

October, 2020

Dear Excellus BlueCross BlueShield Member:

Excellus BCBS is honored to offer coverage to New York State employees and retirees. As you consider your 2021 health care options, we want you to know that we value you as a member.

Each year, Excellus BCBS challenges itself to find new ways to make certain that our members continue to have affordable, high quality health care. Please see the following pages for the differences between your current coverage and the new coverage effective **January 1, 2021**.


Your **HMO Blue** benefits will continue to offer cost-saving enhancements and innovative programs, many available online at ExcellusBCBS.com. Some of the benefits are:

- **Telemedicine via our partner MDLIVE**
  - Faster access to healthcare for non-emergency medical and behavioral health conditions
  - Visit with a U.S. board certified doctor from your home or office
  - **Covered in full for all members**
- **Labs and pathology services are covered in full**
- Telehealth provided by your HMO Blue Doctor is covered in full
- \$25 doctor PCP visits
- Well child care and hospitalization covered in full
- More than 3,200 doctors and specialists to choose from with 100% local hospital participation
- Free Healthy Perks
  - Discounts and daily deals with Blue365®
  - 24/7 Nurse Call Line
- Guest Membership and our BlueCard program provide routine and urgent coverage while traveling, for students away at school, or for families living apart

We're pleased that members enrolled in **HMO Blue**, like you, are satisfied with the coverage and service you receive. More than 95 percent of our members say they would choose **HMO Blue** again. Your eligibility guidelines may be different from those guidelines listed in the contract. Please refer to your NYSHIP General Information Book for these guidelines or visit the New York State Department of Civil Service's website at [www.cs.ny.gov](http://www.cs.ny.gov).

We welcome you to contact us with any questions you may have regarding your new benefits. For more information, please contact our Member Services at 1-585-454-4810 or toll free at 1-800-462-0108. We look forward to serving you again in 2020.

Sincerely,



Nicholas Carbone  
Account Manager, National Accounts