



Department of Civil Service

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TO: New York State Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Phase Three Updates to the NYS HBA Manual
DATE: June 11, 2020

The third and final phase of content for the [NYS HBA Manual](#) has been completed and posted on HBA Online. 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 this resource. This slideshow demonstrates the features of the online Manual and how to navigate them. This page is used to announce new additions and/or changes to the Manual, so be sure to check it regularly.

Information regarding the 2020 changes to the Pre-Tax Contribution Program and the Opt-out Program have been updated in the corresponding sections as well as other places in the Manual where they apply, such as the Effective Date Rules section.

The newly added content provides more information on Leaves of Absence. These sections of the Manual assist HBAs in navigating enrollment and coverage changes for enrollees as they take and return from different types of leaves. It provides HBAs with step-by-step guidance on NYSHIP's rules and regulations, processing of transactions in the New York Benefits Eligibility and Accounting System (NYBEAS), and HBA responsibilities.

Additionally, there is a new section that defines the roles of the HBA and the Employee Benefits Division (EBD), including information regarding how and when an HBA should contact EBD for assistance. We request that you review all the information available to you before contacting the HBA Help Line with questions.

The [Contact](#) button directs 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 Unit staff. You should continue to call the HBA Help Line at 518-474-2780 with 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>.