



## Department of Civil Service

ANDREW M. CUOMO  
Governor

PA 21-09  
PAEX 21-07

**TO:** Health Benefits Administrators of Participating Agencies with The Empire Plan or the Excelsior Plan  
**FROM:** Employee Benefits Division  
**SUBJECT:** NYSHIP Online Web Navigation Flyers for Participating Agency (PA) Active Enrollees and Retirees  
**DATE:** June 23, 2021

We are pleased to announce revised versions of the *NYSHIP Online Web Navigation Flyers for PA Active Enrollees and PA Retirees*. These publications are useful guides to the NYSHIP Online website for new enrollees and retirees. Please recycle all previous versions of this publication.

### Distribution

We will not be mailing this publication to enrollee homes; however, it is included in the Quick Order packages that can be ordered on HBA Online. We will send you a supply of two copies each for your use.

**Publications Available on Our Website:** [www.cs.ny.gov/employee-benefits](http://www.cs.ny.gov/employee-benefits) Please check our website for new publications. We generally post publications when we sign off for printing. Publications are available under Using Your Benefits section.

### Ordering Publications

You may order additional copies of the *NYSHIP Online Web Navigation Flyer for PA Active Enrollees* (June 2021, PA0224) or the *NYSHIP Online Web Navigation Flyer for PA Retirees* (June 2021, PA0225) on HBA Online under Publications & Forms. **Please wait until you receive your shipment of the new publications before you place an order.**

If you need help accessing HBA Online, contact the ITS Service Desk at 844-891-1786, [fixit@its.ny.gov](mailto:fixit@its.ny.gov) or via chat at <https://chat.its.ny.gov>. If you are unsure of how to order publications or have questions about this distribution, please call the EBD Communications Unit at 518-457-7577.