



STATE OF NEW YORK

DAVID A. PATERSON
GOVERNOR

DEPARTMENT OF CIVIL SERVICE
ALFRED E. SMITH STATE OFFICE BUILDING
ALBANY, NEW YORK 12239
www.cs.state.ny.us

NANCY G. GROENWEGEN
COMMISSIONER

NY09-04
PE09-04
PA09-03
PAEX09-02
SEHP09-02

MEMORANDUM

TO: New York State Agency Health Benefits Administrators
Participating Employer Health Benefits Administrators
Participating Agency Health Benefits Administrators
Excelsior Plan Health Benefits Administrators
Student Employee Health Plan Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: NYSHIP Publication Fulfillment Center Relocation
DATE: January 16, 2009

We are in the process of relocating our NYSHIP publications fulfillment center. Effective immediately, we will not be able to fill orders for approximately two weeks. We apologize for the short notice and are hopeful that our fulfillment center will be back in operation sooner. If you have an emergency need during this time period, please contact the EBD Communications Unit at 518-457-7577 and we will try to assist you as best we can.

You may continue to order publications on HBA Online, however orders will be held for a period of time. Upon reopening, orders will be filled, to the extent possible, in the order that they were received. Please expect a longer time period to receive your order than the usual 10-15 day delivery. There will also be a brief period of time during which the fax order line will not be operational. We will notify you when the fulfillment center is back in full operation.

Thank you for your patience. We look forward to providing the high level of customer service you have come to expect in the near future.