



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

### **Anthem Blue Cross and Mount Sinai Health System Update**

Mount Sinai Health System is no longer participating in Anthem's network effective March 4, 2026. Mount Sinai's Health System consists of Mount Sinai Brooklyn, Mount Sinai Hospital, Mount Sinai Morningside, Mount Sinani Queens, Mount Sinai South Nassau, Mount Sinai West, and New York Eye and Ear Infirmary of Mount Sinai.

Pregnant individuals may continue care at the in-network benefit level through delivery and post-partum care. In addition, the following services from Mount Sinai Health System will be considered in-network:

- Emergency cases
- If no in-network hospital is available within a 30-mile radius or a 30-minute travel time from your home that can provide services required
- If an in-network hospital is not available within a 30-mile radius or a 30-minute travel time from your home
- Any previously preauthorized services

To inquire if a treatment qualifies under Continuity of Care, Empire Plan enrollees should call the NYSHIP toll-free line at 1-877-7-NYSHIP (1-877-769-7447) and press or say 2 for Anthem. Representatives are available Monday – Friday, 8:00 a.m. to 5:00 p.m. ET.

**Please note that current negotiations do not impact any services covered under the Empire Plan's Medical/Surgical Program administered by UnitedHealthcare (UHC). Medical/Surgical services as covered under UHC will continue to be in-network at Mount Sinai.**

For the most current information regarding the Mount Sinai contract negotiations, visit <https://www.anthembluecross.com/nys> for more details and updates about these discussions. For information about benefits, please review the frequently asked questions (FAQ) section below.

**March 2026 Mount Sinai Health System's Network Status  
and  
The Empire Plan Hospital Program FAQ**

**1) What does non-network mean?**

Non-network means a provider does not have a contract with your insurance plan, leading to higher out-of-pocket costs. As of March 4, 2026, Mount Sinai Health System (“MSHS”) is no longer in-network with The Empire Plan’s Hospital Program administrator, Anthem Blue Cross. You can find information about The Empire Plan’s non-network costs at <https://www.cs.ny.gov/employee-benefits/nyship/shared/publications/out-of-network/empire-plan-out-of-network-reimbursement-disclosure.pdf>

**Current negotiations do not impact any services covered under the Empire Plan’s Medical/Surgical Program administered by UnitedHealthcare (UHC).**

**2) I have an appointment scheduled at a Mount Sinai hospital. What does this mean?**

If you are in an ongoing course of treatment, you may continue to receive in-network benefits at MSHS through March 31, 2026, or until ongoing care or treatment is completed. If you are pregnant, you may continue to receive in-network benefits through delivery and any postpartum care directly related to the delivery.

If you have any questions, please call the NYSHIP toll-free line at 1-877-7-NYSHIP (1-877-769-7447) and press or say 2 for The Hospital Program. Anthem Blue Cross representatives are available Monday – Friday, 8:00 a.m. to 5:00 p.m. ET.

**3) There is not another hospital close to me that offers the care I need. What should I do?**

You will continue to receive in-network benefits for covered services at MSHS when:

- Emergency or urgent inpatient or outpatient services are needed
- No in-network hospital is available within a 30-mile radius or a 30-minute travel time from your home that can provide services required
- No in-network hospital is available within a 30-mile radius or a 30-minute travel time from your home
- Services were previously preauthorized
- When another plan, including Medicare, is your primary coverage

If you have any questions, please call the NYSHIP toll-free line at 1-877-7-NYSHIP (1-877-769-7447) and press or say 2 for The Hospital Program. Anthem Blue Cross representatives are available Monday – Friday, 8:00 a.m. to 5:00 p.m. ET.

**4) Who do I contact if I have questions about my coverage?**

Contact the NYSHIP toll-free line at 1-877-7-NYSHIP (1-877-769-7447) and press or say 2 for The Hospital Program. Anthem representatives are available Monday – Friday, 8:00 a.m. to 5:00 p.m. ET.

**5) How will I find out if Mount Sinai Health System becomes part of the network again?**

Check the NYSHIP website ([nyship.ny.gov](http://nyship.ny.gov)) or Anthem’s Empire Plan website (<https://www.anthembluecross.com/nys>) for updates.

**6) Where can I find information about in-network providers?**

Visit The Empire Plan provider directory online at <https://www.cs.ny.gov/employee-benefits/nyship/shared/providers/index.cfm>