

2023 Annual Webinar for Participating Employers

Prepared for use by the Department of Civil Service, Employee Benefits Division representatives only.

Agenda

- A Message from the Director of EBD
- Benefits Administration from PA/PE Unit
- PELU Announcements
- Empire Plan Benefit Changes
- Financial Update
- Questions and Answers





NYSHIP
New York State
Health Insurance Program

A Message from the Director of EBD

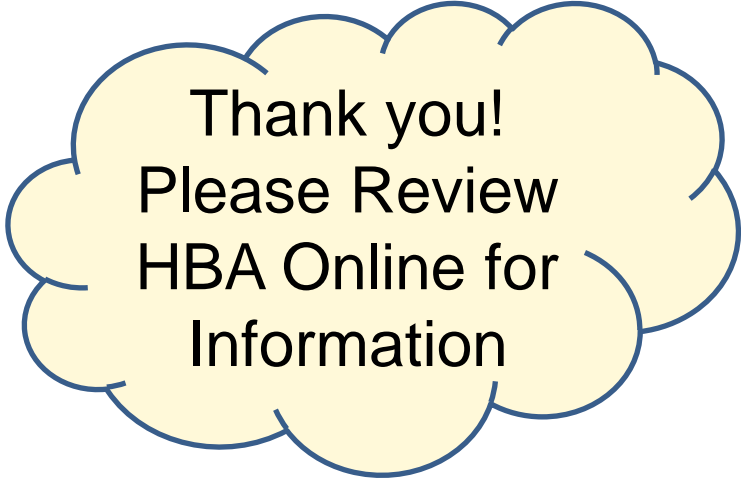
Presenter – Daniel Yanulavich, Employee Benefits Division Director

Message from the Director

Daniel Yanulavich

518-473-1977

Daniel.Yanulavich@cs.ny.gov



Thank you!
Please Review
HBA Online for
Information



NYSHIP
New York State
Health Insurance Program

Benefits Administration

Presenters –Michael Jones, PA/PE Unit Supervisor

PA/PE Unit Topics

- HBA/DAO Access
 - System access for each role
- Correction Requests
 - How to submit and following up on the Corrections Worklist
- Effective Dates
 - Processing changes in compliance with NYSHIP effective date rules
- Retirements and Terminations in NYBEAS
 - Processing timely and leaving clear comments
- HBA Online

HBA/DAO Access

HBA/DAO Access

Data Access Officer (DAO)

A designated employee of an agency who is authorized to request and terminate user permissions for HBA access for NYBEAS and HBA Online

Health Benefits Administrator (HBA)

A designated employee of an agency who is authorized to access NYBEAS and HBA Online

Note: A DAO cannot be an HBA or have access to NYBEAS. An HBA cannot be a DAO

DAO Access

Agencies designate or change their DAOs by sending a completed *EBD 545 DAO form* signed by the authorized signatory of the agency to EBD

DAOs can request adds, deletes or changes to user permissions for both NYBEAS and HBA Online through the Online Civil Service Permission Request System (OCSPR)

DAOs can request changes to DAO or HBA contact information by sending a fax to 518-485-5590 or an e-mail cs.sm.dao-hba@cs.ny.gov

If a DAO is unable to access OCSPR, they should contact the HBA Helpline at 518-474-2780 Option 3 for assistance

HBA Access

Agencies DAOs designate or change HBAs through the Civil Service Online Permission Request System (OCSPR)

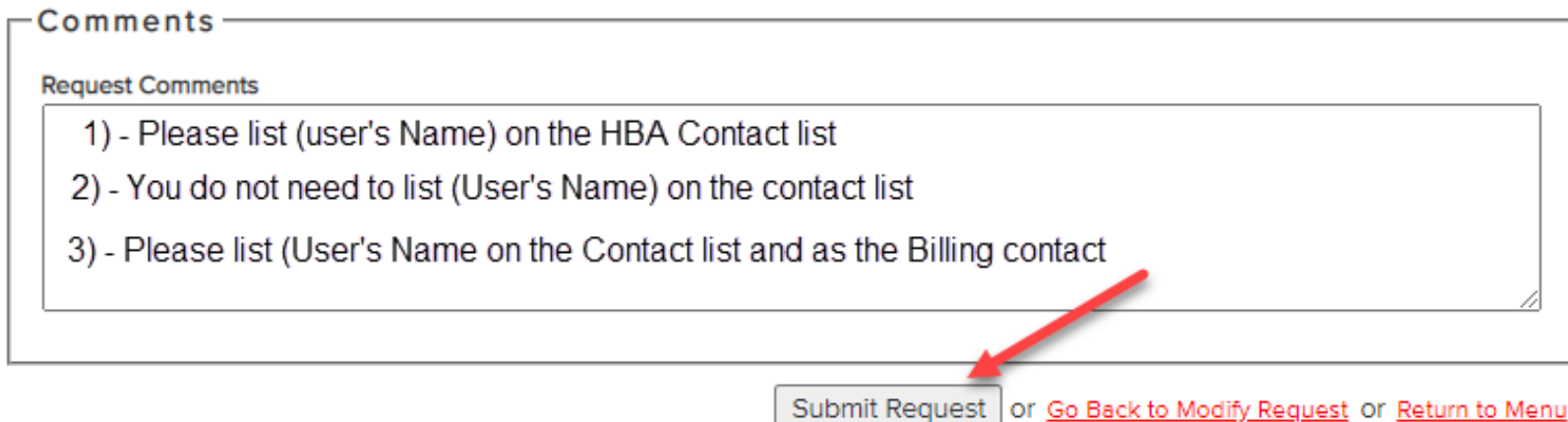
DAOs must indicate if the user is a new HBA under the “Request Comments” section. If there is no comment added, then the user will not be added to EBD’s contact list and EBD will not disclose info to the user

Comments

Request Comments

1) - Please list (user's Name) on the HBA Contact list
2) - You do not need to list (User's Name) on the contact list
3) - Please list (User's Name on the Contact list and as the Billing contact

Submit Request or [Go Back to Modify Request](#) or [Return to Menu](#)



HBA Access

Once the DAO submits the request thru OCSPR, the request goes to the NYS ITS department for review

Once the user has been approved, the DAO who submitted the request will receive **two e-mails** from the ITS Service Desk

One e-mail will provide the User ID for the new user and one will provide the password associated with the User ID

The DAO must forward the email to the user, including all attachments in the email

HBA Access

For password reset assistance with NYBEAS or HBA Online, you must contact the NYS IT department:

- Phone: 844/891-1786
- Email: fixit@its.ny.gov

EBD cannot reset an HBA password!

Corrections Requests

Corrections Requests Transaction

Menu

Search:

- My Favorites
- Benefits**
- History
- Plan History
- Transactions
- Billing
- COBRA
- MyNYSHIP
- NYBEAS Processes
- NYBEAS Reports
- NYSTEP Review
- EBD Call Center
- Data Corrections
- Workforce Administration
- System Announcement
- Workforce Monitoring
- Set Up HRMS
- Worklist

Main Menu >

Benefits

Select benefit plans, track company cars & FMLA, calculate leave accrual & annuity, maintain primary job, NDT, FSA details, auto enrollment, COBRA, and merchants.

