

EMPIRE PLAN SPECIAL REPORT



January 2014

New York State Health Insurance Program (NYSHIP)
for **Empire Plan Enrollees** and their enrolled Dependents,
COBRA Enrollees with their Empire Plan Benefits and
Young Adult Option Enrollees

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Empire Plan Changes

New Mental Health and Substance Abuse Program Administrator – ValueOptions

Effective January 1, 2014, The Empire Plan Mental Health and Substance Abuse (MHSA) Program is administered by ValueOptions, Inc. The MHSA Program is self-insured by the New York State Department of Civil Service with ValueOptions providing administrative services such as claims processing and network management.

Although your benefits are not changing, there may be differences in the provider network. The former administrator, OptumHealth, will assist with the transition. To ensure you continue to receive the highest level of care, please read this *Special Report* carefully. It has important information about ValueOptions' provider network and transition benefits.

ValueOptions provides Clinical Referral Line services 24 hours a day, seven days a week. To speak with a representative, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.





What's New

ValueOptions' Provider Network

ValueOptions has a large national provider network and is actively recruiting additional providers who currently treat a high volume of Empire Plan enrollees. To check if your provider is in the ValueOptions network, you can call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.

You may also search for a provider on the Department of Civil Service web site at <https://www.cs.ny.gov>. Click on Benefit Programs, then NYSHIP Online and follow the prompts to the NYSHIP Online homepage. Select Find a Provider, then scroll down to the Mental Health and Substance Abuse Program and click on the Achieve Solutions link. From the Achieve Solutions homepage, select Find Services, then Referral Connect and choose Find Now.

The network lists will be updated regularly as providers are added. To nominate a provider not currently in the ValueOptions network, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.

2013 Participating Provider Directories

The 2013 Empire Plan Participating Provider Directories do not reflect the change to the ValueOptions network. A supplemental directory of providers located in New York State will be available soon. To order a copy, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option or contact your agency Health Benefits Administrator.

To find participating providers located in states other than New York, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option. Or, go to the Find a Provider section of the Department of Civil Service web site (see above for directions).

Transition Benefits

To help ensure that Empire Plan enrollees have access to network benefits, a 90-day transition of care benefit is available for enrollees who received services from a

participating provider in the OptumHealth network on or after July 1, 2013. The transition of care benefit applies to all levels of care.

Outpatient Treatment

If you or your dependent received outpatient care under the MHSA Program on or after July 1, 2013 from a provider that participates in the OptumHealth network, you are eligible for network benefits with the same provider through March 31, 2014 to complete that treatment, even if the provider is not in the ValueOptions network. If you received services from an OptumHealth participating provider since July 1, 2013, you also received a letter from ValueOptions with additional details about the transition of care benefit.

Inpatient Treatment

If you or your dependents were receiving care at a 24-hour facility or program for inpatient or residential treatment that began on or before December 31, 2013 and you remain confined on or after January 1, 2014, the care will continue to be managed and paid for by OptumHealth until you are transferred to a lower level of treatment or through March 31, 2014, whichever comes first.

Out-of-Network Benefits

If your treatment is not completed or your provider does not join the ValueOptions network by March 31, 2014, your benefits for medically necessary care will be subject to the deductible and coinsurance described in your *Empire Plan Certificate* and *Empire Plan Reports*. This will result in higher out-of-pocket costs.

To continue to receive network benefits after March 31, 2014, you must use a participating provider. To confirm if your provider is participating in the ValueOptions network, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option. Or, go to the Department of Civil Service web site at <https://www.cs.ny.gov>. Click on Benefit Programs, then NYSHIP Online and follow the prompts to the NYSHIP Online homepage. Select Find a Provider, then scroll down to the Mental Health and Substance Abuse Program and click on the Achieve Solutions link. From the Achieve Solutions homepage, select Find Services, then Referral Connect and choose Find Now.



Questions & Answers

Q. What is the transition of care benefit?

A. The transition of care benefit allows you to continue to receive network benefits for a period of time even if your provider has not joined the ValueOptions network as of January 1, 2014. All levels of care are covered under the transition of care benefit.

