

**OFFICE OF THE COUNTY EXECUTIVE
ALL-EMPLOYEES MEMORANDUM**

DATE: DECEMBER 2, 2022

EMPLOYEE MEDICAL HEALTH PLAN OF SUFFOLK COUNTY (EMHP)

**IMPORTANT UPDATE REGARDING MENTAL HEALTH AND SUBSTANCE USE
DISORDER BENEFITS ADMINISTRATION
AND EXTENSION OF TELEPHONIC MEDICAL VISITS**

As part of our continuing effort to provide our members with important updates regarding the Employee Medical Health Plan of Suffolk County (EMHP), the Labor/Management Committee, which oversees the EMHP, would like to provide you with an important update concerning your Mental Health and Substance Use Disorder benefits.

Effective, February 1, 2023, your mental health and substance use disorder benefits under the EMHP will be administered by Optum Behavioral Solutions (Optum).

Optum is a national healthcare company with over 40 years of experience in administering behavioral healthcare services with a network of approximately 300,000 providers nationwide and over 100,000 telemedicine providers. However, some mental health care providers treating EMHP members may not currently participate with Optum. In an effort to minimize disruption, we have identified those providers and asked Optum to contact them to invite them to join their network. If your provider is not currently in the Optum network and is interested in joining, the **provider** must contact Optum directly at **1-877-614-0484**, The Customer Service hours are Monday – Friday, 8:00 a.m. to 8:00 p.m. EST. You could also contact your mental health provider directly to ascertain if they are in the Optum network.

You should continue to call Beacon Health Options at the toll-free number on the back of your card, 1-866-909-6472, to authorize treatment through January 31, 2023. **Beginning February 1, 2023, you can reach Optum via phone at 1-800-765-6709 to obtain authorization for treatment. Effective February 1, 2023, you can also visit the Optum website at www.liveandworkwell.com to find providers.**

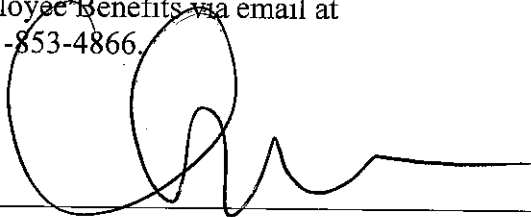
Mental Health and Substance Use Disorder claims incurred on or after February 1, 2023 should be submitted to Optum instead of Beacon Health Options, and payments will continue to be made in accordance with the existing rules and regulations of the EMHP.

Members should continue to use their current EMHP Identification Card when receiving Mental Health and Substance Use Disorder benefits under the EMHP.

**EMPLOYEE MEDICAL HEALTH PLAN OF SUFFOLK COUNTY (EMHP)
EXTENSION OF TELEPHONIC MEDICAL VISITS**

As you know, under EMHP's Hospital/Medical Benefits and the Mental Health/Substance Use Disorder benefits you currently can utilize telephonic visits with your providers. Please be advised that this benefit has been extended through **January 31, 2023** and is subject to the applicable copay as well as any cost share.

If you have any questions regarding the Mental Health or Substance Use Disorder benefits, please call Beacon Health Options via phone at 1-866-909-6472 or if you have any questions regarding your Hospital or Medical benefits, please call Empire BlueCrossBlueShield via phone at 1-800-939-7515. You can also contact Employee Benefits via email at ebu@suffolkcountyny.gov or via phone at 631-853-4866.



**LISA BLACK
CHIEF DEPUTY COUNTY EXECUTIVE**

**DISTRIBUTION:
ONE COPY PER EMPLOYEE/RETIREE**