<h3>History</h3> <p>Allows users to view history of transactions for a given enrollee.</p> <ul style="list-style-type: none">NYBEAS Update HistoryArchived AccountingBilling OptionsDirect Pay Transaction IDEmployee Compact HistoryEmployee Information ChangesMedicare Elig 65 LettersLetter NotificationLife Insurance PremiumNational Medical Support OrderOOP Eligibility HistorySick Leave HistoryOSC Salary Grade InquiryOSC Unsettled Group	<h3>Plan History</h3> <p>Tracks history of rates, department data, broadcast message and other data associated with NYSHIP.</p> <ul style="list-style-type: none">Broadcast MessagesFlat Rate SummaryMessage Agent LogReview NYBEAS/NYSTEP JobCodesDepartment DataAgency Recon Report Inquiry	<h3>Transactions</h3> <p>Allows for the processing of NYBEAS transactions to change an enrollee's coverage.</p> <ul style="list-style-type: none">Young Adult EnrollmentBenefit Plan ChangeBenefit Program ChangeBilling Option ChangeCancel EnrollmentChange CoverageCOBRA DisabilityCommentsContribution Rate ChangeCorrections RequestsUnsettled Grp Contribution ChgDependent AddDependent/BeneficiaryDependent Delete
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Corrections Requests Transaction

Click *Find an Existing Value* to search a correction request that has already been submitted. Click *Add a New Value* to start a new correction request

Corrections Requests

Enter any information you have and click Search. Leave fields blank for a list of all val

[Find an Existing Value](#) [Add a New Value](#)

EmplID:

Empl Rcd Nbr:

Last Name:

First Name:

Department:

Reference Number:

Status:

Action Date:

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

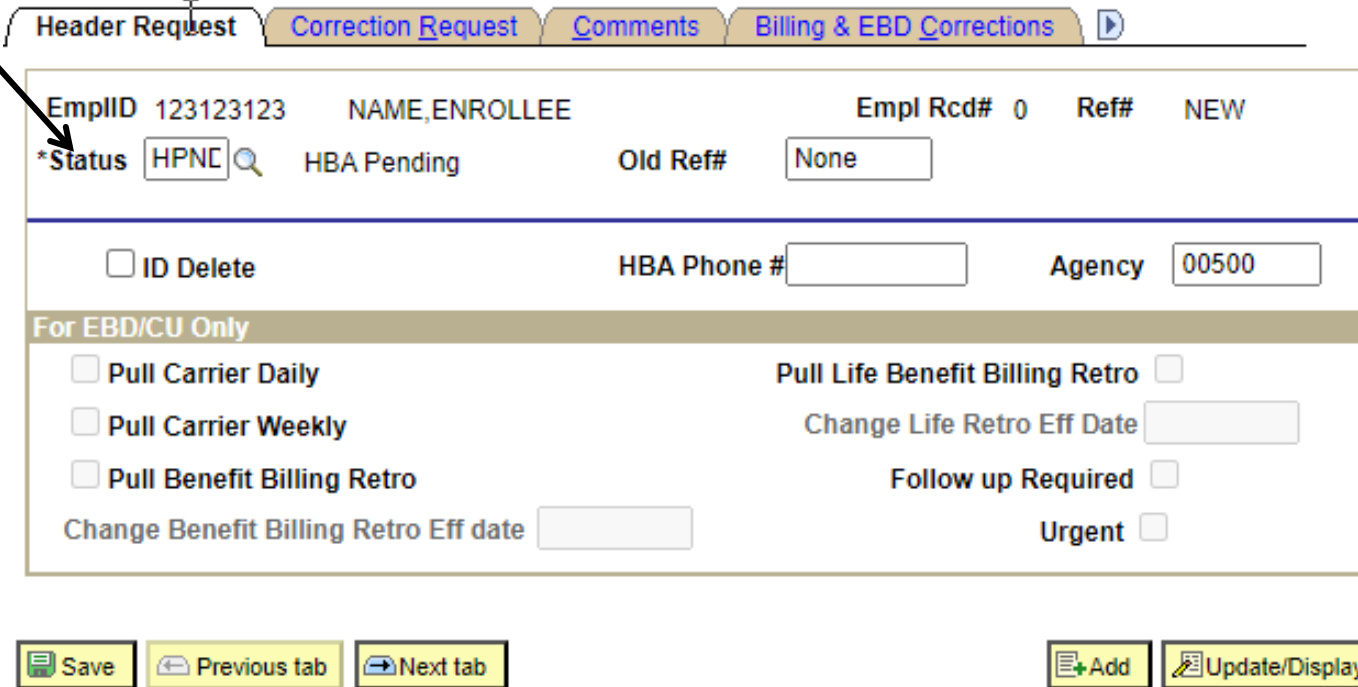
[Find an Existing Value](#) | [Add a New Value](#)

Add a New Value

The screenshot displays the NYBEAS HBEAS web application interface. At the top left, the logo 'NYBEAS HBEAS' is visible. A navigation menu on the left lists various options, with 'Corrections Requests' highlighted. The main content area features a 'Corrections Requests' section with two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is active, showing an 'EmpID:' field with an empty input box and an arrow pointing to it with the text 'Enter SSN Here'. Below this is an 'Empl Rcd Nbr:' field with the value '0'. A yellow 'Add' button is positioned below the fields, with an arrow pointing to it. At the bottom of the 'Add a New Value' section, there are links for 'Find an Existing Value' and 'Add a New Value'. The top right of the interface includes navigation links for 'Home', 'Worklist', 'Add to Favorites', and 'Sign out', along with a 'New Window' button.

Corrections Requests Status

DO NOT change the *Status* from *HBA Pending* until all information has been entered! This must be done last



Header Request | Correction Request | Comments | Billing & EBD Corrections

EmplID 123123123 NAME, ENROLLEE Empl Rcd# 0 Ref# NEW

*Status HBA Pending Old Ref#

ID Delete HBA Phone # Agency

For EBD/CU Only

Pull Carrier Daily Pull Life Benefit Billing Retro

Pull Carrier Weekly Change Life Retro Eff Date

Pull Benefit Billing Retro Follow up Required

Change Benefit Billing Retro Eff date Urgent

[Header Request](#) | [Correction Request](#) | [Comments](#) | [Billing & EBD Corrections](#) | [Final Correction](#) | [Final Billing Correct](#)

Header Request Tab

On the *Header Request Tab*, you are required to enter the best phone number to reach you in the event we need to reach you to discuss the corrections request

Header Request | Correction Request | Comments | Billing & EBD Corrections

EmplID 123123123 NAME, ENROLLEE Empl Rcd# 0 Ref# NEW

*Status HBA Pending Old Ref#

ID Delete HBA Phone # Agency

For EBD/CU Only

Pull Carrier Daily Pull Life Benefit Billing Retro

Pull Carrier Weekly Change Life Retro Eff Date

Pull Benefit Billing Retro Follow up Required

Change Benefit Billing Retro Eff date Urgent

Corrections Request Tab

On the *Correction Request Tab* you may need to enter information on the Benefits and Job rows

