



## Network News Getting a New Look & New Home

The Empire Plan Network News is going digital. Our next issue will have a new look and be available solely online at [UHCprovider.com](http://UHCprovider.com). It will be posted alongside UnitedHealthcare's commercial product news at:

[UHCprovider.com](http://UHCprovider.com) ► [MENU](#) ► [Resource Library](#) ► [News and Network Bulletin](#)

This is also where you can already find *The Empire Plan Medical Program Copayment Guide* and past issues of *Network News*.

We are excited that the online platform will give us the opportunity to bring you Empire Plan updates more quickly and interactively. Should you have any questions about this change or suggestions for topics to be covered in a future issue, please feel free to contact us at [NetworkNews@uhc.com](mailto:NetworkNews@uhc.com).

### Empire Plan Claim Submission Deadlines

Generally, Empire Plan claims must be submitted to UnitedHealthcare no later than 120 days from the end of the calendar year in which covered services are rendered or within 120 days after Medicare or another insurance plan processes your claim, whichever is later.

Based on these timely filing requirements, claims for 2020 dates of service would be required by April 30, 2021. And claims for 2019 services by April 29, 2020.

However, UnitedHealthcare is following the IRS/DOL regulation related to the national emergency declared by the president. This regulation pauses the time clock for claim submission during the national emergency period that began on March 1, 2020. When an end date for the national emergency period is declared, there will be an additional 60-day extension of timely claim filing requirements following the last day of the national emergency period.

#### What this means

Right now, the national emergency period is in effect through April 21, 2021. Therefore, claims for both 2019 and 2020 services may currently be submitted through June 20, 2021.

Electronic claim submission is encouraged. For those unable to submit claims electronically, paper claims may be submitted to: The Empire Plan, PO Box 1600, Kingston, NY 12402-1600.

If you have not received a response within 60 days following your submission of a claim, promptly contact us to question the status. You may send your inquiry via [UHCprovider.com](http://UHCprovider.com), a Request for Reconsideration Form, or by calling our customer care professionals at 1-877-7-NYSHIP (1-877-769-7447). Contacting us within this timeframe helps to prevent denial of the claim due to late filing if the original was never received.

When benefits are denied because the claim is submitted late, the participating physician or health care professional may not bill the patient for the charges on that claim.

## The Empire Plan Expands Network Access as of 1/1/2021

As you may have seen at UHCprovider.com, starting January 1, 2021, members of The Empire Plan will have in-network access to the UnitedHealthcare Options preferred provider organization (PPO) network for all states and U.S. territories outside of New York State. This means more network physicians, laboratories, physical medicine providers, and other covered providers nationwide. It also includes hospitals for those hospital services covered under The Empire Plan's Medical/Surgical Program administered by UnitedHealthcare.

### What does this mean to you as a directly contracted Empire Plan Network provider?

In New York State, UnitedHealthcare continues to maintain its directly contracted Empire Plan customer specific network. And, when needed, you now have more in-network referral options in bordering states. Empire Plan members receive the highest level of benefits when they use a participating provider.

Providers with locations outside New York State who have not already been contacted will be contacted directly as needed.

### Have questions?

For more information regarding this network expansion and its impact on you, if any, please reach out to your Empire Plan Network Management contact. You can also call 1-877-7-NYSHIP (1-877-769-7447) or write to us at: Empire Plan Network Management, UnitedHealthcare, PO Box 2300, Kingston, NY 12402-2300.

## *Did You Know...*

### The Empire Plan Has a Home Infusion Benefit?

Home Care Advocacy Program staff can help you and your patient coordinate care and necessary drug authorizations.

In the current environment, we are all doing our best to avoid unnecessary contact by social distancing or staying home. With this in mind, we offer a reminder that infusion can often be performed in the comfort of the patient's home. And that's where The Empire Plan's Home Care Advocacy Program (HCAP) and UnitedHealthcare's staff can help.

When infusion services are rendered in the patient's home:

UnitedHealthcare's HCAP staff can:

- Identify an in-network home infusion provider.
- Coordinate associated home nursing services.
- Help navigate the prior authorization process for the required medication(s) with CVS Caremark.

CVS Caremark will:

- Review medication(s) for prior authorization approval.
- Dispense approved specialty medications. For maximum benefits, most specialty medications must be dispensed by CVS Caremark. For some specialty medications, CVS Caremark will coordinate with other designated specialty pharmacies to ensure the dispensing of those medications. Other authorized medications may be obtained through any network pharmacy.

We encourage you to explore this option when appropriate, and we are here to help.

### Learn More

**Just call HCAP for more information or to get started. Call 1-877-7-NYSHIP (1-877-769-7447);** select the Medical/Surgical Program administered by UnitedHealthcare (option 1) from the main menu, then Benefits Management Program (option 3), and finally Nursing and Infusion Services (option 4).

