



PA23-10
PAEX23-10

MEMORANDUM

TO: Health Benefits Administrators of Participating Agencies (PAs)
with The Empire Plan or Excelsior Plan
FROM: Employee Benefits Division
SUBJECT: Phase 2 Updates to the PA HBA Manual on HBA Online
DATE: June 30, 2023

Following the November 2021 release of the new PA HBA Manual, phase 2 content has been developed and added to the site. You will continue to log on to HBA Online to access the Manual. On the left side navigation of the homepage, click on the Manuals button and select the PA link on the next screen.

The Updates button on the right side of the screen directs you to a page with a description of the information in the manual and links to the new sections. There is also an introductory slideshow for those who may be unfamiliar with the site. This slideshow demonstrates the features of the site and how to navigate through them. This page is used to announce new additions and/or changes to the Manual, so be sure to check it regularly.

The initial launch of the manual contained information regarding eligibility and enrollment for new or newly eligible employees. The newly added information provides more information on coverage changes, retirement, and coordination with Medicare.

As we continue to develop content, we request that you review all the information available to you before contacting the HBA Help Line with questions. For enrollee specific questions that are not addressed in the Manual, please continue to contact the HBA Help Line at 518-474-2780.

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>.