The screenshot displays the 'Correction Request' tab in a software application. The interface includes a header with navigation tabs: 'Header Request', 'Correction Request', 'Comments', 'Billing & EBD Corrections', and 'Final Correction'. Below the header, there are fields for 'EmplID 123123123', 'NAME, ENROLLEE', 'Empl Rcd# 0', and 'Ref# NEW'. A status field shows '*Status: HPNL' with a search icon and 'HBA Pending'. There are two summary buttons: 'Benefit Summary' and 'Job Summary'. The 'Benefits' section is highlighted with a blue header and contains a table with columns: Plan Type, Txn Type, Action, Reason, Benefit Plan, Covrg Cd, Event Dt, Request Dt, and Effdt. The table has one row with values: Plan Type '10', Txn Type 'Delete', Action 'ENR', Reason 'REG', Benefit Plan '001', Covrg Cd '4', Event Dt '02/05/2024', Request Dt '02/05/2024', and Effdt '03/01/2024'. Below the table is a 'Dependents' button. The 'Job' section is also highlighted with a blue header and contains a table with columns: Txn Type, Action, Reason, Job Effdt, Department, NU, and PCT Fill. The table has one row with values: Txn Type 'Delete', Action 'REH', Reason 'REH', Job Effdt '02/05/2024', Department '00500', NU 'PA', and PCT Fill '100'. Two black arrows point to the 'Benefits' and 'Job' sections from the left.

Plan Type	Txn Type	Action	Reason	Benefit Plan	Covrg Cd	Event Dt	Request Dt	Effdt
10	Delete	ENR	REG	001	4	02/05/2024	02/05/2024	03/01/2024

Txn Type	Action	Reason	Job Effdt	Department	NU	PCT Fill
Delete	REH	REH	02/05/2024	00500	PA	100

Comments Tab

On the *Comments Tab* enter a comment to confirm your request. Type a comment and click *Add Comments*

Header Request Correction Request **Comments** Billing & EBD Corrections

EmplID 123123123 NAME, ENROLLEE Empl Rcd# 0 Ref# NEW

*Status: HPNC HBA Pending

Existing Comments Find | View All First 1 of 1 Last

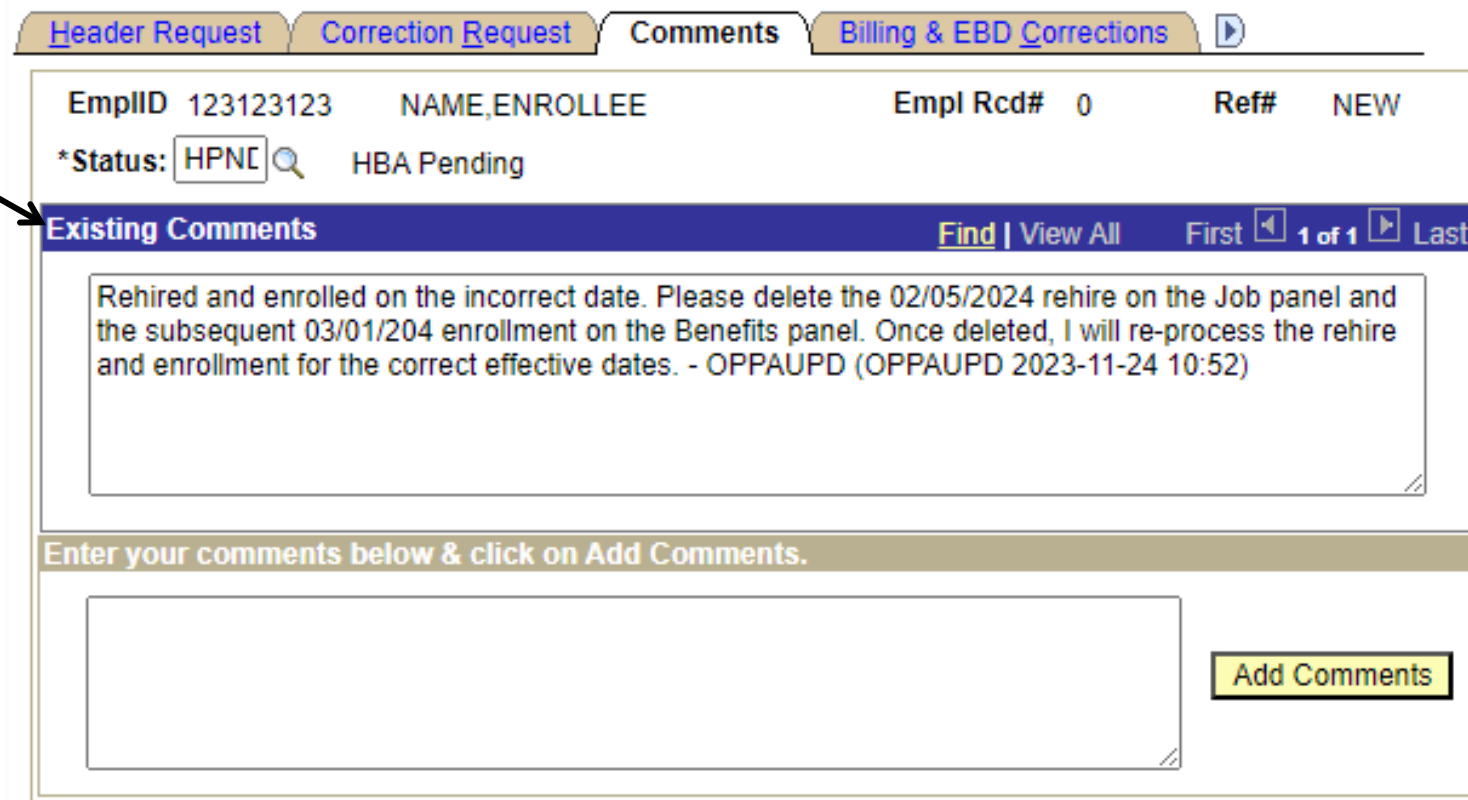
Enter your comments below & click on Add Comments.

Rehired and enrolled on the incorrect date. Please delete the 02/05/2024 rehire on the Job panel and the subsequent 03/01/204 enrollment on the Benefits panel. Once deleted, I will re-process the rehire and enrollment for the correct effective dates.

Add Comments

Comments Tab

Your comment will save to the *Existing Comments* box



Header Request Correction Request **Comments** Billing & EBD Corrections

EmplID 123123123 NAME,ENROLLEE Empl Rcd# 0 Ref# NEW

*Status: HBA Pending

Existing Comments Find | View All First 1 of 1 Last

Rehired and enrolled on the incorrect date. Please delete the 02/05/2024 rehire on the Job panel and the subsequent 03/01/204 enrollment on the Benefits panel. Once deleted, I will re-process the rehire and enrollment for the correct effective dates. - OPPAUD (OPPAUD 2023-11-24 10:52)

Enter your comments below & click on Add Comments.

Add Comments

Corrections Request Status

After entering information on the Correction Request tab and Adding Comments to the Comments tab, click the magnifying glass to change the status of the correction request

Header Request Correction Request Comments Billing & EBD Corrections

EmplID 123123123 NAME,ENROLLEE Empl Rcd# 0 Ref# NEW

*Status: HBA Pending

Existing Comments Find | View All First 1 of 1 Last

Rehired and enrolled on the incorrect date. Please delete the 02/05/2024 rehire on the Job panel and the subsequent 03/01/204 enrollment on the Benefits panel. Once deleted, I will re-process the rehire and enrollment for the correct effective dates. - OPPAUPD (OPPAUPD 2023-11-24 10:52)

Enter your comments below & click on Add Comments.