***Important Note About Hospital Services:*** *Infusion services performed in a hospital setting are covered under the Empire Plan's Hospital Program administered by Empire BlueCross, and authorizations by CVS Caremark do not apply. Be sure to contact Empire BlueCross (1-877-769-7447, option 2) for necessary hospital infusion authorizations, including medications.*

## Updated Empire Plan References Available at UHCprovider.com

### Empire Plan Medical Program Copayment Guide – January 2021

*UHCprovider.com* ► *MENU* ► *Resource Library* ► *News and Network Bulletin*

In addition to being available at UHCprovider.com, *The Empire Plan Medical Program Copayment Guide – January 2021* has been included on page 4 of this issue of Network News. This *Guide* outlines the copayment requirements for the various Empire Plan employee groups relative to services by participating providers covered under the Empire Plan Medical Program as of January 1, 2021. It also includes columns identifying the appropriate drug list for each group and the outpatient surgical location copayment.

Services not subject to a copayment as a result of the Patient Protection and Affordable Care Act (PPACA), also known as federal health care reform, are outlined in the *2021 Empire Plan Preventive Care Coverage Guide* which has been posted in conjunction with the *Copayment Guide*.

### Empire Plan Drug Lists – January 2021

*UHCprovider.com* ► *MENU* ► *Resource Library* ► *Drug Lists and Pharmacy* ► *Empire Plan*

#### **Enrollees/Dependents Who Are Not Medicare Primary**

The Empire Plan Prescription Drug Program, administered by CVS Caremark, provides prescription drug coverage for enrollees and dependents who do not have primary Medicare coverage. There are three drug lists for the Empire Plan Prescription Drug Program:

- *2021 Empire Plan Advanced Flexible Formulary Drug List*
- *2021 Empire Plan Flexible Formulary Drug List*
- *2021 Excelsior Plan Drug List*

These are separate and distinct lists that apply to different employee groups with Empire Plan coverage, as noted on the *Copayment Guide*. Certain drugs are excluded from coverage on the *2021 Empire Plan Advanced Flexible Formulary Drug List* and the *2021 Empire Plan Flexible Formulary Drug List*.

#### **Medicare-Primary Enrollees/Dependents**

The Empire Plan Medicare Rx prescription drug plan for Medicare-primary enrollees and dependents is administered by SilverScript Insurance Company, an affiliate of CVS Caremark. Empire Plan enrollees and dependents whose primary coverage is Medicare receive their Empire Plan prescription drug coverage through a Medicare Part D Employer Group Waiver Plan called Empire Plan Medicare Rx. The Empire Plan Medicare Rx (PDP) plan has been designed to provide coverage as close to the non-Medicare Empire Plan Prescription Drug Program as possible and to mirror the Empire Plan Flexible Formulary Drug List as closely as possible.

#### **Learn More**

For additional information regarding prescription drug coverage, please call The Empire Plan toll free at 1-877-7-NYSHIP (1-877-769-7447); select the Prescription Drug Program (option 4) from the main menu and follow the prompts. New York State also has a dedicated webpage regarding Empire Plan prescription drug coverage at [www.cs.ny.gov/empireplanrxprogram](http://www.cs.ny.gov/empireplanrxprogram).



Employee Group	Drug List +	Office		Urgent Care Center		Outpatient Surgical Location	
		Visit	Surgery	Radiology	Laboratory		Visit
APSU	Flexible Formulary	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$30	
Council 82	Flexible Formulary	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$30	
CSEA	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
District Council 37	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
Management/Confidential	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
NYS Retirees	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
NYSCOPBA	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
Participating Agencies – The Empire Plan (primarily local governments)	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
Participating Employers (primarily public authorities)	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
PBA – Supervisors	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
PBA – Troopers	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
PEF	Flexible Formulary	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$20 <sup>1</sup>	\$30	
PIA (NYS Police Investigators Unit)	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
Unified Court System – COBANC	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
Unified Court System – All Others	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
UUP (Including Lifeguards)	Advanced Flexible Formulary	\$25 <sup>1</sup>	\$25 <sup>1</sup>	\$30 <sup>1</sup>	\$30 <sup>1</sup>	\$50	
The Excelsior Plan (primarily local governments)	The Excelsior Plan Drug List	\$35 <sup>2</sup>	\$35 <sup>2</sup> (\$80 <sup>2</sup> )	\$40 <sup>2</sup>	\$40 <sup>2</sup> (\$80 <sup>2</sup> )	\$95	
Student Employee Health Plan (SEHP)	Flexible Formulary	\$10 <sup>3</sup>		\$10 <sup>3</sup>		\$10	

