

NYCE PPO Plan members are now in network

Optum Behavioral Health providers can serve these members nationwide

As of Jan. 1, 2026, NYCE PPO Plan members and non-Medicare retirees nationwide must work with an Optum Behavioral Health-contracted provider* for mental health and substance use disorder treatment.

What providers need to know

1. **No more Carelon:** **As of Jan. 1, 2026**, NYCE PPO Plan members are now covered by Optum Behavioral Health-contracted providers* not Carelon. Members also received updated member ID cards.
2. **Where to manage NYCE PPO claims:** Use the secure [NYCE PPO Provider Portal](#) (not the Provider Express secure portal) for these members. Your existing One Healthcare ID works in both portals.
3. **Use Payer ID 26992 for NYCE PPO Plan claims:** Claims submitted to Optum and using Payer ID 87726 will be denied. If you haven't already, work with your clearinghouse to receive ERAs from Payer ID 26992 and update your payment methods through NYCE PPO to help ensure prompt payments.
4. **Coverage is national:** The NYCE PPO Plan is available to current New York City employees, non-Medicare retirees and their dependents nationwide. Coverage also applies to the upstate New York counties and the 13 downstate New York Counties: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Ulster and Westchester.

Note: Optum is not managing the benefits for the plan. We have simply made our network of providers available to their members.

Questions?

- **Need additional information?** Check out our [Quick Reference Guide](#).
- **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.

* United Behavioral Health operates under the brand Optum on some contracts, not all. Regardless of whether it says United Behavioral Health or Optum, they are one in the same.