

Empire Special Programs

Empire's website allows members to search for providers who participate in the networks of the plans offered through RFCUNY. Members may also utilize the Empire Anywhere App to search for providers, locate urgent care centers, or refill a prescription.

Empire's *Live Health Online* allows members to have access to medical and psychological advice at any time and from anywhere. *Live Health Online* uses two-way video to connect members to US-based board certified doctors, psychologists, and licensed therapists. Doctors using *Live Health Online* may answer questions, assess medical conditions, and provide prescriptions (prescription services based on physician judgment and state regulations).

Empire's *24/7 NurseLine* program allows members to access a registered nurse by phone 24 hours a day 7 days a week. Nurses may assist members in understanding symptoms, clarify a specific medical condition or prescribed course of treatment, and ensure that members access the right care in the right setting. *24/7 NurseLine* program: 877-825-5276 or 877-Talk 2 RN.

Empire's *Future Moms* program provides individualized support to expectant mothers in an effort to achieve healthier pregnancies and deliveries through risk assessment and monitoring for each participant. The phone number to obtain more information and register for the *Future Moms* Program is 800-828-5891. The *Future Moms* program provides:

- Primary registered nurse with obstetrics experience
- 24/7 toll free telephone access to nurses and coaches
- Education on pregnancy care and topics
- Lifestyle management & behavioral change counseling
- Pharmacy and nutritional counseling
- Coordination of services and referrals
- Screening for pre-delivery and postpartum depression

Empire Special Offers provides discounts on products and services that help promote better health including discounts on vision and hearing services or fitness and health.