



Department of Civil Service

ANDREW M. CUOMO
Governor
LOLA W. BRABHAM
Commissioner

NY20-18

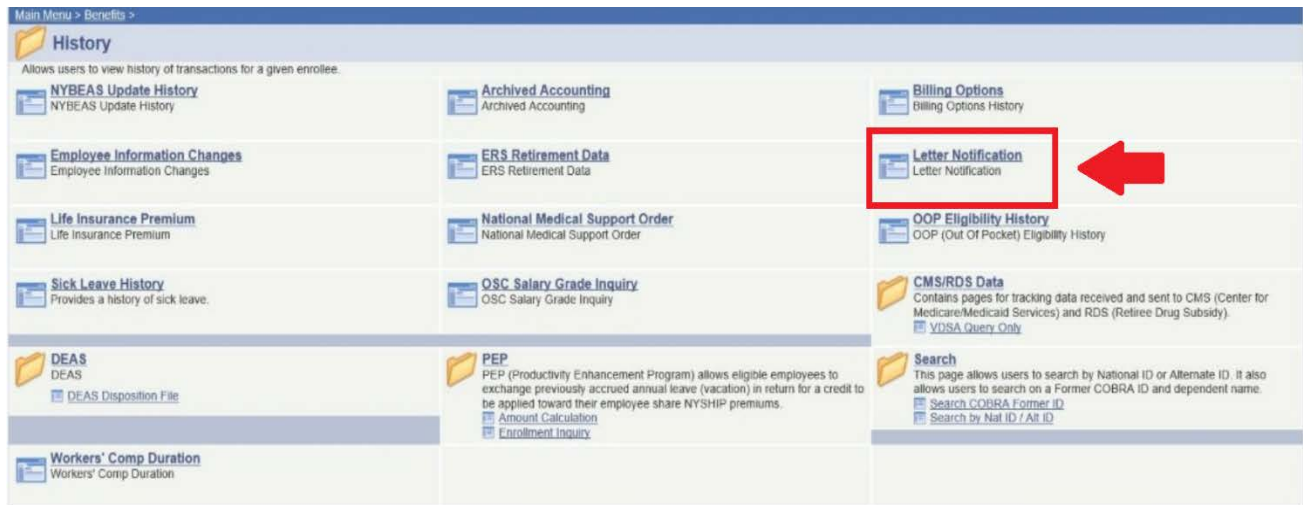
TO: New York State Agency Health Benefit Administrators
FROM: Employee Benefits Division
SUBJECT: Letter Automation Project
DATE: August 17, 2020

The Employee Benefits Division (EBD) is pleased to announce the automation of letters to enrollees in the New York State Health Insurance Program (NYSHIP) when certain transactions are processed in NYBEAS. Please refer to the HBA Online Manual for a full description and processing instructions for each transaction.

A letter will be generated automatically when the following transactions are entered:

- **Plan Change – PLN/SPC, PLN/OPN:** Changing to/from a NYSHIP HMO, the Empire Plan or Opt-out.
- **Dependent Delete – DEP/DEL, DEP/DIV, DEP/DEC, DEP/DPT, DEP/DPV:** Removing a dependent from a family policy, where at least one other dependent remains covered.
- **Dependent Add – DEP/ADD, DEP/MAR, DEP/NWB, DEP/PCT, DEP/ADP:** Adding one or more dependents to an existing family policy.
- **Change to Individual – CCO/VOL, CCO/DEC, CCO/DEL, CCO/DIV, CCO/EXT, CCO/OPN, CCO/DPT, CCO/DPV:** Changing from a family to an individual policy.
- **Change to Family – CCO/MAR, CCO/NWB, CCO/PCT, CCO/REQ, CCO/ADP:** Changing from an individual to a family policy.
- **Payment Method Change – PMC/OPY, PMC/DIR, PMC/APY, PMC/ERS, PMC/TRS:** Changing the method in which an enrollee is billed for their premiums.

Once the transaction is processed in NYBEAS, a letter will be queued for printing that evening and mailed the following business day. You can verify that the letter was generated by viewing the **Letter Notification** page in NYBEAS. This page can be accessed by visiting **Benefits > History > Letter Notification**.



A list of letters mailed to the member will be populated along with its current status and process date.

Example:

Letter Notification Information							Customize Find View All First 1-5 of 5 Last
Type Code	Letter Type	Status Code	Letter Status	Sent To	Status Date	Action Date	
C1	Change Coverage to Family	NT	Notified	Enrollee	08/11/2020	08/11/2020	
AC	Address Change Notification	NT	Notified	Enrollee	08/04/2020	08/04/2020	
CI	Cobra Initial Notice	NT	Notified	Enrollee	07/15/2019	08/08/2019	
AC	Address Change Notification	NT	Notified	Enrollee	03/31/2016	03/31/2016	
PP	Privacy Package	NT	Notified	Enrollee	08/29/2013	08/01/2013	

The following chart catalogues the new **Letter Type** and **Type Code** (you may see other Codes and Letters produced by EBD) associated with corresponding transactions:

Type Code	Letter Type
C1	Change to family coverage
C2	Change to individual coverage
D1	Add a dependent
D2	Remove a dependent
P1	Option change
P2	Payment method change

The **Letter Status** column indicates which step of the letter generation process the letter is presently in. Possible **Letter Status** and **Status Codes** are listed in the following chart:

Status Code	Letter Status	Definition
NT	Notified	The letter was produced.
UN	Unprocessed	The letter has not yet been produced but is queued to generate overnight.
NP	Not Processed	The letter was not produced.

Note: Letters posted as Unprocessed (UN) will update the following day to reflect Notified (NT) status. Alternatively, letters in Not Processed (NP) status means EBD updated the record to prevent a letter from being generated for a specific transaction.

Although EBD will mail confirmation letters for these transactions directly to enrollees' homes, HBAs should continue to notify employees of the change(s) requested and applicable details as described in the HBA Manual. This will ensure they are provided with critical information, including changes in premium, which paycheck will be impacted, and whether there will be any retroactivity for billing.

Please refer to the HBA Manual regarding the processing of any of the above transactions.

If you have any questions after reviewing this memo and the HBA Manual, please contact the Employee Benefits Division HBA Help Line at (518) 474-2780. Representatives are available Monday through Friday between 9 a.m. and 4 p.m. Eastern time.