Add Comments

Corrections Request Status

Click *EWRK* for *EBD Worklist*

Look Up Status

Field Value:

Look Up

Clear

Cancel

[Basic Lookup](#)

Search Results

View All First ◀ 1-3 of 3 ▶ Last

<u>Field Value</u>	<u>Translate</u>	<u>Long Name</u>
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EWRK	EBD Worklist	
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HCAN	HBA Cancelled	
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HPND	HBA Pending	
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Saving Corrections Request

Save the Correction Request and it will be sent to EBD

Header Request | Correction Request | Comments | Billing & EBD Corrections

EmplID 123123123 NAME, ENROLLEE Empl Rcd# 0 Ref# NEW

*Status: EWRI EBD Worklist

Existing Comments Find | View All First 1 of 1 Last

Rehired and enrolled on the incorrect date. Please delete the 02/05/2024 rehire on the Job panel and the subsequent 03/01/204 enrollment on the Benefits panel. Once deleted, I will re-process the rehire and enrollment for the correct effective dates. - OPPAUD (OPPAUD 2023-11-24 10:52)

Enter your comments below & click on Add Comments.

Add Comments

Save Previous tab Next tab +Add Update/Display

[Header Request](#) | [Correction Request](#) | [Comments](#) | [Billing & EBD Corrections](#) | [Final Correction](#) | [Final Billing Correction](#)




Corrections Requests Worklist

Click Worklist from the upper right corner of NYBEAS

The screenshot shows the NYBEAS PRODUCTION web application interface. The top navigation bar is blue and contains the following links: [Home](#), [Messages\(0\)](#), [Worklist](#), [Add to Favorites](#), and [Sign out](#). The [Worklist](#) link is highlighted with a blue background and is pointed to by an arrow from the text above. On the left side, there is a **Menu** section with a search box and a list of menu items: [My Favorites](#), [Benefits](#), [COBRA](#), [MyNYSHIP](#), [NYBEAS Reports](#), [Workforce Administration](#), [System Announcement](#), [Set Up HRMS](#), [Worklist](#), [Reporting Tools](#), [User Info](#), [PeopleTools](#), [Change My Password](#), and [My System Profile](#).

Corrections Requests Worklist

From your *Worklist Summary* click *Detail* to open your Corrections Requests Worklist

Worklist Summary		Customize Find View All 			First 	1-6 of 7 	Last
	Detail	Filter	Business Process	Activity	Worklist	Count	
1	Detail	Filter	Administer Workflow	Send Note	<Target Roleusers>	46	
	Detail	Filter	Online Corrections	Correction Complete	Correction Complete	2612	
3	Detail	Filter	Online Corrections	Correction Invalid (HBA)	Correction Invalid	376	
4	Detail	Filter	NYBEAS Payment Method Change	NYBEAS Payment Method Change	PA Pension Deductions <HBAs>	408	
5	Detail	Filter	NYBEAS Administer Workforce	NYBEAS Hire Notifications	Incomplete Personal Dat <HBA>	137	
6	Detail	Filter	NYBEAS Administer Workforce	NYBEAS Hire Notifications	New Enrollment <HBA>	3265	

Field 1: Field 2: Field 3: [Sort](#) [Save Comments](#)

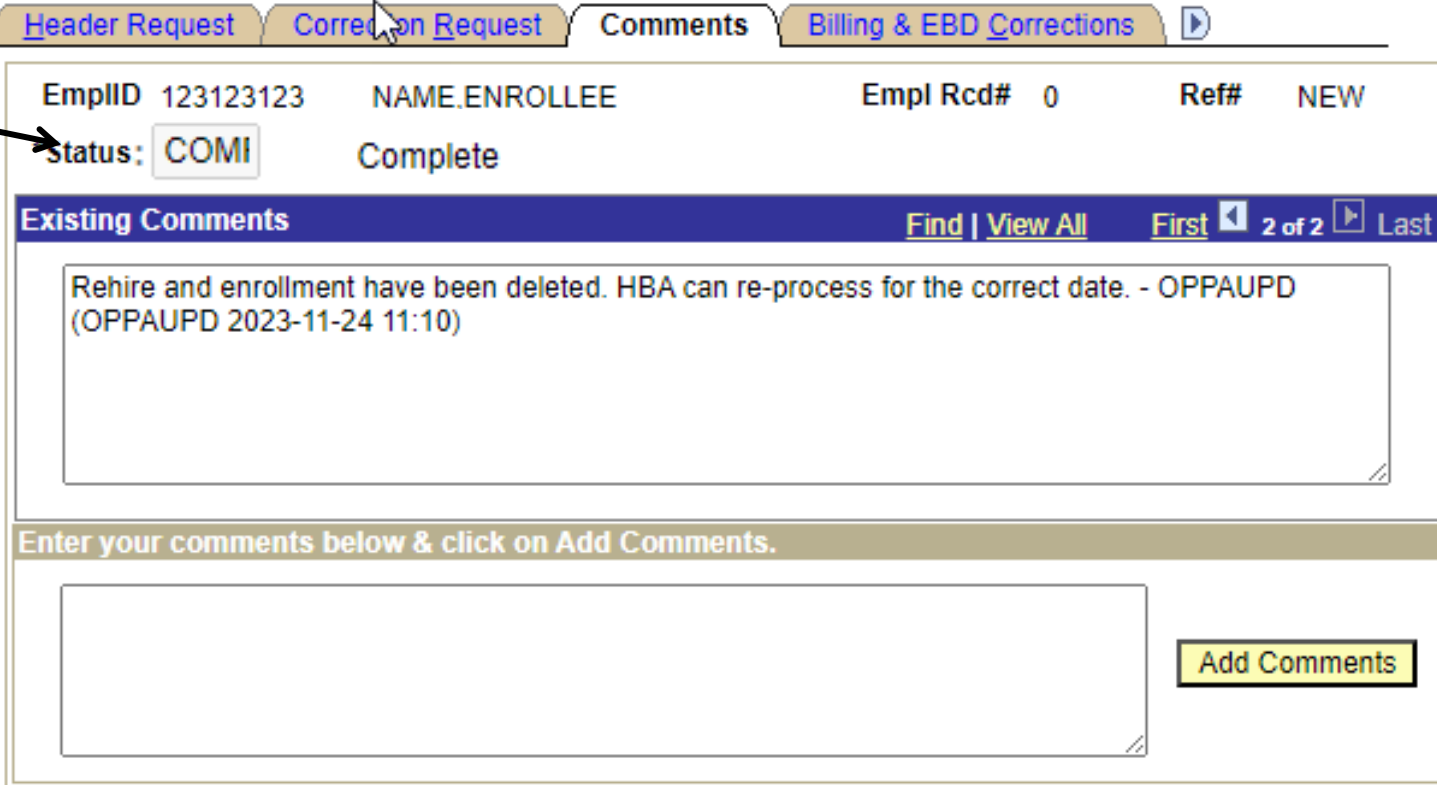
Corrections Requests Worklist

The returned correction will be in your *Worklist Details*. Click *Work It* to open the correction request

