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NY08-16
PE 08-11
PA 08-09

TO: Agency Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: National Medical Support Order Indicator
DATE: May 30, 2008

A National Medical Support Order (NMSO) is a court order requiring an enrollee to cover certain dependents. Once the dependent is enrolled, they cannot be removed unless notification is received from the issuing agency revoking or ending the original order. To track dependents covered under NMSOs and ensure they are not removed while the order still stands, a new panel has been created in NYBEAS to add a NMSO indicator to applicable dependents.

Adding an NMSO to NYBEAS

To add a NMSO indicator to an enrolled dependent, add the dependent (if not already on the file) by following normal DEP/ADD procedures. Once the dependent has been added to NYBEAS, go to Compensate Employees/Administer NYBEAS Updates/Use/National Medical Support Order

The screenshot shows the NYBEAS HRDEV interface. At the top, there is a navigation bar with 'Home' and 'Worklist' buttons. Below the navigation bar, a breadcrumb trail reads: Home > Compensate Employees > Administer NYBEAS Updates > Use > National Medical Support Order. The main content area is titled 'National Medical Support Order' and displays the following information:

EmpID: 111111115 Doe, John A.

NMSO Details (First | 1 of 1 | Last)

'Dep.Benef:	02		
'Effective Date:	04/17/2008	'Effective Status:	Active
Oprid:	KAJ3	Last Updated:	04/17/2008

At the bottom of the form, there are several action buttons: Save, Add, Update/Display, Include History, and Correct History.

Enter the dependent number, the effective date of the order and indicate “Active” under the effective status. Once you hit save, the information can be viewed in several areas.

Under the Benefits tab, you can view the NMSO by clicking the blue “I” button.

NYBEAS
HRDEV

Home Worklist Help Sign Out

Home > [Compensate Employees](#) > [Administer NYBEAS Updates](#) > [Inquire](#) > [NYBEAS Update History](#) [New Window](#)

Events Benefits Programs Billings Benefits/Billings Accounting Card #'s Job Ben. Status

Employee Information
Doe, John A. EmpID: 111111115 Empl Rcd#: 0

Plan Type [View All](#) First 1 of 3 Last

Plan Type: Medical 10

Benefits Details [View All](#) First 1-2 of 2 Last

Effective Date	Covrg ElectDt	Election	CBR EvtId	Ben Plan	Plan Descr	Covrg Desc	Ben Prog	Program	Med Prmy	Med Reimb	Med D Enrolled	Low Inc Subsidy	No-Drug Authorized	View
04/17/2008	04/17/2008	Elect	0	001	Empire	Family	A04	NYSCOPBAS	<input type="checkbox"/>					
02/26/2008	04/17/2008	Elect	0	001	Empire	Family	A04	NYSCOPBAS	<input type="checkbox"/>					

[Return to Search](#) [Previous tab](#) [Next tab](#)

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Home Worklist

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Benefit Dependents Summary

Dependent Information [First](#) 1-2 of 2 [Last](#)

Person#: 02 Doe II, Jane A. **SSN:**

Relationship: Daughter **Sex:** Female **DOB:** 10/01/2005

Med Primacy **Med Reimbursement** **Fed Qualified**

Dep. Medicare ID: **Med D Enrolled** **Low Inc Eligible**

[Benefits are protected under National Medical Support Order](#)

Person#: 03 Doe II, John A. **SSN:**

Relationship: Son **Sex:** Male **DOB:** 05/08/2005

Med Primacy **Med Reimbursement** **Fed Qualified**

Dep. Medicare ID: **Med D Enrolled** **Low Inc Eligible**

[Benefits are protected under National Medical Support Order](#)

[Return](#)

To view the NMSO information, click on the highlighted blue link.

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HR DEV

Home Worklist

Home > [Compensate Employees](#) > [Administer NYBEAS Updates](#) > [Use](#) > **National Medical Support Order**

National Medical Support Order

EmpID: 11111115 Doe,John A.

NMSO Details First 1-2 of 2 Last

Dep/Benef: 03 Doe II,John A.	Effective Date: 04/17/2008	Effective Status: Active
Oprid: KAJ3	Last Updated: 04/17/2008	
Dep/Benef: 02 Doe II,Jane A.	Effective Date: 04/17/2008	Effective Status: Active
Oprid: KAJ3	Last Updated: 04/17/2008	

Save Return to Search Add Update/Display Include History Correct History

You can also view the NMSO indicator under the Dependents tab.

