



New York State Correctional Officers & Police Benevolent Association

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TO: NYSCOPBA Members

FROM: Sharon Smith, Health Benefits Specialist

DATE: March 26, 2020

RE: Telemedicine Pilot Program Immediately Available through the Empire Plan

NYSCOPBA has agreed to a Telemedicine Pilot Program through the Empire Plan effective immediately and ending December 31, 2020 (negotiations will continue throughout 2020 to continue the program into 2021). This pilot program has no cost-sharing, meaning no copay.

Medical and mental health services are available 24/7 through the hospital program - BlueCross/BlueShield. Members must go to www.empireblue.com/nys to access the link and obtain a coupon code. The coupon code should be entered in the payment section. Attached is a sample of the process to obtain services.

Civil Service has posted the following message on "NYSHIP Online" and will send a notice to Health Benefits Administrators for distribution. A postcard will also be sent to members' homes.

"The Empire Plan is doing all they can to support you and your family through this unprecedented time and is introducing a new telemedicine benefit to help you access health care services remotely. LiveHealth Online lets you stay home and have a video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or personal computer.

If you are concerned about leaving your home to receive medical care or your ability to access care, the Empire Plan will cover telehealth visits at no cost to you. Register or login at www.empireblue.com/nys to get a coupon code to cover the full cost of your LiveHealth Online visit."

This program is available through the Empire Plan only. Members covered under a NYSHIP HMO should contact their carrier to see whether such a program is available.

As with any new program, issue/questions may arise. Members can contact Empire BlueCross/Blue Shield (1-877-769-7447, Option 2) or me to address those issues/questions.

Be safe!

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Attachment

cc: NYSCOPBA Executive Board
NYSCOPBA Jt. Committee on Health Benefits