

Top Questions Your Patients May Have About NYCE PPO

We know your patients' health is your top priority. That's why we're giving you answers to help them understand and use their New York City Employees PPO (NYCE PPO) plan.

How does the NYCE PPO network compare to the GHI CBP/Anthem BlueCross and BlueShield plan?

NYCE PPO plan members can find care wherever they are, with coverage that includes:

- 78,000 doctors, health care professionals, and hospitals in New York City, Long Island, and the Hudson Valley (Dutchess, Orange, Putnam, Rockland, Ulster, and Westchester counties) through EmblemHealth, i.e., the EmblemHealth coverage zone (up from 64,000).
- 39,000 mental/behavioral health providers in New York State (up from 12,000) and 418,000 across the country (up from 61,000) through UnitedHealthcare's behavioral health network.
- More than 1.6 million in-network providers outside of EmblemHealth's coverage zone with the UnitedHealthcare Choice Plus network.

Do I need referrals from my doctor to see specialists with this plan?

No, NYCE PPO will not require referrals.

Are the same hospitals in the 13 downstate New York counties currently in the GHI CBP/Anthem BlueCross and BlueShield plan also covered by NYCE PPO?

Yes, within the 13 downstate counties, the same hospitals that were in-network under the previous plan are in-network for NYCE PPO. In fact, you still have access to care from the same EmblemHealth providers you see today, and more.

How does prescription drug coverage work?

All members will be covered for Affordable Care Act (ACA)/New York State mandated drugs (such as diabetic medicine) through NYCE PPO, managed by Prime Therapeutics.

For other medicines:

- If you have prescription drug coverage through your union, you will continue using that coverage for your drug benefit.
- If you have prescription drug coverage through EmblemHealth, there will be a new pharmacy benefits manager, Prime Therapeutics.

Same Number, Same Support

NYCE PPO members can use the same customer service number as before to receive the same support they've come to expect. Call **212-501-4444** (TTY: **711**). We're here to help!

Top Questions You May Have About NYCE PPO

We want to help you support your patients in their care journey. Here are some things you may be wondering about the New York City Employees PPO (NYCE PPO) plan.

How do I know if my practice is in-network for NYCE PPO?

If you see City of New York members under the GHI Comprehensive Benefits Plan (CBP) today, OR you have a contract with EmblemHealth for its commercial products, you are in-network for the NYCE PPO plan.

In the 13 downstate New York counties, EmblemHealth provides members with access to care through the NYCE PPO Bridge Program. This is a combination of networks that ensures that members have a wide choice of providers and facilities.

Note: The NYCE PPO Bridge Program is different from the Bridge Program for large group and administrative services only (ASO) plans. Learn more about the Bridge Program at emblemhealth.com/bridge.

The 13 downstate counties:

Bronx	Orange	Suffolk
Dutchess	Putnam	Ulster
Kings	Queens	Westchester
Nassau	Richmond	
New York	Rockland	

Is a provider considered participating with NYCE PPO if they are currently contracted with EmblemHealth or UnitedHealthcare?

A provider must participate with either GHI or HIP to be part of the EmblemHealth Bridge Program in the 13 downstate counties or the UnitedHealthcare national Choice Plus network **outside** the 13 counties (in New York and nationwide) to be considered participating with NYCE PPO.

Do NYCE PPO members need a referral to see a specialist?

No, NYCE PPO will not require referrals.

How do I submit medical prior authorization requests?

Starting Dec. 1, 2025, NYCE PPO will accept prior authorization requests for services beginning on or after Jan. 1, 2026, through the NYCE PPO provider portal (sign in at nyceppo.com/provider) or by calling the Provider Service Center at **844-849-5750**. If services start before Jan. 1, 2026, they will continue to be managed by the EmblemHealth GHI CBP/Anthem BlueCross and BlueShield plan.

How do NYCE PPO providers request prior authorizations for prescription drugs for the 2026 plan year?

For prescriptions covered under EmblemHealth's **pharmacy benefit** on or after **Jan. 1, 2026**, providers can:

- Contact Prime Therapeutics Pharmacy Benefit Management at **866-799-7919**.
- Request prior authorizations at **covermymeds.com**.

Before that date, prior authorizations are handled by ExpressScripts®.

On or after **Dec. 22, 2025**, for drugs covered under the NYCE PPO **medical benefit** for the 2026 plan year, providers can:

- Contact Prime Therapeutics Medical Pharmacy Solutions at **833-519-4548**.
- Providers in the 13 downstate New York counties can also request prior authorizations online at **gatewaypa.com**.

We're Here To Help

Providers can visit uhcprovider.com/ny and click the "View plans" button under "Commercial plans" for more information. You can also contact your relationship manager or call **844-849-5750**.