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NY09-05A
PE09-06A
PA09-04
PAEX09-03
SEHP09-03

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 Fulfillment Center Ready for Business
DATE: February 2, 2009

We are pleased to inform you that the NYSHIP Fulfillment Center relocation has been completed and we are busy catching up with your orders. Please see HBA memos NY09-04, PE09-04, PA09-03, PAEX09-02 and SEHP09-02 for earlier details.

However, we are now ready for additional orders and have reopened our fax line (315-272-2444), too.

NOTE: Please do not send any personal identification numbers or information other than orders containing a name and address to this fax number. To do so is a HIPAA violation.

Any pending orders as of January 30th, should be shipped no later than Friday, February 7th, 2009. If you do not receive what you believe you have ordered by a week from that date, please call the Communications Unit at 518-457-7577 and we will check on the order for you, to help resolve missing materials.

As a reminder, please remember to print out or keep a copy of your orders so we can check on them if necessary.

Other things to remember:

Quick Order Packages are online for every group. This is a quick and easy way to order a complete package of information for New Hires, New Retirees or someone who needs a complete package of materials. We mail the package directly to the enrollee for you. This is ONLY available on HBA Online. If you would like access to this Employee Benefits Division web site for agency Health Benefit Administrators, please call the Help Desk at **1-800-HBA-EMS1 (1-800-422-3671)**. For more information on Quick Order Packages, please see HBA Memos NY08-19, PE08-15 and PA08-11.

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Empire Plan Participating Provider online search and individual ordering: Many enrollees prefer the frequently updated online search for Empire Plan providers (also for The Excelsior Plan). For those who would like a printed directory, we have several options. The New Hire and New Retiree packages includes a postage paid postcard for the enrollee to order a directory to be sent to their home. There is also an online form on HBA Online to order a copy for an individual, or you may order online or by faxing a current Publications Supply Order Form to have directories sent to your agency. Just a reminder to attach the stickers we recently sent to your directory supply. Please see HBA memo NY09-02; PE09-02; PA09-02; PAEX09-01; SEHP09-01 for additional details and use the special order form to order more stickers if you need them.

What materials are current for your NYSHIP enrollees?

The Publications Supply Order form is your key to what is current for your employees. It is updated frequently. Every time we print something, we put it on the form. This form is sent to you in cartons of new materials and is available on HBA Online by group. Please do not use old forms!

Improvements coming in the next year

We look forward to continuing to improve our ordering system, shortening the time between ordering and delivery and to offer other online conveniences, including some reorganization of the “Choose Your Group” section.

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