IMPORTANT PHONE NUMBERS FOR
ACTIVE EMPLOYEES OF THE CONTRACT COLLEGES AT CORNELL
2016

FOR QUESTIONS ABOUT: CALL: PHONE #:

Empire Plan
Claim Problems  Empire Blue Cross Blue Shield
(Hospital)
In New York State and other States
Except Alaska 1-877-769-7447
(option 2) United

HealthCare
Participating Provider Information,
MPN Providers 1-877-769-7447
(option 1)

New York State Department of Civil Service 1-800-833-4344

Web Address https://www.cs.ny.gov
(Click on Employees)

Pre-Admission Certification
For elective hospital admissions (overnight stays), before the birth of a child,
within 48 hrs of emergency admission, before admission to a skilled nursing facility 1-877-769-7447
(option 2)

For prior authorization of an MRI, outpatient case management, voluntary second opinion 1-877-769-7447
(option 1)

The Empire Prescription Drug Program is administered through CVS Caremark. The Plan offers a three-tier copayment for generic, preferred brand name and non-preferred brand name medications. You can access a list of preferred drugs on the Civil Service website at https://www.cs.ny.gov. Click on Employees, State Government Employees, and under the heading Health Insurance and other Employee Benefits, click on New York State Health Insurance Program (NYSHIP), (note: first-time users will need to select “I am a New York State Active Employee,” then Management/Care (M/C); Legislature and then choose either Empire Plan or HMO), then click on Health Benefits, Empire Plan Preferred Drug List or you can call Caremark. Call Caremark to locate participating pharmacies, questions on filling a mailing order prescription or pharmacy consultation.

Prior authorization is needed for some drugs. Please call Caremark for more specific information. 1-877-769-7447
(option 4)

Beacon Health Options (formerly ValueOptions, Inc.) administers Mental Health and Substance Abuse Services
For the Empire Plan

To be eligible for benefits, you MUST call Beacon Health Options before receiving ANY mental health or substance abuse treatment.

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**Home Care Advocacy Program (HCAP)**
To precertify home care and durable medical equipment/supplies
To be eligible for paid-in-full benefits, you MUST call HCAP as soon as your doctor prescribes home care and/or durable medical equipment supplies.

**The Empire Plan Diabetic Supply Pharmacy** (Liberty)

**Byram HealthCare Center** (for Ostomy Supplies)

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**Infertility Treatment**
To receive authorization for Qualified Procedures

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**Empire Plan NurseLine**
Health Information and Advise

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**HMO (For specific information contact your HMO directly)**

<table>
<thead>
<tr>
<th>HMO Blue-CNY</th>
<th>1-800-447-6269</th>
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<tbody>
<tr>
<td>Web Address</td>
<td><a href="http://www.excellusbcbs.com">www.excellusbcbs.com</a></td>
</tr>
<tr>
<td>MVP-CNY</td>
<td>1-888-687-6277</td>
</tr>
<tr>
<td>Web Address</td>
<td><a href="http://www.joinmvp.com">www.joinmvp.com</a></td>
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</tbody>
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**EmblemHealth (formerly GHI Preferred Dental)**
Claim Forms: category - 954
Group Number-1199-001

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General health benefit questions
Benefit Services
395 Pine Tree Road
East Hill Office Building, Suite 130
Ithaca, NY 14850
benefits@cornell.edu
(607) 255-3936

Contract College enrollment and other forms: Benefit Services (607) 255-3936
http://hr.cornell.edu/benefits/health/nyship.html

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