



# Contract Administration

## MEMO

**TO:** PEF Members

**FROM:** Erika Frasier, Health Benefits Specialist

**DATE:** March 26, 2020

**RE:** **The Empire Plan - Telehealth Services, LiveHealth**

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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 members access health care services immediately and 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, we encourage you to take advantage of this program.

The Empire Plan covers Telehealth visits at no cost to members. ***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](http://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.

Appointment Cancellation Policy: You may be charged \$25 if you miss this appointment or cancel the appointment with less than 24 hours notice. If you need to reschedule or cancel your appointment, you may do this on line or by calling 1-888-LiveHealth

**Note:** A postcard regarding this new benefit will also be mailed to enrollees in the coming week.

Attachment: LiveHealth Online Instructions