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MEMORANDUM

To: Agency Health Benefits Administrators
From: Employee Benefits Division
Subject: Telehealth Services
Date: March 25, 2020

The Empire Plan is doing all they can to support its enrollees through this unprecedented time and has introduced a new telehealth benefit to help them access health care services remotely. LiveHealth Online lets enrollees stay home and have a video visit with a board-certified doctor or licensed therapist on their smartphone, tablet or personal computer.

If enrollees are concerned about leaving their homes to receive medical care or their ability to access care, The Empire Plan will cover telehealth visits at no cost. See the attachment for additional information and step-by-step instructions to register or enrollees who are already registered can login to www.empireblue.com/nys to get a coupon code to cover the full cost of their LiveHealth Online visit. For additional assistance, enrollees should be encouraged to call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447) and select option 2 for the Hospital Program. **Note:** A postcard regarding this new benefit will also be mailed to enrollees in the coming week.

Attachment: LiveHealth Online Instructions