Keeping Your Coverage Up To Date

To keep your coverage up to date, you must notify your Benefits Office if...

Your home address changes
Your phone number changes
Your name changes

Your family unit changes
• You marry or divorce, acquire a domestic partner
• You want to add a dependent
• You no longer have any eligible dependents
• Your dependent loses eligibility
• You no longer wish to provide coverage for a dependent
• You have a disabled dependent
• You or a covered dependent becomes eligible for Medicare benefits because of disability or end-stage renal disease although under age 65
• Your spouse or other enrolled dependent dies

Your employment status changes
• You are going to retire
• You are affected by a layoff
• You are going on leave without pay
• You have questions about the State Continuation of Coverage Law or COBRA

You have questions about NYSHIP
• You have questions concerning your family's eligibility for health insurance coverage
• You have questions about changing your type of coverage (Family/Individual)
• Your Empire Plan Benefit Card is lost or damaged
• You want to know how to coordinate your Empire Plan benefits with Medicare

Other
• You become disabled
• You want to cancel your health insurance coverage to obtain dependent status under your spouse's NYSHIP coverage
• You would like a directory of Empire Plan Participating Providers. Check the New York State Department of Civil Service web site at www.cs.state.ny.us. Or, call The Empire Plan at 1-877-7-NYSHIP (1-877-769-7447) and select UnitedHealthcare
• You want to cancel your coverage
• You followed an Empire Plan carrier's appeal procedure, but still do not agree about covered benefits. (You may also contact the State Insurance Department or State Health Department.)