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NY08-19

MEMORANDUM

TO: New York State Agency Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Announcing Online New Hire and New Retiree Quick Order Packages
DATE: June 30, 2008

We are happy to announce Quick Order NYSHIP publication packages for your new hires and new retirees. Now, along with your regular selections on HBA Online, we have added an online group specific "Quick Order" option. NOTE: There is no paper option available for this new service. If you need assistance with accessing HBA Online, contact the Help Desk at 1-800-HBA-EMS1 (1-800-422-3671).

We have created customized Empire Plan and HMO New Hire and New Retiree packages to be sent directly to the enrollee's home. All you have to do is fill in the enrollee's name, address, your name and agency information as the ordering HBA, and we will assemble the package with the most up-to-date materials and mail it for you.



These new packages are different from the Mandated Packages. The Mandated Packages provide HIPAA, Privacy and COBRA information. These packages provide all of the current NYSHIP publications a new enrollee or retiree will need. We have offered a few pieces and videos as self-ordering options, to reduce package weight, but all of the essentials are enclosed.

If you would like to see samples, just go to the Quick Order form on HBA Online and fill in the form as if you were the new hire or new retiree. Simply send it to yourself!

We will continue to maintain the regular Publications Supply Request Order forms so that you can order specific pieces that you might need in your office, *but we think you are going to like this new option*. And, if it proves as successful as we hope, we may adjust the quantity of material that we ship to you automatically.

We think our two week response time should be well within the NYSHIP waiting periods. As we get this process underway, we expect to shorten the time it takes from order to delivery.

The Quick Order form is up on HBA Online. Go to Publications and Forms and look under a specific active group or NY/PE Retiree. **Order your sample today!** And, order for your enrollees. If you have large numbers of enrollees, please call Communications and we'll try to accommodate your needs.

If you have questions or want to comment, please call EBD Communications at 518-457-7577.

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