



**Empire BlueCross BlueShield
(Empire) is becoming
Anthem Blue Cross and Blue
Shield (Anthem) on
January 1, 2024**

Beginning January 2024, Empire will begin operating as Anthem. Our new name fits with the vision for our brand to be a source of lasting wellness for our consumers at all points in their health journey.

You may begin seeing our new name now as we transition over the coming months. We'll also update these [Frequently Asked Questions](#) and keep you informed via our monthly *Provider*

New York 2024 Medicare Advantage plan changes

Annual benefit changes for Medicare Advantage plan members under Wellpoint (formerly Empire) will be effective January 1, 2024.

The following is a summary of these changes. Complete details are in the member's *Evidence of Coverage (EOC)*. To view *EOCs*, formularies, and benefit summaries visit our Medicare Advantage [website](#), or contact Provider Services at the number on the back of the member's ID card. Changes may include medical and Part D benefits, copays, coinsurance, deductibles, formulary coverage, pharmacy network, premiums, and out-of-pocket maximums.

Some group-sponsored Medicare Advantage plan benefits vary from the Medicare Advantage plans offered to individuals. Please refer to the member's EOC or call Provider Services at the number on the back of the member's ID card for more benefit

2024 highlights:

Not all benefits listed below are available to all Medicare Advantage members. Complete details are in the member's *EOC*:

2024 Essential Extras benefit package:

- The Essential Extras benefit package now contains four or five of the following options:
 - Assistive devices
 - Everyday options allowance — dental, vision, and hearing
 - Groceries
 - Transportation
 - Utilities — Changed from a monthly to a quarterly allowance on a benefits prepaid card to help members with monthly utility payments at their home.



<https://providers.anthem.com/ny>

Medicare services provided by Anthem Blue Cross and Blue Shield, trade name of Anthem HealthChoice HMO, Inc. and Anthem HealthChoice Assurance, Inc.; Anthem Blue Cross and Blue Shield HP, trade name of Anthem HP, LLC; or Anthem Blue Cross and Blue Shield Retiree Solutions, trade name of Anthem Insurance Companies, Inc., depending on network participation. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



In-home support:

- This benefit option was removed from Essential Extras for 2024.
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Dental services (supplemental):

- Select plans now cover an allowance for covered preventive and comprehensive services every year. Members now have the flexibility to choose how to spend their allowance for covered dental services. Read plan details for more information
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Hearing services (supplemental):

- Plans that offer supplemental hearing services include an allowance toward the purchase of one pair of prescribed hearing aid(s) and one routine hearing aid fitting evaluation or up to \$300 towards the purchase of one pair of over-the-counter hearing aid(s). Read plan details for more information.
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New: everyday options allowance

- Select plans now offer a combined monthly spending allowance on a benefits prepaid card. Members have the flexibility to choose how to spend their allowance on any of the following benefits: assistive devices, groceries, over-the-counter items, and utilities.
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Healthy pantry and service dog support:

- Effective January 1, 2024, these will no longer be active benefits available to Medicare individual members.
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Continuous glucose monitors:

- Prior authorization is required in 2024.
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Part D prescription drug coverage:

- In 2024, the *Inflation Reduction Act* requires that once a member reaches the catastrophic coverage stage (\$8,000), they pay nothing for covered Part D drugs.

Medicare Advantage HMO

Eight existing HMOs will change names in 2024:

Plan name in 2023	Plan name in 2024
Empire MediBlue Dual Advantage (HMO D-SNP)	Anthem Full Dual Advantage (HMO D-SNP)
Empire MediBlue Dual Advantage Select (HMO D-SNP)	Anthem Full Dual Advantage Select (HMO D-SNP)
Empire MediBlue HealthPlus Dual Connect (HMO D-SNP)	Anthem HealthPlus Full Dual Advantage (HMO D-SNP)
Empire MediBlue HealthPlus Dual Plus (HMO D-SNP)	Anthem HealthPlus Full Dual Advantage LTSS (HMO D-SNP)
Empire MediBlue Plus (HMO)	Anthem Medicare Advantage (HMO)
Empire MediBlue Select (HMO)	Anthem Select (HMO)
Empire MediBlue Service (HMO)	Anthem Veteran (HMO)
Empire MediBlue Service Select (HMO)	Anthem Veteran Select (HMO)

Five existing HMOs will not renew in 2024:

Plans not renewing in 2024	Counties
Empire MediBlue Choice (HMO-POS)	Kings
Empire MediBlue Extra Select (HMO)	Bronx, Kings, New York, Queens, Richmond
Empire MediBlue HealthPlus (HMO)	Bronx, Kings, Nassau, New York, Orange, Queens, Richmond, Rockland, Suffolk, Westchester
Empire MediBlue HealthPlus Select (HMO)	Bronx, Kings, New York, Queens
Empire MediBlue Select (HMO)	Bronx, Kings, New York, Queens, Richmond

Medicare Advantage PPO

One existing PPO will change names in 2024:

Plan name in 2023	Plan name in 2024
Empire MediBlue Access (PPO)	Anthem Medicare Advantage (PPO)

Formulary and pharmacy

Encourage your patients to review the 2024 formulary information within their *Annual Notice of Change* mailing, their new member kit, or online. Ask your patients if the coverage for any of their prescriptions has been changed. If your patient has been impacted by changes to prescription coverage, consider alternative medications in a lower cost-sharing tier.



Prior authorization for Medicare Advantage plans

Prior authorization requirements are available at [Availity.com](https://www.availity.com). Contracted and noncontracted providers who are unable to access Availity Essentials may call Provider Services at the phone number on the back of the member's ID card for prior authorization requirements.

Please check the member's ID card for any identification and/or group number changes that may affect claim submissions.