Worklist Details										
Customize Find View 100 First 1-15 of 2612 Last										
Mark Worked	ID	Empl Rcd#	DeptID	Name	Ref. Nbr.	Sent From	WL Created on	WL Comments	Reassign	
1 ✓	Work It	0	03977		222672	Tibbitts, Michael	06/22/2020 2:13:28PM	<input type="text"/>	Reassign	
2 ✓	Work It	0	03613		222738	Tibbitts, Michael	06/22/2020 3:32:30PM	<input type="text"/>	Reassign	
3 ✓	Work It	0	03228		222691	Tibbitts, Michael	06/22/2020 3:33:54PM	<input type="text"/>	Reassign	
4 ✓	Work It	0	03038		222850	Tibbitts, Michael	06/23/2020 2:26:19PM	<input type="text"/>	Reassign	
5 ✓	Work It	0	03145		222857	Tibbitts, Michael	06/24/2020 1:07:20PM	<input type="text"/>	Reassign	
6 ✓	Work It	0	03300		222901	Spring, Melissa	06/25/2020 9:25:52AM	<input type="text"/>	Reassign	
7 ✓	Work It	0	03496		222853	Tibbitts, Michael	06/25/2020 12:54:27PM	<input type="text"/>	Reassign	
8 ✓	Work It	0	03613		222743	Tibbitts, Michael	06/25/2020 1:35:21PM	<input type="text"/>	Reassign	
9 ✓	Work It	0	03989		222758	Tibbitts, Michael	06/25/2020 2:40:20PM	<input type="text"/>	Reassign	
10 ✓	Work It	0	03381		222932	Tibbitts, Michael	06/26/2020 12:13:32PM	<input type="text"/>	Reassign	
11 ✓	Work It	0	03145		222904	Spring, Melissa	06/26/2020 3:39:06PM	<input type="text"/>	Reassign	

Corrections Requests Worklist

Review the status to determine if the request is *Complete* or *Invalid Return to HBA*



The screenshot displays a web interface for managing corrections requests. At the top, there are four tabs: 'Header Request', 'Correction Request', 'Comments', and 'Billing & EBD Corrections'. The 'Correction Request' tab is active. Below the tabs, the following information is displayed:

EmplID	123123123	NAME.ENROLLEE	Empl Rcd#	0	Ref#	NEW
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status: Complete

Existing Comments [Find](#) | [View All](#) [First](#) 2 of 2 [Last](#)

Rehire and enrollment have been deleted. HBA can re-process for the correct date. - OPPAUPD (OPPAUPD 2023-11-24 11:10)

Enter your comments below & click on Add Comments.

An arrow points from the text 'Review the status...' to the 'status: COMI' field.

Correction Requests

- You must review the *Comments Tab* to view responses from EBD for further action required by you. Even if the status is Complete, you will likely need to take further action
- If EBD determines the correction cannot be processed the Status will be changed to *Invalid Return to HBA*
 - Call the Help Line for assistance
- The *Comments Tab* will inform if further processing is needed or of the reason why the correction request was marked Invalid

Corrections Requests Example

This comment indicates that further processing is needed by the HBA. EBD Corrections Unit deleted information in NYBEAS. The HBA can now process for the correct date. If not done by the HBA, the processing will not be completed and larger issues may arise

Header Request **Correction Request** Comments Billing & EBD Corrections

EmplID 123123123 NAME,ENROLLEE Empl Rcd# 0 Ref# NEW
*Status:: COMI Complete

Existing Comments Find | View All First 2 of 2 Last

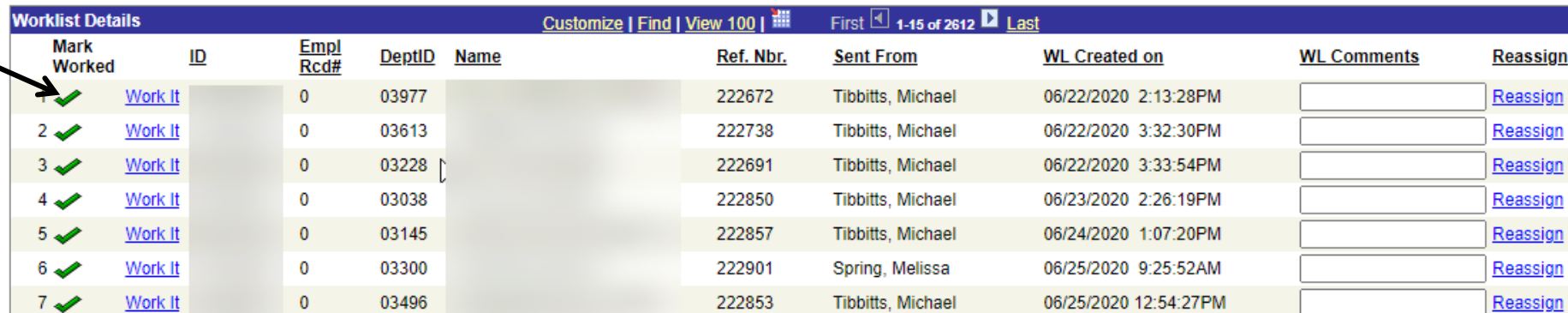
Rehire and enrollment have been deleted. HBA can re-process for the correct date. - OPPAUPD (OPPAUPD 2023-11-24 11:10)

Enter your comments below & click on Add Comments.

Add Comments

Correction Requests

- Navigate to NYBEAS Update history to determine if NYBEAS was updated how you intended
- Remove the correction from your worklist by clicking *Mark Worked*



The screenshot shows a table titled "Worklist Details" with a dark blue header. The table has 10 columns: "Mark Worked", "ID", "Emp/ Rcd#", "DeptID", "Name", "Ref. Nbr.", "Sent From", "WL Created on", "WL Comments", and "Reassign". The first row is highlighted in light green and has a green checkmark in the "Mark Worked" column. An arrow points from the left side of the slide to this checkmark. The "ID" column contains a link labeled "Work It". The "Reassign" column contains a link labeled "Reassign". The table also includes navigation options like "Customize", "Find", "View 100", "First", "1-15 of 2612", and "Last".

