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NEW YORK Provider Communications

Empire Chat: A fast, easy way to have your questions answered

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If you have questions, you now have a new option to have them answered quickly and easily. With Empire Chat, providers can have a real-time, online discussion through a new digital service, **available through Payer Spaces on [Availity](#)**.

- Faster access to provider services for all questions
- Real-time answers to your questions about prior authorization, appeals status, claims, benefits, eligibility, and more
- A platform that is easy to use making it simpler to receive help
- The same high level of safety and security you have come to expect with Empire

Chat is one example of how Empire BlueCross BlueShield (“Empire”) is using digital technology to improve the health care experience, with a goal to save you valuable time. To start, access the service through Payer Spaces on [Availity](#).

Use Provider Chat: Select **Payer Spaces** > **Empire** > from *Applications* select **Chat**.

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