



Department of Civil Service

ANDREW M. CUOMO
Governor

NY 16-20
PE 16-22
PA 16-16
PAEX 16-16
SEHP 16-11

TO: All Health Benefits Administrators/Business Officers
From: Employee Benefits Division
Subject: NYSHIP Bank Change
Date: November 7, 2016

Important: NYSHIP Bank Change

The New York State Department of Civil Service's Employee Benefits Division (EBD) has contracted with U.S. Bank to provide banking services for the New York State Health Insurance Program (NYSHIP) and other benefit programs administered by the EBD beginning on November 8, 2016.

NYSHIP Participating Agencies and Direct Pay Enrollees will be notified of the bank change as follows:

NYSHIP Participating Agencies and Participating Employers:

Billing statements for December coverage dated November 4, 2016 will include an insert letter notifying NYSHIP Participating Agencies and Participating Employers of the banking change, and an updated envelope (blue color) for agencies to remit premium payments to EBD's new banking vendor. Participating agencies that submit premium payments electronically will also be provided with updated instructions and account numbers for remitting payments via ACH credit or by wire transfer.

NYSHIP Direct Pay Enrollees:

Monthly direct pay billing statements for December coverage dated November 4, 2016, as well as biweekly billings dated November 8th (Institution) and November 15th (Administrative), will include an insert letter notifying NYSHIP direct pay enrollees of the banking change, and an updated envelope (green color) for enrollees to remit premium payments to EBD's new banking vendor.

As part of the banking vendor change, enrollee billings now contain an **Enrollee Billing Number** that is unique to each NYSHIP enrollee. In remitting premium

payments, enrollees should include their assigned Enrollee Billing Number on their check. As a reminder, enrollees should only send the top portion of the bill with their payment and no other documentation.

Direct pay enrollees who use online banking/Bill Pay to make payments must update their online account with the Enrollee Billing Number and with the new payment address indicated on the green color envelope. In addition, enrollees should reflect 'NYS Dept. of Civil Service – Enrollee Payments' as the biller in setting up online payments.

If you have any questions about this change, please call the Employee Benefits Division at (518) 747-2780.