERVICE
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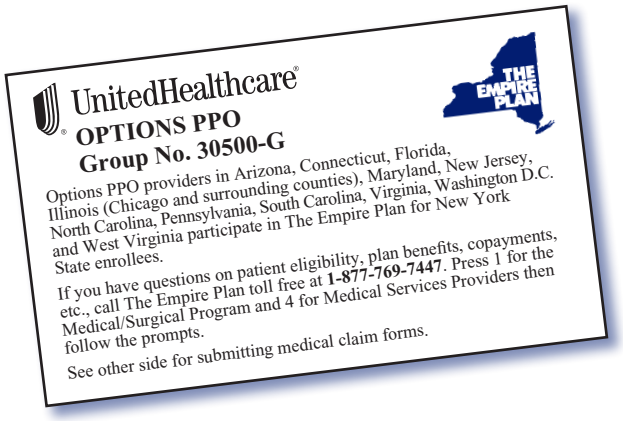

Provider Reference Cards
Helpful Information To Give Your Provider

This card does not guarantee coverage. Be sure to ask for the enrollee's Empire Plan ID Card before providing services.

Participating Providers should submit medical/surgical claims on behalf of New York State enrollees in The Empire Plan to:

UnitedHealthcare
P.O. Box 1600
Kingston, NY 12402-1600

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