Important Phone Numbers

For Active Employees of the Contract Colleges at Cornell

General Inquiries

<table>
<thead>
<tr>
<th>For Questions About:</th>
<th>Contact:</th>
<th>Phone Number:</th>
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<tbody>
<tr>
<td>Empire Plan Claim Problems</td>
<td>Empire Blue Cross Blue Shield (Hospital)</td>
<td>1-877-769-7447 (option 2)</td>
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<td></td>
<td>In New York State and other States Except Alaska</td>
<td></td>
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<tr>
<td>Empire Plan Claim Problems</td>
<td>United HealthCare Participating Provider Information, MPN Providers</td>
<td>1-877-769-7447 (option 1)</td>
</tr>
<tr>
<td>New York State Department of Civil Service</td>
<td><a href="https://www.cs.ny.gov">https://www.cs.ny.gov</a> (click on “State Employees”)</td>
<td>1-800-833-4344</td>
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Pre-Admission Certification

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<tr>
<th>For Questions About:</th>
<th>Phone Number:</th>
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<tr>
<td>Elective hospital admissions (overnight stays), before the birth of a child, within 48 hours of emergency admission, before admission to a skilled nursing facility</td>
<td>1-877-769-7447 (option 2)</td>
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<tr>
<td>Prior authorization of an MRI, outpatient case management, voluntary second opinion</td>
<td>1-877-769-7447 (option 1)</td>
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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](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:  
Locate participating pharmacies, filling a mailing order prescription, or pharmacy consultation  
**Phone Number:** 1-877-769-7447 (option 4)

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

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**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:  
- Precertify home care and durable medical equipment/supplies  
- The Empire Plan Diabetic Supply Pharmacy (Edgepark, formerly Liberty)  
- Ostomy supplies from Byram HealthCare Center  
**Phone Number:** 1-877-769-7447 (option 1)

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**Infertility Treatment**

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

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**Empire Plan NurseLine**

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

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**HMO**

For specific information contact your HMO directly

### For Questions About:  
HMOBlue – CNY  
**Phone Number:** 1-877-769-7447 (option 5)

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**EmblemHealth (formerly GHI Preferred Dental)**

Claim Forms:

- Category: 954
<table>
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<tr>
<th>For Questions About</th>
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<tbody>
<tr>
<td><a href="http://www.emblemhealth.com">www.emblemhealth.com</a></td>
<td>1-877-769-7447 (option 5)</td>
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**Cornell Benefit Services**

395 Pine Tree Rd., East Hill Office Building, Suite 130, Ithaca, NY 14850

<table>
<thead>
<tr>
<th>For Questions About</th>
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<tr>
<td>General health benefit questions</td>
<td>607-255-3936</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:benefits@cornell.edu">benefits@cornell.edu</a></td>
</tr>
<tr>
<td>Contract College enrollment &amp; other forms</td>
<td><a href="https://hr.cornell.edu/benefits-pay/health-plans/contract-college-health-plans">https://hr.cornell.edu/benefits-pay/health-plans/contract-college-health-plans</a></td>
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