Mark Worked	ID	Emp/ Rcd#	DeptID	Name	Ref. Nbr.	Sent From	WL Created on	WL Comments	Reassign
✓	Work It	0	03977		222672	Tibbitts, Michael	06/22/2020 2:13:28PM	<input type="text"/>	Reassign
2 ✓	Work It	0	03613		222738	Tibbitts, Michael	06/22/2020 3:32:30PM	<input type="text"/>	Reassign
3 ✓	Work It	0	03228		222691	Tibbitts, Michael	06/22/2020 3:33:54PM	<input type="text"/>	Reassign
4 ✓	Work It	0	03038		222850	Tibbitts, Michael	06/23/2020 2:26:19PM	<input type="text"/>	Reassign
5 ✓	Work It	0	03145		222857	Tibbitts, Michael	06/24/2020 1:07:20PM	<input type="text"/>	Reassign
6 ✓	Work It	0	03300		222901	Spring, Melissa	06/25/2020 9:25:52AM	<input type="text"/>	Reassign
7 ✓	Work It	0	03496		222853	Tibbitts, Michael	06/25/2020 12:54:27PM	<input type="text"/>	Reassign

Effective Dates

Effective Dates

- When you process an enrollment transaction in NYBEAS, the Timeliness of the Request Date, and the First Date of Eligibility or Qualifying Event (if applicable) must be used to determine the effective date of coverage
- When an enrollee requests coverage changes that either do not have a qualifying event or the request is made more than 30 days after an event, the enrollee will be subject to a late enrollment waiting period: the effective date will be the first day of the third month following the month in which the request was made

Effective Dates – New Hire/Newly Eligible

New Hire / Newly Eligible Employee	Request Date	Effective Date
<i>Without an Initial Waiting Period</i>	No later than 30 Days after the <u>First Date of Eligibility</u>	First Day the Employee Actively Works a Benefits Eligible Position
	More than 30 Days after the <u>First Date of Eligibility</u>	First Day of the third month following the <u>Request Date</u>
<i>With an Initial Waiting Period</i>	During the <u>Initial Waiting Period</u>	The Day After the Completion of the <u>Initial Waiting Period</u>
	No later than 30 Days after the <u>First Date of Eligibility</u>	The Day After the Completion of the <u>Initial Waiting Period</u>
	More than 30 Days after the <u>First Date of Eligibility</u>	First Day of the third month following the <u>Request Date</u>

Effective Dates – Enrollee Qualifying Event

Previously Eligible Employee	Request Date	Effective Date
Employee experienced a qualifying event to newly enroll in coverage	No later than 30 Days after the qualifying event	The Date of the <u>Qualifying Event</u>
Employee experienced a qualifying event to newly enroll in coverage	More than 30 Days after qualifying event	First Day of the third month following the <u>Request Date</u>
Employee did not experience a qualifying event to newly enroll in coverage	The signature date on the PS-404	First Day of the third month following the <u>Request Date</u>

Effective Dates – Dependent Qualifying Event

There is a Qualifying Event to Add a Dependent	Request Date	Effective Date
Employee was previously eligible for/enrolled in NYSHIP coverage	No later than 30 Days after the qualifying event	The <u>Event Date</u>
Employee was previously eligible for/enrolled in NYSHIP coverage	More than 30 Days after the qualifying event	First Day of the third month following the <u>Request Date</u>

- This could be a newly eligible dependent, such as a newborn child or a new spouse, or a previously eligible dependent who experienced a qualifying event that allows them to enroll in coverage without a waiting period, such as a loss of other coverage.
- If the employee/retiree is already enrolled in coverage, the dependent can be added to coverage effective the date of the qualifying event. If the employee/retiree is not enrolled in coverage, they can enroll in coverage adding the dependent effective the date of the qualifying event.

Effective Dates – No Qualifying Event

Previously Eligible Enrollee/Dependent	Request Date	Effective Date
Enrollee/Dependent did not experience a Qualifying Event	The signature date on the PS-404	First Day of the third month following the <u>Request Date</u>

If an enrollee or a dependent was previously eligible for NYSHIP coverage and was not enrolled/added to coverage at the time they were first eligible and they have not experienced a qualifying event to newly enroll in coverage, then their coverage will be effective after a late enrollment waiting period, the first day of the third month following the request date.

Effective Dates - Newborn

- A newborn child can be added without the social security number and/or birth certificate, however you must follow up to obtain this information once it is available
- If you receive a PS-404 requesting the addition of a newborn more than 30 days after the child's birthdate, forward the request to EBD for review and/or processing

Retirements and Terminations in NYBEAS

Retirement or Termination

Determine Eligibility



Update Workforce Administration with the correct action and reason codes



Retirement



Termination

Important: You must wait until at most 2 weeks prior to an enrollee's date of retirement before processing the retirement in NYBEAS

Workforce Administration

After Processing a Retirement

Eligible employees will be qualified by EBD staff for NYSHIP coverage in retirement

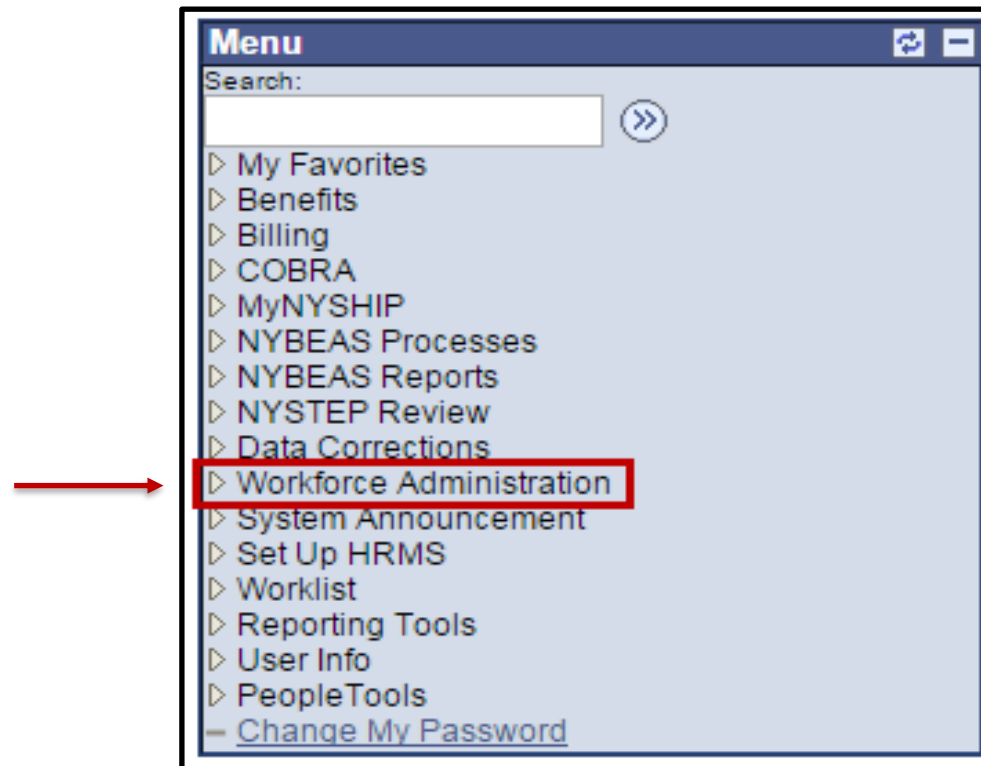
Workforce Administration

After Processing a Termination

The HBA must add a NYBEAS comment to advise EBD what the terminated enrollee is eligible for (COBRA, Vestee, or both). EBD will send a Vestee or COBRA application to the employee once EBD is able to verify the comment in NYBEAS

