

EMPIRE

SPECIAL REPORT

FOR ACTIVE AND RETIRED ENROLLEES
WITH EMPIRE PLAN PRESCRIPTION DRUG COVERAGE

DECEMBER 2007

The Empire Plan Prescription Drug Program – January 1, 2008

Beginning January 1, 2008, UnitedHealthcare will insure and administer The Empire Plan Prescription Drug Program.

UnitedHealthcare will partner with Medco Health Solutions, Inc. (Medco) for retail pharmacy network and mail pharmacy services (Medco by Mail).

Your prescription drug benefits are not changing, but there will be some differences that enrollees should note.

- There will be some changes to the Preferred Drug List as part of The Empire Plan annual review. See your HBA for the 2008 Empire Plan Preferred Drug List, administered by UnitedHealthcare. It is also available online at www.cs.state.ny.us. Select either "Employees" or "Retirees" and follow the links to Health Benefits. Select your group and benefit plan if prompted. On the resulting NYS Online page, select "Using Your Benefits." This is not a complete list of covered drugs; it includes only the most commonly prescribed generic and brand-name drugs.
- The majority of the Plan's current network pharmacies will continue to participate, including most retail chain pharmacies. To find a participating pharmacy you can:
 - Call the pharmacy and ask if they will participate in The Empire Plan participating pharmacy network beginning in January;
 - Go to the Department of Civil Service web site at www.cs.state.ny.us and select either "Employees" or "Retirees" and follow the links to Health Benefits. Select your group and benefit plan

if prompted. On the resulting NYS Online page, select "Using Your Benefits." then Providers, Pharmacies and Services to use the Pharmacy Locator feature, or

- Call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) and choose The Empire Plan Prescription Drug Program on the main menu and then the prompt for 2008 benefit information to reach a representative.
- Beginning in January 2008, a new mail service pharmacy (Medco by Mail) will fill your prescriptions by mail. The Empire Plan has a pharmacist on call 24 hours a day, seven days a week.

These are just the highlights of some of the changes. Please read this Report carefully. We want you and your family to have the information you need about your 2008 Empire Plan prescription drug coverage.

No New Benefit Card

You will not need a new identification card to fill prescriptions. Continue to use your Empire Plan Benefit Card. This is the card you already use for your Empire Plan prescription drug benefits. See page 4 for information you should take along on your first visit to a participating retail pharmacy on or after January 1, 2008.

What's New...

- New insurer/administrator UnitedHealthcare
- New 2008 Empire Plan Preferred Drug List (PDL).
- New mail service pharmacy, Medco by Mail
- New Teletypewriter (TTY) number for callers with a hearing or speech disability TTY Only.....1-800-759-1089

What's The Same...

- Toll-free NYSHIP number 1-877-7-NYSHIP (1-877-769-7447) for Empire Plan Prescription Drug Program questions
- Copayment amounts for all covered prescriptions (generic, preferred brand-name and non-preferred brand-name drugs)
- Empire Plan Benefit Card
- Mandatory generic substitution requirements
- Prior authorization for certain drugs
- Drug Utilization Review
- 90-day supply at retail or mail service, with refills up to one year
- Preaddressed, postage paid envelopes for the mail service pharmacy

NYSHIP
New York State Health Insurance Program

The *Empire Plan Special Report* is published by the Employee Benefits Division of the State of New York 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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Your First Visit to a Participating Pharmacy after January 1, 2008

The Empire Plan and the Prescription Drug Program administrator have made every effort to ensure that participating pharmacies are aware of the change in administrator and know how to submit claims. However, you should cut out the information below and take it with you the first time you go to a retail pharmacy on or after January 1, 2008.



Your first visit to an Empire Plan participating retail pharmacy on or after January 1, 2008

Below is information that may be helpful the first time you use an Empire Plan participating retail pharmacy to fill your prescription:

UnitedHealthcare administers The Empire Plan Prescription Drug Program

Rx Group: UH0712959

Bank Identification Number: 610014

When You Call

For anything related to your Empire Plan Prescription Drug Program beginning in 2008, you can call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447) 24 hours a day, seven days a week. Choose The Empire Plan Prescription Drug Program on the main menu and then the prompt for 2008 benefit information to connect to a representative or pharmacist. Effective January 1, 2008, you will be able to:

- Verify your eligibility
- Locate a participating pharmacy
- Use the mail service pharmacy
- Talk to a representative
- Request prior authorization or a generic appeal
- Talk to a pharmacist

New Addresses You Need to Know

Addresses for using the mail service pharmacy, submitting claims for prescriptions from non-participating pharmacies and general correspondence are changing. Use the addresses below on and after January 1, 2008:

1. Mail prescriptions to:
Medco by Mail
P.O. Box 747000
Cincinnati, OH 45274-7000
2. Mail completed claim forms for prescriptions from retail pharmacies to:
Medco
P.O. Box 14711
Lexington, KY 40512
3. Mail general correspondence to:
The Empire Plan Prescription Drug Program
P.O. Box 5900
Kingston, NY 12402-5900
4. For directions on where to send written appeals and prior authorization documentation, call toll free 1-877-7-NYSHIP (1-877-769-7447) and select The Empire Plan Prescription Drug Program.

It is the policy of the State of New York 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 (www.cs.state.ny.us). 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 (Albany area) or 1-800-833-4344 (U.S., Canada, Puerto Rico, Virgin Islands).

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