**There are NO COPAYMENTS due for:**

- Allergy Immunizations/Serum (except SEHP which has no coverage for allergy immunizations/serum)
- Chemotherapy
- Hemodialysis
- Prenatal Care
- Radiation Therapy
- Well Child Care
- Services defined as Essential Preventive Services by the Patient Protection and Affordable Care Act (PPACA), also known as Federal Health Care Reform. These services are summarized on the 2021 EMPIRE PLAN PREVENTIVE CARE COVERAGE GUIDE. Additional information regarding Preventive Care Services can be found at: [UHCprovider.com](http://UHCprovider.com) → Policies and Protocols → Commercial Policies → Medical & Drug Policies and Coverage Determination Guidelines → Preventive Care Services

+ Medicare-primary enrollees and Medicare-primary dependents enrolled in Empire Plan Medicare Rx utilize a Part D drug list (Abridged Formulary) and Non-Part D drug list (Bonus Drug List). Enrollees and dependents who do not have Medicare as primary coverage utilize the drug lists noted in this column.

1 – Maximum of 2 copayments per service date. Combine Visit & Surgery or Radiology Service & Laboratory Service.  
 2 – Maximum of 1 copayment per service date. Copayment increases to \$80 if visit includes Diagnostic Radiology and Imaging Services subject to Prospective Procedure Review (MRI, MRA, CT, PET, Nuclear Medicine Tests).  
 3 – Maximum of 1 copayment per service date.



# Don't Forget...

## Member cost share is waived for COVID-19 testing and testing-related services

In accordance with current regulations, UnitedHealthcare will waive Empire Plan member copays, coinsurance and deductibles for:

- COVID-19 testing performed at approved locations and following Centers for Disease Control and Prevention (CDC) guidelines.
- Visits in conjunction with the above COVID-19 testing to diagnose the novel coronavirus (COVID-19) at the following locations, including through telehealth:
  - An in-network provider's office
  - An in-network urgent care center
  - An emergency department of a hospital
  - Any other in-network outpatient provider setting able to diagnose the novel coronavirus (COVID-19)

**Members should not be billed copayments for the above services or have any cost sharing, and to help ensure proper claim payment, please follow the coding/billing guidance below.** If you have previously submitted claims where you believe UnitedHealthcare should not have applied a copayment, submit a corrected claim or contact customer care at **877-7-NYSHIP** (877-769-7447).

Service	Code(s) to bill	Additional information
Testing-related services, including visits	Appropriate service code, including Evaluation and Management (E&M) codes Place of service: (23) Emergency room (20) Urgent care (11) Office visits/telehealth (02) Telehealth, as of Jan. 1, 2021	Cost share will be waived when billed with appropriate ICD-10 diagnosis code Z03.818, Z11.52, Z11.59, Z20.822 or Z20.828.
Specimen collection	HCPCS codes: G2023 and G2024	Cost share will be waived for these COVID-19-specific specimen collection codes.
	CPT® code: 99001	Cost share will be waived for specimen collection when billed with appropriate ICD-10 diagnosis code Z03.818, Z11.52, Z11.59, Z20.822, or Z20.828.
	C9803	Outpatient hospital facility only. Submit to The Empire Plan Hospital Program (BlueCross).

### Where to Look for Updates

The Coronavirus (COVID-19) public health issue continues to evolve. For additional information, billing guidance and ongoing updates, please visit us online at [UHCprovider.com/COVID19](http://UHCprovider.com/COVID19). Be sure to check the COVID-19 Information for Empire Plan Network Providers link for any Empire Plan-specific guidance. And should you have any questions, contact your Empire Plan network representative.

Empire Plan Network Management  
UnitedHealthcare  
PO Box 2300  
Kingston, NY 12402-2300

ADDRESS SERVICE  
REQUESTED



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Send your Empire Plan claims and written inquiries regarding claims issues to:

**Empire Plan Claims**  
**PO Box 1600**  
**Kingston, NY 12402-1600**

Send written inquiries regarding Empire Plan Network participation issues and changes to your contractual identifiers, such as tax identification number(s) or practitioners joining/leaving your practice, to:

**Empire Plan Network Management**  
**PO Box 2300**  
**Kingston, NY 12402-2300**

Send changes to your practice demographic information, such as address(es), telephone number(s), etc., via:

- **My Practice Profile / LINK tool at UHCprovider.com;**
- **Email: [hpdemo@uhc.com](mailto:hpdemo@uhc.com);**
- **Fax: (844) 897-5439; or**
- **Paper: The Empire Plan Network Management address above** (only if you do not have internet or fax access).

If you are unsure regarding any aspect of The Empire Plan, please call **1-877-7NYSHIP (1-877-769-7447)**.