Q. How do I access my transition of care benefit?

A. You do not need to call or complete any forms to access the transition of care benefit for outpatient services. If you received treatment from a participating provider in the OptumHealth network on or after July 1, 2013, you will automatically be given the transition of care benefit through March 31, 2014, for services received from the same provider, even if that provider is not in the ValueOptions network. Please note that these benefits apply to covered services received between January 1, 2014 and March 31, 2014.

Q. If I already have certification from OptumHealth and will be using the transition of care benefit, will my certification from OptumHealth transfer over, or do I need to call ValueOptions?

A. Your certification will be transferred, so you do not have to call ValueOptions. However, if you have any questions, please call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.

Q. How do I find out if my provider is in the ValueOptions network?

A. To confirm if your provider is in the ValueOptions network, call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option. Or, go to the Department of Civil Service web site at <https://www.cs.ny.gov>. Click on Benefit Programs, then NYSHIP Online and follow the prompts to the NYSHIP Online homepage. Select Find a Provider, then scroll down to the Mental Health and Substance Abuse Program and click on the Achieve Solutions link. From the Achieve Solutions homepage, select Find Services, then Referral Connect and choose Find Now. Provider information will be updated regularly.

Q. What are my options if my provider is not currently in the ValueOptions network?

A. The transition of care benefit allows you to continue to receive network benefits for a period of time, even if the provider you were seeing in 2013 is not part of the ValueOptions network. When the transition period ends on March 31, 2014, you must use a ValueOptions network provider to receive the highest level of benefits. For a list of network providers, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.

If you continue treatment with your provider after March 31, 2014 and your provider is not part of the ValueOptions network, in most cases your treatment will be covered at the non-network level of benefits and you will have higher out-of-pocket costs.

Q. My dependent was receiving inpatient treatment at the end of the year and I'm concerned about his care. How will it be handled?

A. OptumHealth is continuing to manage the care of anyone who was confined to a hospital or residential treatment facility on December 31, 2013, and remained confined on January 1, 2014. Once discharged to another facility or another level of care occurs, all treatment will be managed by ValueOptions.

The Empire Plan Special 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.



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

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**Please do not send mail
or correspondence to the
return address. See address
information on page 3.**

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 Department of Civil Service web site (<https://www.cs.ny.gov>). Click on Benefit Programs, then NYSHIP Online for timely information that meets universal accessibility standards adopted by New York State for NYS agency web sites. If you need an auxiliary aid or service to make benefits information available to you, please contact your agency Health Benefits Administrator. New York State and Participating Employer Retirees and COBRA Enrollees: Contact the Employee Benefits Division at 518-457-5754 or 1-800-833-4344 (U.S., Canada, Puerto Rico, Virgin Islands).

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New Addresses and TTY Number

There are new addresses and a teletypewriter (TTY) number for The Empire Mental Health and Substance Abuse Program. Please use the addresses and TTY number below to contact ValueOptions.

New Addresses

Mail claims and general correspondence to:
ValueOptions
P.O. Box 1800
Latham, NY 12110

Mail written appeals to:
ValueOptions
Appeals Department
P.O. Box 1800
Latham, NY 12110

New TTY Number

There is a new teletypewriter (TTY) number for callers who use a TTY because of a hearing or speech disability. For the Mental Health and Substance Abuse Program, call (TTY only) 1-855-643-1476.

Questions?

If you need services or if you have any questions about the transition, call 1-877-7-NYSHIP (1-877-769-7447), press 3 for the Mental Health and Substance Abuse Program and select the 2014 benefits option.

When calling the toll-free NYSHIP number, please listen carefully. You will be able to reach both OptumHealth and ValueOptions for a period of time. Effective January 1, 2014, Clinical Referral Line services are provided by ValueOptions and continue to be available 24 hours a day, seven days a week. If you have questions about 2013 benefits, OptumHealth will be available until April 30, 2014.