



NY 18-36

TO: New York State Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Updates to the NYS HBA Manual on HBA Online
DATE: December 20, 2018

Following the April 2018 release of the new NYS HBA Manual, phase 2 content has been developed and added to the site. 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.

The [Updates](#) button (on the right-hand side of the screen) directs you to a page with links to the new sections as well as an introductory slideshow for those who may be unfamiliar with the site. This slideshow demonstrates the features of the site and how to navigate through them. This page is used to announce new additions and/or changes to the Manual, so be sure to check it regularly.

The initial launch of the manual contained information regarding eligibility and enrollment for new or newly eligible employees. The newly added information provides more information on coverage changes, retirement, and effective dates of coverage. The Manual assists HBAs in navigating enrollment and coverage changes for enrollees and includes links to reference materials and sample forms. It has been developed to provide HBAs with step-by-step guidance on NYSHIP's rules and regulations, processing of transactions in New York Benefits Eligibility and Accounting System (NYBEAS), and the HBA's responsibilities.

As we continue to develop content, the 2001 edition of the NY HBA Manual will remain 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.

The [Contact](#) button will direct you to a page where you can submit the details of 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>.