

New York City Employees PPO Plan members can access the Optum Behavioral Health Network in 2026

The New York City Employees PPO (NYCE PPO) Plan will be using the United Behavioral Health network, which operates under the brand Optum, to provide members with a high-quality network for mental health and substance use disorder treatment. This plan will be available to NYCE PPO plan employees, non-Medicare retirees and their dependents located nationwide beginning **Jan 1, 2026**.

With this agreement, you are considered in network for the NYCE PPO membership, and the terms of your Optum Participation Agreement apply.

Please note: Optum is not managing the benefits for the plan. As a United Behavioral Health network provider, you'll need to follow the NYCE PPO Plan workflows and processes when you provide service(s) to their members. These are different than how you get information and manage claims for Optum or UnitedHealthcare members. Please review the information below to ensure that you receive accurate, efficient and timely payment for the service(s) you provide to NYCE PPO Plan members.

NYCE PPO Plan members formerly utilized the Carelon network. As of January 1, 2026 NYCE PPO members will utilize the national Optum Behavioral Health network.

Top 2 things you need to know

- New Payer ID:** Use **Payer ID 26992** to manage your NYCE PPO Plan claims. If you aren't enrolled to receive ERAs from this Payer ID, please do so today with your clearinghouse. Be sure to set up your payment method through NYCE PPO as well to help ensure prompt payments.
- New process:** Use the secure [NYCE PPO Provider Portal](#) (not the Provider Express secure portal) to check benefits, submit prior authorization requests, and manage claims and appeals for this plan. This information will not be available through the Optum Provider Express secure portal. But – you can use the same One Healthcare ID to log into both portals. You do not need to create an ID specifically for the NYCE PPO provider portal.

Member information



Available nationally

Beginning **Jan. 1, 2026**, United Behavioral Health network will serve NYCE PPO Plan nationwide including the 13 downstate counties:

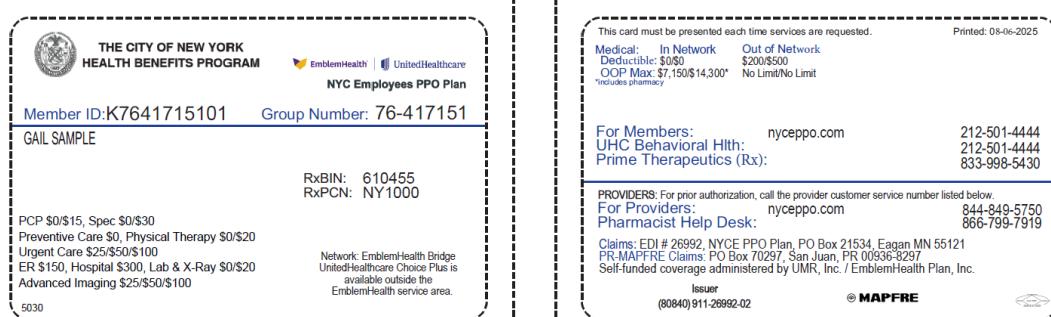
Bronx • Dutchess • Kings • Nassau • New York • Orange • Putnam • Queens • Richmond • Rockland • Suffolk • Ulster • Westchester



Plan ID cards

Members should use the new NYCE PPO Plan ID card beginning **Jan. 1, 2026**.

Members will receive a new ID card that will display the UnitedHealthcare, EmblemHealth and MAPFRE logos. See the following example:



This member ID card example is for illustration only. The actual information varies depending on payer, plan and other requirements.

Provider workflows and processes



Get started with NYCE PPO Plan

Providers treating NYCE PPO Plan members will use the secure [NYCE PPO Provider Portal](#) to manage day-to-day pre- and post-claim operations, including checking member benefits and eligibility, submitting prior authorization requests (if required) and managing claims.

Log into the [NYCE PPO Provider Portal](#)

- Have an existing One Healthcare ID? You can use that to log into the NYCE PPO Portal.
- Don't have a One Healthcare ID? [Create one now](#).

Claims and reimbursement



Paper claim submission

Paper claims must be submitted using original red text CMS-1500 (Form 1500 (02-12)) or CMS-1450 (UB04). Failure to use the proper claim forms can result in claim rejections.

Submit *claims* to the NYCE PPO Plan using Payer ID 26992 or mail to:

NYCE PPO Plan
P.O. Box 21534
Eagan, MN 55121

Submit *appeals* to the NYCE PPO Plan using Payer ID 26992 or mail to:

NYCE PPO Plan
P.O. Box 211381
Eagan, MN 55121

Submit *Puerto Rico claims* using Payer ID 26992 or mail to:

PR-MAPFRE P.O. Box 70297
San Juan, PR 00936-8297



Electronic payments

NYCE PPO Plan reimburses all claim payments with Electronic Funds Transfer (EFT) through Optum Financial Services and Optum Pay™.

- [Enroll in EFT](#)
- [Learn more about EFT](#)

Questions?



- Log into the secure NYCE PPO Provider Portal with your One Healthcare ID.
- **NYCE PPO Plan questions:** Call the NYCE PPO Provider Service Center at **1-844-849-5750**, 7 a.m. – 7 p.m. CT, Monday – Friday.
- **Optum Behavioral Health credentialing or contracting questions:** Call the Optum Provider Service Center at **1-877-614-0484**, 7 a.m. – 7 p.m. CT, Monday – Friday.