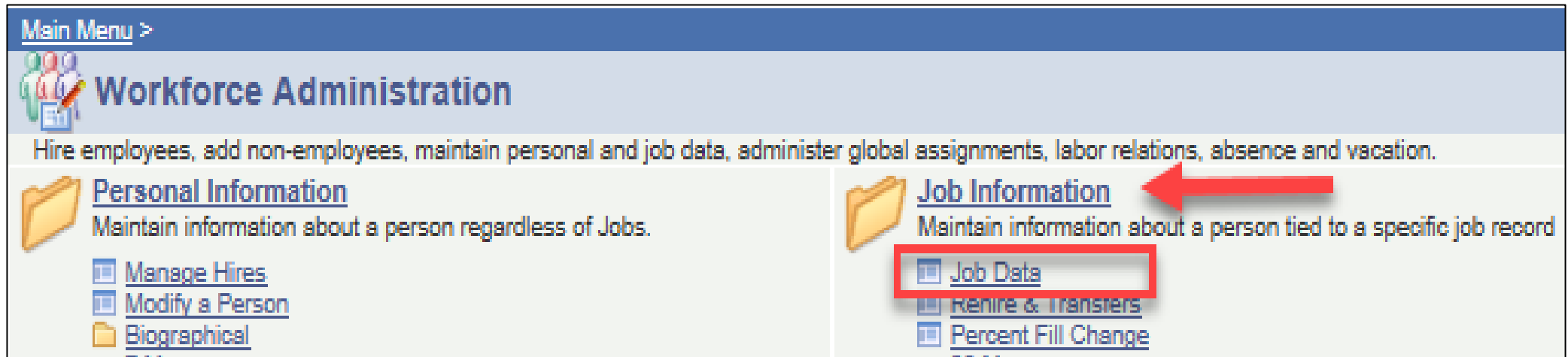
Workforce Administration

From the NYBEAS homepage, select Workforce Administration



Workforce Administration

Under the Job Information menu, choose Job Data



The screenshot shows a software interface for Workforce Administration. At the top, there is a blue header with the text "Main Menu >". Below this is a section titled "Workforce Administration" with a sub-header "Hire employees, add non-employees, maintain personal and job data, administer global assignments, labor relations, absence and vacation." The main content area is divided into two columns. The left column is titled "Personal Information" and contains a folder icon, the text "Maintain information about a person regardless of Jobs.", and three sub-items: "Manage Hires", "Modify a Person", and "Biographical". The right column is titled "Job Information" and contains a folder icon, the text "Maintain information about a person tied to a specific job record", and three sub-items: "Job Data", "Retire & Transfers", and "Percent Fill Change". A red arrow points to the "Job Information" header, and a red box highlights the "Job Data" sub-item.

[Main Menu >](#)

Workforce Administration

Hire employees, add non-employees, maintain personal and job data, administer global assignments, labor relations, absence and vacation.

Personal Information
Maintain information about a person regardless of Jobs.

- [Manage Hires](#)
- [Modify a Person](#)
- [Biographical](#)

Job Information
Maintain information about a person tied to a specific job record

- [Job Data](#)
- [Retire & Transfers](#)
- [Percent Fill Change](#)

Workforce Administration

Click on the Plus sign to add a new row to the Job Data page

The screenshot displays the 'Job Data' section for an employee named ENROLLEE, SAM. The page is divided into several sections: 'Employee Info', 'Job Data', and 'Benefit Program'. The 'Job Data' section contains various fields such as Employee Status (Active), Effective Date/Seq (09/01/2004), Action / Reason (HIR), Department (03287), Company (PA), Negotiating Unit (PA), Employee % Filled (100), Title Code (9999999), Hire Date (09/01/2004), and Rehire Date (09/01/2004). A red arrow points to a plus sign icon in the top right corner of the Job Data section, indicating where to click to add a new row. The 'Benefit Program' section shows an Effective Date of 09/01/2004 and a Benefit Program of PA7 PA Option 7 (Actives). The page also includes navigation buttons at the bottom: Save, Return to Search, Previous tab, Next tab, Update/Display, Include History, and Correct History.

Workforce Administration

Enter the date of the retirement or termination as the effective date and then click the magnifying glass to pull up action and reason code listings

The screenshot displays the 'Employment' tab for an employee named SALLY, SAMPLE. The interface includes fields for Employee Info, Job Data, and various administrative details. Red arrows highlight the magnifying glass icons in the 'Action / Reason' field, indicating where to click to view listings.

Employee Info	
SAMPLE, SALLY	EmplID: 999999998 Empl Rcd #: 0

Job Data	
Employee Status:	Active
*Effective Date/Seq:	09/05/2019 [B] [C] Current
Action / Reason:	[] [] Action Date: 09/05/2019
Department:	08000 NYS Dept Of Civil Service
Company:	NYS New York State *Pay Group: ALB Administrative/Lag/Biweekly
Negotiating Unit:	05 Professional Scientific/Tech
Employee % Filled:	100 Source ID: Operator ID: MKJ2
Title Code:	0421300 Senr Auditor
Hire Date	01/27/1994 Termination Date
Rehire Date	01/27/1994

Workforce Administration

If the employee is eligible for NYSHIP coverage in retirement, select the **Action Code RET - Retirement**

<u>Action</u>	<u>Action Description</u>
AGY	Agency Split
DCS	Department Civil Service
ERV	Emergency Volunteer/Enroll.
IAG	Within Agency Transfer
LOA	Leave of Absence
LTD	Long Term Disability
PLA	Paid Leave of Absence
PLC	PLACE
POS	Position Change
RET	Retirement
RFL	Return from Leave
RTQ	Rate Qualifier Change
RWB	Return from Work Break
SEP	Separation
STO	Short Term Disability
SUR	Survivor Enrollment
SWB	Short Work Break
TER	Termination
YAD	Young Adult Enrollment
ZZZ	Conversion

Workforce Administration

Then select the Reason Code RET - Regular Retirement

<u>Reason Code</u>	<u>Description</u>
<u>NPR</u>	<u>No-Penalty Retirement Incentive</u>
<u>RET</u>	<u>Regular Retirement</u> ←
<u>RMT</u>	<u>Normal Retirement</u>
<u>TRI</u>	<u>Targeted Retirement Incentive</u>

Workforce Administration

If the employee is not eligible for NYSHIP coverage in retirement, select the **Action Code TER - Termination**

Action	Action Description
AGY	Agency Split
DCS	Department Civil Service
ERV	Emergency Volunteer/Enroll
IAG	Within Agency Transfer
LOA	Leave of Absence
LTO	Long Term Disability
PLA	Paid Leave of Absence
PLC	PLACE
POS	Position Change
RET	Retirement
RFL	Return from Leave
RTQ	Rate Qualifier Change
RWB	Return from Work Break
SEP	Separation
STO	Short Term Disability
SUR	Survivor Enrollment
SWB	Short Work Break
TER	Termination
YAD	Young Adult Enrollment
ZZZ	Conversion

Workforce Administration

Then select the Reason Code TER - Terminate

<u>Reason Code</u>	<u>Description</u>
<u>DEA</u>	<u>Death</u>
<u>LAF</u>	<u>Layoff frm State/Refuse Reassn</u>
<u>TER</u>	<u>Terminate</u> ←
<u>UAB</u>	<u>Terminate-Unauthorized Absence</u>

Workforce Administration

Review your work and then click Save

Job Data **Employment**

Employee Info
SAMPLE, SALLY EmplID: 999999998 Empl Rcd #: 0

Job Data Find | View All First 1 of 5 Last

Employee Status: Retired + -

*Effective Date/Seq: 09/12/2019 0 Current

*Action / Reason: RET RET Regular Retirement Action Date: 09/12/2019

Department: 08000 NYS Dept Of Civil Service

Company: NYS New York State *Pay Group: ALB Administrative/Lag/Biweekly

Negotiating Unit: 05 Professional Scientific/Tech

Employee % Filled: 100 Source ID: Operator ID: MKJ2

Title Code: 0421300 Senr Auditor


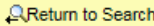
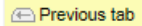
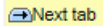
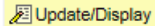
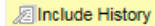
Hire Date 01/27/1994 Termination Date 09/11/2019

