



DAVID A. PATERSON
GOVERNOR

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

NANCY G. GROENWEGEN
COMMISSIONER

PA 10- 35
PA EX 10- 31

To: Health Benefit Administrators
From: Employee Benefits Division
Subject: Upgrade/Implementation of HBA Help Line
Date: October 22, 2010

Effective October 25, 2010 the software used to handle the Employee Benefits Division's (EBD) dedicated telephone line for HBAs will be upgraded. The new software will enable EBD to route calls from Health Benefits Administrators more efficiently.

HBA Line (518-474-2780)

Agency HBAs will continue to dial **518-474-2780** to speak with a processor in the PA unit. The new software will prompt you to enter your agency code you will then be given the option of being directed to a processor, the billing unit, or information on the Empire Plan Carriers.

Important: The processors' telephone numbers currently in use will be **deactivated** October 25, 2010.

E-mailing Your Processor

For record-keeping and statistical purposes, we are modifying the receipt of communication via e-mail. Should you prefer e-mail, please use the following e-mail addresses:

ebd_pa@cs.state.ny.us (when e-mailing PA processors)
ebd_agency_billing@cs.state.ny.us (when e-mailing questions regarding your PA bill)

The subject line of the e-mail should only contain your 5-digit agency code. Please do not send Social Security Numbers via e-mail.

Please note that any inquiries sent directly to the processor's e-mail address will be forwarded to the new e-mail address.

We thank you for your patience and cooperation during this transitional period.