



Important Phone Numbers

For Active Employees of the Contract Colleges at Cornell

General Inquiries

For Questions About:	Contact:	Phone Number:
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)
Empire Plan Claim Problems	United HealthCare Participating Provider Information, MPN Providers	1-877-769-7447 (option 1)
New York State Department of Civil Service	https://www.cs.ny.gov (click on "State Employees")	1-800-833-4344

Pre-Admission Certification

For Questions About:	Phone Number:
Elective hospital admissions (overnight stays), before the birth of a child, within 48 hours of emergency admission, before admission to a skilled nursing facility	1-877-769-7447 (option 2)
Prior authorization of an MRI, outpatient case management, voluntary second opinion	1-877-769-7447 (option 1)

CVS Caremark Prescription Drug Program

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.

PREFERRED DRUG LISTING:

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.

Prior authorization is needed for some drugs. Please call Caremark for more specific information.

For Questions About:	Phone Number:
Locate participating pharmacies, filling a mailing order prescription, or pharmacy consultation	1-877-769-7447 (option 4)

Beacon Health

(formerly ValueOptions, Inc.) To be eligible for benefits, you MUST call Beacon Health Options BEFORE receiving any mental health or substance abuse treatment.

For Questions About:	Phone Number:
Mental health and substance abuse services for the Empire Plan	1-877-769-7447 (option 3)

Home Care Advocacy Program (HCAP)

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.

For Questions About:	Phone Number:
Precertify home care and durable medical equipment/supplies	1-877-769-7447 (option 1)
The Empire Plan Diabetic Supply Pharmacy (Edgepark, formerly Liberty)	1-888-306-7337
Ostomy supplies from Byram HealthCare Center	1-800-354-4054

Infertility Treatment

For Questions About:	Phone Number:
To receive authorization for qualified procedures	1-877-769-7447 (option 1)

Empire Plan NurseLine

For Questions About:	Phone Number:
Health information and advice	1-877-769-7447 (option 5)

HMO

For specific information contact your HMO directly

For Questions About:	Phone Number:
HMOBlue – CNY www.excellusbcbs.com	1-877-769-7447 (option 5)

EmblemHealth (formerly GHI Preferred Dental)

Claim Forms:

- Category: 954

- Group Number: 1199-001

For Questions About:	Phone Number:
www.emblemhealth.com	1-877-769-7447 (option 5)

Cornell HR Services and Transitions Counselor

395 Pine Tree Rd., East Hill Office Building, Suite 110, Ithaca, NY 14850

For Questions About:	Phone Number:
General health benefit questions	607-255-3936 hrservices@cornell.edu
Contract College enrollment & other forms	https://hr.cornell.edu/benefits-pay/health-plans/contract-college-health-plans
