



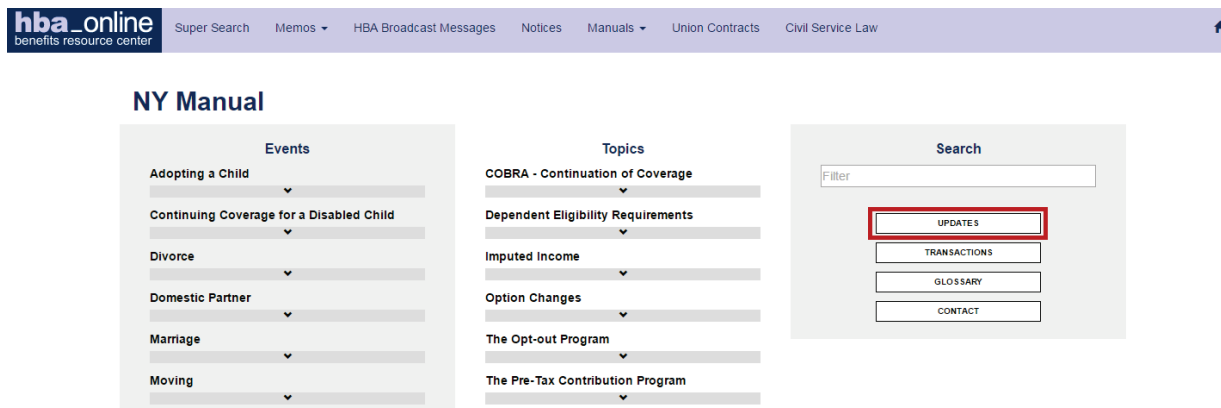
NY 18-10

TO: New York State Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Introduction of the New Online NYS HBA Manual
DATE: April 12, 2018

We are pleased to announce the release of the new online NYS HBA Manual, now available on HBA Online. The NYS HBA Manual was developed as a dynamic tool for HBAs to make New York State Health Insurance Program (NYSHIP) information easier to find and access. New content has been developed for the launch of the NYS HBA Manual. Additional information and resources will be released as updates to the Manual become available.

This manual has been developed to provide HBAs with step-by-step guidance on the rules and regulations of the NYSHIP, processing of transactions in New York Benefits Eligibility and Accounting System (NYBEAS), and the HBA's responsibilities. At launch, the Manual contains the necessary information to assist you in processing a new hire and enrollment, and includes links to reference materials and sample forms. As we continue to develop content, the 2001 edition of the NY HBA Manual will continue to be available via a link at the bottom of the page. We request that you review all the information available to you before contacting the HBA Help Line with questions.

You will continue to log on to HBA Online to access the Manual. On the homepage, click on the Manuals button on the side navigation and select the NY link. Below is a snapshot of the front page.



The Updates button directs you to a page with an introductory slideshow/video, which demonstrates the features of the site and how to navigate through them. This page will also be used to announce new additions and/or changes to the Manual, so be sure to check it regularly.

The Contact button will direct you to a page where you can submit information about any technical or substantive issues with the site or its content. Please note that this function is not to be used for enrollee questions/issues and that the mailbox will not be monitored by biweekly staff. You should continue to contact the HBA Help Line at 518-474-2780 with enrollee specific questions that are not addressed in the Manual.

If you need help accessing HBA Online or need your password reset, contact the ITS Service Desk at 844-891-1786, fixit@its.ny.gov or via chat at <https://chat.its.ny.gov>.