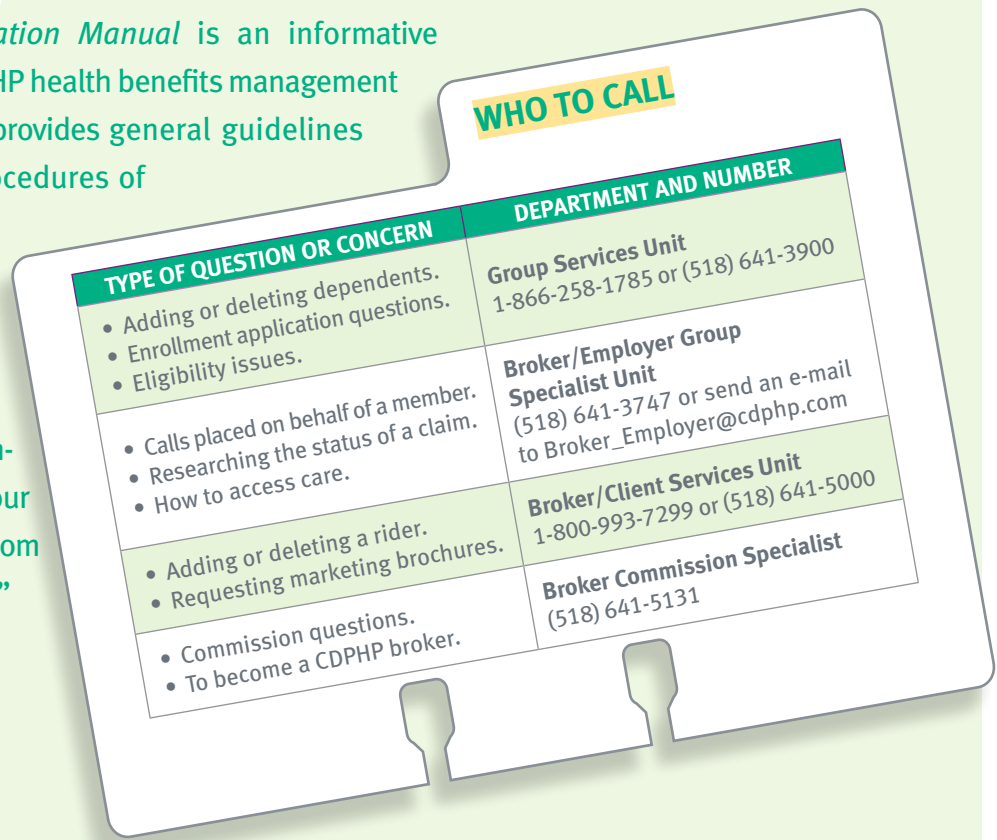


Welcome

Welcome to Capital District Physicians' Health Plan, Inc. (CDPHP®). Our health plan was founded to make benefits affordable. We also strive to make our programs simple to administer.

The *CDPHP Administration Manual* is an informative guide to help make CDPHP health benefits management as easy as possible. It provides general guidelines on the policies and procedures of our plans as well as links to more detailed information and commonly used forms.

For additional contact information, please visit our Web site at www.cdphp.com and select "**contact us.**"



TYPE OF QUESTION OR CONCERN	DEPARTMENT AND NUMBER
<ul style="list-style-type: none">• Adding or deleting dependents.• Enrollment application questions.• Eligibility issues.	Group Services Unit 1-866-258-1785 or (518) 641-3900
<ul style="list-style-type: none">• Calls placed on behalf of a member.• Researching the status of a claim.• How to access care.	Broker/Employer Group Specialist Unit (518) 641-3747 or send an e-mail to Broker_Employer@cdphp.com
<ul style="list-style-type: none">• Adding or deleting a rider.• Requesting marketing brochures.	Broker/Client Services Unit 1-800-993-7299 or (518) 641-5000
<ul style="list-style-type: none">• Commission questions.• To become a CDPHP broker.	Broker Commission Specialist (518) 641-5131