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## New York Provider News

Critical information from Empire

### Administrative:

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Published: Oct 8, 2019 - Administrative

## Enhanced search and download options allow easy access to information at your fingertips

Empire BlueCross BlueShield (“Empire”) has made improvements to our flagship communications publication – *Provider News* – to make it easier for you to find and use the critical and time-sensitive business information you need that impacts the way you file claims to us, obtain authorizations and more. We are including information about email notifications and search and download shortcuts to help make your Web experience using our communications tool on empireblue.com more efficient and productive – saving you time.

## Keep up with important news from Empire and receive notifications by email

- *Provider News* is posted the first day of each month – regardless of weekends or holidays.
- If you’ve not already done so, please [register](#) today to receive our email notices when new editions or other urgent updates post online.
- When viewing *Provider News* online, you can also select the “Subscribe to Email” tab and follow the online prompts to register. *Provider News* emails will come from Empire Provider Communications. Please add [EmpireProviderCommunications@empireblue.com](mailto:EmpireProviderCommunications@empireblue.com) to your safe sender/recipient list.

## Use our enhanced search options in *Provider News* for easy access to critical information

Search Option in <i>Provider News</i>	Description
Articles by Publication	Displays the most recent five listings with an option to view additional publications. <i>Select the publication on left side to filter all articles included within the specific publication.</i>
Articles by Category and	

Subcategory	<p>Displays four major categories and multiple subcategories:</p> <ul style="list-style-type: none"> <li>· Administrative</li> <li>· Policy Updates <ul style="list-style-type: none"> <li>o Medical Policy &amp; Clinical Guidelines</li> <li>o Reimbursement Policies</li> </ul> </li> <li>· Products &amp; Programs <ul style="list-style-type: none"> <li>o Behavioral Health</li> <li>o Pharmacy</li> </ul> </li> <li>· State &amp; Federal <ul style="list-style-type: none"> <li>o Federal Employee Plan (FEP)</li> <li>o Medicaid</li> <li>o Medicare</li> </ul> </li> </ul> <p><i>Select the category on left side to filter all articles under each specific category/subcategory.</i></p>
Article search by Key Words	<p>Searches for topics when single words or phrases are entered in the “Article Search” box. <i>Use fewer words to maximize search results.</i></p>
Articles by Date	<p>Searches by month and year or a date range. <i>Select the year and month link or select a date range from the calendars that display to filter articles by date.</i></p>
Articles by Title	<p>Searches by article title <i>Enter only key words or phrase in the “Article Search” box; entire article title is <b>NOT</b> needed.</i></p>

With the search options, our online tool displays results that meet the search criteria, including title of the notice, publication the notice is in, category and date of notice. Please see the following screen illustration example.

**Access archived articles prior to September 2018 launch of *Provider News***

- Archived editions are maintained online. At the top of the *Provider News* page, you can use the “Archive” tab to view past communications to view past communications prior to the September 2018 launch of this *Provider News* tool.

**Download information to suit your needs**

- You can download single articles or entire editions as a PDF and save to your computer – providing paperless convenience and easy access to pertinent information you may need.

Watch for additional updates about our communications tool in upcoming editions of *Provider News*.

**URL:** <https://providernews.empireblue.com/article/get-the-latest-critical-information-from-empire-that-impacts-you-view-provider-news-for-easy-access-at-your-fingertips>

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