

Where to Call For More Benefit Information

Employee Benefit Information Telephone Line: 1-888-622-5151

Empire Plan: 1-877-769-7447

For pre-authorization of services or if you have a question about eligibility, providers or claims, call this toll free number and choose the carrier option you need as given below.

1) United Health Care

United Health Care provides coverage for medical services, such as office visits, surgery and diagnostic testing under the Participating Provider and Basic Medical Programs. Coverage for physical therapy and chiropractic care is provided through the Managed Physical Medicine Program. UHC also provides: Home care services, durable medical equipment and medical supplies through the Home Care Advocacy Program; The Centers of Excellence Program for Infertility; and Benefits Management Program services including Prospective Procedure Review for MRIs, Voluntary Specialist Consultant Evaluation services and outpatient Medical Case Management.

2) Empire Blue Cross Blue Shield

Empire Blue Cross & Blue Shield provides coverage for inpatient and outpatient services provided by a hospital, skilled nursing facility care and hospice care. Includes a Centers of Excellence for Transplants Program. Also provides inpatient Benefits Management Program services, including pre-admission certification of hospital admissions and admission or transfer to a skilled nursing facility; discharge planning, inpatient Medical Case Management and the High Risk Pregnancy Program.

3) OptumHealth

OptumHealth administers mental health and substance abuse benefits and claims including authorization of services and referrals to network providers

4) Medco

UnitedHealthcare partners with Medco Health Solutions, Inc. (Medco) for retail pharmacy network and mail pharmacy services. Provides coverage for prescription drugs dispensed through participating Empire Plan retail pharmacies, the Medco mail service (Medco by Mail) and non-participating pharmacies.

5) Empire Plan Nurse Line

Empire Plan Nurse Line provides health information and support

HMO Enrollees - For information, contact your HMO

COBRA Enrollees

The Employee Benefits Division serves as your Health Benefits Administrator: 1-800-833-4344

CSEA Benefits for Represented Employees are provided through the CSEA Benefit Fund: 1-800-323-2732

Vision Benefits for Judges and M/C Employees are provided through the Davis Vision Plan: 1-800-999-5431

Dental Benefits for Judges and M/C Employees are provided through GHI: 1-800-947-0101

Sixth District Health Benefits Administrators - Christine Roche: 607-240-5317 and Jenilyn Brhel: 607-240-5318

Retirement System: 1-866-805-0990

Deferred Compensation: 1-800-422-8463