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Home Worklist Help Sig

Home > [Compensate Employees](#) > [Administer NYBEAS Updates](#) > [Inquire](#) > **NYBEAS Update History** [New Window](#)

Accounting Card #'s Job Ben. Status Overrides Life History Personal Dependents Comments

Employee Information
Doe,John A. EmpID: 11111115 Empl Rcd#: 0

Plan Type View All First 1 of 3 Last
Plan Type: Medical 10

Effective Dated View All First 1 of 2 Last
Effective Date: 04/17/2008 COBRA Event Id: 0

Dependents Info View All First 1-2 of 2 Last

Person#	Name	SSN	Relation	Sex	Date of Birth	Med Prmy	Med Reimb	Fed Qual Sw	Med D Enrolled	Low Inc Subsidy	NMSO
02	Doe II,Jane A.		Daughter	Female	10/01/2005	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NMSO ⓘ
03	Doe II,John A.		Son	Male	05/08/2005	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NMSO ⓘ

Return to Search Previous tab Next tab

By clicking on the “NMSO” link, you can view the dependents covered under the order, as well as the effective date of the order.

Once an NMSO has been added to NYBEAS, you will not be able to change coverage to individual or cancel coverage for an enrollee with a dependent covered under the NMSO.

Attempting to delete a dependent or cancel coverage when an NMSO is on file will result in the following error message:



Home > [Compensate Employees](#) > [Administer NYBEAS Updates](#) > [Use](#) > **Dependent Delete**

Employee Information	
Doe,John A.	EmplID: 111111115 Empl Rcd#: 0

Plan Type	
Plan Type: 10 Medical	View All First 1 of 1 Last

[Return to the Main Panel](#)

Dependent Details	
02 Doe II,Jane A.	D Daughter DOB: 10/01/2005
Delete Dependent <input type="checkbox"/>	Med Primacy? <input type="checkbox"/> Med Reimbursable? <input type="checkbox"/> Fed Qualified? <input checked="" type="checkbox"/>
03 Doe II,John A.	S Son DOB: 05/08/2005
Delete Dependent <input checked="" type="checkbox"/>	Med Primacy? <input type="checkbox"/> Med Reimbursable? <input type="checkbox"/> Fed Qualified? <input checked="" type="checkbox"/>

Removing an NMSO

If a dependent is no longer eligible for coverage due to age, marital status or student status, you must make the NMSO inactive in order to remove the dependent or process a change in coverage. A National Medical Support Order does not supercede the eligibility rules of the plan, therefore, we cannot enroll an employee who does not meet the eligibility requirements of the plan, add an ineligible dependent to the coverage, or allow an ineligible dependent to remain on the file.

To inactivate an NMSO on the file, go to [Compensate Employees/Administer NYBEAS Updates/Use/National Medical Support Order](#). Select the ineligible dependent, click the plus sign to add a record, enter the effective date of their ineligibility and change the effective status to “Inactive” and hit Save.

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HR DEV

Home Workli

Home > [Compensate Employees](#) > [Administer NYBEAS Updates](#) > [Use](#) > **National Medical Support Order**

National Medical Support Order

EmplID: 111111115 Doe,John A.

NMSO Details	
*Dep/Benef: 02 Doe II,Jane A.	+ -
*Effective Date: 04/17/2008	*Effective Status: Active
Oprid: KAJ3	Last Updated: 04/17/2008
*Dep/Benef: 03 Doe II,John A.	+ -
*Effective Date: 05/01/2008	*Effective Status: Inactive
Oprid: KAJ3	Last Updated: 04/17/2008

Save Return to Search +Add Update/Display Include History Correct History

Dependents can also be inactivated if the NMSO has been ended or revoked. You must receive an order from the issuing agency ending or revoking the original order to inactivate the NMSO on NYBEAS.

Job Transactions

Job transactions, such as terminations and percentage changes will cancel the benefits with no error message.

A report will be generated weekly to identify enrollees subject to NMSOs whose benefits have been cancelled due to job transactions or as a result of a CNP, CNE or DEC, so that the issuing agencies can be notified that the dependent is no longer covered.

Your responsibilities

All new NMSO's should be added by using the procedures above. You will not be required to identify previously added NMSO dependents. They will be identified through the carriers and added to the file by the Employee Benefits Division. The new indicator is for NYBEAS purposes only, to prevent the removal of dependents covered under such orders. You will still be required to notify the carriers when you receive an NMSO as per HBA Memo NY04-02, PE04-03, PA04-05

If you have any questions regarding these new procedures, contact your processor.