

Prior to Contacting the HBA Help Line Check List

Please use this check list for reference for the most common issues and concerns faced by HBAs. If you are not the HBA, please consult your agency's HBA for additional assistance. An HBA should contact the HBA Help Line if you and/or your enrollees require assistance after reviewing the items in the check list.

NYSHIP Eligibility Rules/Waiting Periods/Effective Dates

- PA Manual
- NYSHIP General Information Book for Participating Agencies

NYSHIP Enrollee and Dependent Proofs

- PA Manual
- Policy Memos
- HBA Memos
- NYSHIP General Information Book for Participating Agencies

NYBEAS Processing Instructions

- PA Manual

Correction Requests or Sending Correspondence

- Requesting an update to an employee's Job record:
- Requesting Benefits Enrollment updates
 - Ensure all documentation is readily available should EBD request. Note: You should always fax or mail all documentation when you are requesting an effective date that is more than 30 days in the past.

Following Up on Correction Request or Sending Correspondence

- Review your Correction Request Worklist to see if a Correction was processed or returned to you as Invalid
 - Please allow up to 2 weeks for review/processing.
 - Comments within the Correction Request will also update you if further information is needed.
- Confirm correspondence sent to EBD has been completed by checking appropriate NYBEAS panels and comments.
 - Please allow up to 4 weeks for review/processing

Specific Topics (Annual Option Transfer Period, Rates and Deadlines, Leaves of Absence, Retirement, Vesting, COBRA, National Medical Support Orders)

- PA Manual
- HBA Memos

- Policy Memos
- NYSHIP General Information Book for Participating Agencies
- NYSHIP Online Publications
- System Announcements