



December 2015

Dear City of New York Employee or Non-Medicare Eligible Retiree:

Through the joint efforts of the City of New York Office of Labor Relations and the City's unions, represented by the Municipal Labor Committee, there will be important changes to your Empire BlueCross BlueShield and GHI Comprehensive Benefit Plan (CBP), effective January 1, 2016. These initiatives are designed to improve the quality of care you and your family may receive.

Your benefits and copays are **not** changing.

Beginning January 1, 2016, many services provided on an outpatient basis will now **require** precertification. This can be done by calling the **NYC Healthline at 1-800-521-9574**. This is the same number you have always called for inpatient precertification and is on your ID card.

If you go to a participating provider, the provider will be responsible for taking care of the precertification process. Participating providers will be notified of the changes.

If you are using a non-participating provider, you are responsible for making sure that the precertification is obtained by calling the toll-free number.

All precertification requests must be made at least 10 days prior to any scheduled non-emergency service. Written notice of the determination will be mailed to you within forty-eight (48) hours of Empire's receipt of all necessary information.

For information, including a list of services that will require pre-certification, please visit [www.nyc.gov/hbp](http://www.nyc.gov/hbp).

### **Case management services**

Beginning January 1, 2016, Empire will also be providing case management services. If you or your covered dependents are pregnant or have a chronic or complex medical condition, you have access to a dedicated nurse care manager to help you:

- Find out more about your health issue and your treatment options
- Talk with your doctors and the rest of your health team
- Connect with resources near you
- Take steps to make healthy changes in your life

In most cases, someone from the case management team will contact you directly to participate. This is part of your health plan, and is at no added cost to you. This service is completely confidential.

### **The 24/7 NurseLine provides you access to care when your doctor isn't available**

Your plan provides access to qualified registered nurses twenty-four hours a day, seven days a week through Empire's 24/7 NurseLine. You can call any time about your health concerns. You can get answers to questions, whether you're sick or not. If you need health care right away, a nurse can help you decide where to go if your doctor isn't available. Going to the right place can save you time and money.

Call the Empire 24/7 NurseLine at **1-877-TALK-2-RN (1-877-825-5276)**.

Empire BlueCross BlueShield and EmblemHealth are proud to serve City employees and retirees and look forward to continuing to meet the health benefit needs of you and your family.