

# Important Plan Information

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## Physical Therapy, Occupational Therapy, and Speech Therapy Visits Effective January 1, 2021

In anticipation of a **January 1, 2021**, start date, Empire BlueCross BlueShield HealthPlus will remove service limits on physical therapy (PT), occupational therapy (OT), and speech therapy (ST). Instead, Empire will cover medically necessary PT, OT, and ST visits that are ordered by a doctor or other licensed professional.

We have updated your member handbook to reflect this change. This update is available on our website at: [empireblue.com/ny](http://empireblue.com/ny).

### **Empire is here for you**

Please call Member Services at 800-300-8181 (TTY 711) if you:

- Have any questions about this letter;
- Do not have access to a computer to view the handbook update; or
- Want the handbook update mailed to you.

**[empireblue.com/ny](http://empireblue.com/ny)**

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