



**PA 21-15**  
**PAEX 21-13**

**TO:** Health Benefits Administrators of Participating Agencies (PAs)  
with The Empire Plan or Excelsior Plan  
**FROM:** Employee Benefits Division  
**SUBJECT:** Introduction of the New Online PA HBA Manual  
**DATE:** November 23, 2021

We are pleased to announce the release of the new online PA HBA Manual, now available on HBA Online. The PA HBA Manual was developed as a dynamic tool for HBAs to make New York State Health Insurance Program (NYSHIP) information easier to find and access. New content has been developed for the launch of the PA HBA Manual. Additional information and resources will be released as updates to the Manual become available.

This manual has been developed to provide HBAs with step-by-step guidance on the rules and regulations of NYSHIP, processing of transactions in New York Benefits Eligibility and Accounting System (NYBEAS), and the HBA's responsibilities. At launch, the Manual contains the necessary information to assist you in processing a new hire and enrollment and includes links to reference materials and forms.

Be sure to review all the information available to you before contacting the HBA Help Line with questions. Refer to HBA Memo [PA 20-22](#) for information on when to call the HBA Helpline and how to prepare for a call when you do. A reminder that the EBD site email address should only be used for issues with the website; it is not for general questions you may have regarding processing transactions, rates or enrollee issues. If you have questions regarding NYSHIP policies, you can email the Public Employee Liaison Unit (PELU) at [PELU@cs.ny.gov](mailto:PELU@cs.ny.gov).

The previous edition of the PA Manual has been renamed as the "[Administrative Guide for NYSHIP Participating Agencies](#)" and will continue to be available on "Join NYSHIP" page of the Department of Civil Service website.

You will continue to log on to HBA Online to access the new Manual. On the homepage, click on the Manuals button on the side navigation and select the PA link.

Below is a snapshot of the front page.



The **Updates** button directs you to a page with a brief introduction to the manual. The introduction includes a slideshow/video, which demonstrates the features of the site and how to navigate through them. This page will also be used to announce new additions and/or changes to the Manual, so be sure to check it regularly.

The **Contact** button will direct you to a page where you can submit information about 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 PA Unit 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](mailto:fixit@its.ny.gov) or via chat at <https://chat.its.ny.gov>.