Rehire Date 01/27/1994 Last Date Worked 09/11/2019

Benefit Program Find | View All First 1 of 1 Last

Effective Date: 01/27/1994 + -

Benefit Program: A02 PEF w/ Rx (Dental/Vision) BW

 Save  Return to Search  Previous tab  Next tab  Update/Display  Include History

NYBEAS Comments - Retirement

If the enrollee is eligible for coverage as a Retiree, create a comment informing EBD of Retiree eligibility and the date they will become eligible as a retiree

Benefit Comments

SAMPLE, SALLY EmplID: 999999999 Empl Rcd #: 0

Employee Status: Active

Dependent/Beneficiaries Find | View All | First 2 of 8 Last

Dependent/Beneficiary ID: 01 + -

*Comment Date: 9/13/2019 Action Date: 9/13/2019

Comments By: KEY YOUR FULL NAME

Comment:

EE meets minimum service requirement, is eligible to collect pension, and enrolled in NYSHIP. EE eligible to continue as a retiree.

Save Return to Search

NYBEAS Comments - Termination

If the enrollee is eligible for Vestee coverage, create a comment informing EBD of Vestee eligibility and the date they will become eligible as a retiree

Benefit Comments

SAMPLE, SALLY EmpID: 999999999 Empl Rcd #: 0

Employee Status: Active

Dependent/Beneficiaries Find | View All First 2 of 8 Last

Dependent/Beneficiary ID:

*Comment Date: Action Date:

Comments By:

Comment:

EE TERMED EFFECTIVE 10/15/19 AND IS NOT ELIGIBLE FOR RETIREE BENEFITS YET, EE IS ELIGIBLE TO BE A VESTEE, AND WOULD BECOME A RETIREE EFFECTIVE 12/1/2020

NYBEAS Comments - Termination

If the enrollee is only eligible for COBRA coverage, create a comment informing EBD of COBRA eligibility

Benefit Comments

SAMPLE, SALLY EmpID: 999999999 Empl Rcd #: 0

Employee Status: Active

Dependent/Beneficiaries Find | View All First 2 of 8 Last

Dependent/Beneficiary ID:

*Comment Date: Action Date:

Comments By:

Comment:

EE TERMED EFFECTIVE 10/15/19 AND IS NOT ELIGIBLE FOR RETIREE BENEFITS. EE IS ONLY ELIGIBLE FOR COBRA, PLEASE SEND COBRA APP.

HBA Online

HBA Online

hba_online
benefits resource center

Find the **benefit**, click on the group. *Benefits vary by group.*

You Should Know...	<div style="background-color: #c00000; color: white; padding: 5px; margin-bottom: 5px;">Current Topics</div> <div style="background-color: #c00000; color: white; padding: 5px; margin-bottom: 5px;">PA/PE Webinars</div> <div style="background-color: #c00000; color: white; padding: 5px; margin-bottom: 5px;">Young Adult Option Coverage</div> <div style="background-color: #002060; color: white; padding: 5px; margin-top: 10px;">General Information Book for:</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">NY Active</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">NY Retiree</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">Participating Employers (PEs)</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">Participating Agencies (PAs)</div> <div style="background-color: #d9e1f2; padding: 5px;">Student Employee Health Plan (SEHP)</div>	<div style="background-color: #002060; color: white; padding: 5px; margin-bottom: 5px;">dental</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">APSU</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">C-82</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">M/C</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">NYSCOPBA</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">PBA Supervisors</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">PBA Troopers</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">PE</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">PEF</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">PIA</div> <div style="background-color: #d9e1f2; padding: 5px;">SEHP</div>	<div style="background-color: #002060; color: white; padding: 5px; margin-bottom: 5px;">life</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">M/C</div> <div style="background-color: #002060; color: white; padding: 5px; margin-top: 10px;">IPP Income Protection Plan</div> <div style="background-color: #d9e1f2; padding: 5px; margin-bottom: 5px;">M/C</div> <div style="background-color: #d9e1f2; padding: 5px;">DC-37</div> <div style="background-color: #002060; color: white; padding: 5px; margin-top: 10px;">survivor benefits</div> <div style="background-color: #d9e1f2; padding: 5px;">New York State Active Employees</div> <div style="background-color: #002060; color: white; padding: 5px; margin-top: 10px;">workers' compensation</div> <div style="background-color: #d9e1f2; padding: 5px;">ARS Publications for</div>
Easy Reference			
Publications & Forms			
HBA Memos			
Policy Memos			
Phone Numbers / Links			
Meetings & More			
Health Plan Choices			
HBA Manuals			
E-Learning			
HIPAA Privacy Information			
Site Map			
Contact Us / Disclaimer			
NYSHIP Home			



Stay Updated

You Should Know

Excelsior Plan: Important Information for Nassau County CSEA Local 830 Retirees

Search

2024 Option Transfer Period for Active NY Enrollees: November 30 - December 29, 2023

The 2024 Option Transfer Period is November 30 - December 29, 2023. Enrollees must make any changes to their health insurance option no later than **December 29, 2023**.

The [NYSHIP Rates & Deadlines for 2024](#) flyer is now available online and will be mailed to enrollee homes soon. A supply of the rates publication will also be shipped to NY agencies shortly.

[Health Insurance Choices for 2024](#), which details the benefits and programs available to NYSHIP enrollees under The Empire Plan and NYSHIP HMOs, is available online and a supply was shipped to all agencies in October.

Also available online is the [Health Insurance Choices for 2024 Supplement](#), a companion document to Choices compiled for active employees represented by Council 82, DC-37, NYSCOPBA, PBA, PBANYS and PIA. It includes information about 2024 Empire Plan benefits, including copayments, coinsurance and deductibles, and is intended to be utilized in place of pages 13-23 in *Choices*.

Please distribute these publications at informational meetings and to employees who request them, as applicable. If you need to order additional copies, click on the Publications and Forms link on the HBA Online homepage. The NYSHIP Plan Comparison Tool will be available online beginning on November 30, 2023 to assist enrollees in making a choice for 2024.

For more information about 2024 Option Transfer publications, see memo [NY23-16](#).

2024 Option Transfer Period for Active PE Enrollees: November 30 - December 29, 2023

E-Learning

E-Learning

This page is a resource for Health Benefits Administrators (HBA). Below are links to a series of tutorials to help HBAs use NYBEAS and to assist their enrollees with their NYSHIP benefits. If you have questions or need additional help, please call the HBA Helpline at 518-474-2780.

Ordering NYSHIP Publications:

[Active Employees of New York State Agencies \(NY\)](#)

[Active Employees of Participating Employers \(PE\)](#)

[Retirees of New York State Agencies and Participating Employers \(Retirees NY & PE\)](#)

[Active Employees and Retirees of Participating Agencies \(PA\)](#)

NYBEAS Transactions:

Adding a New Hire into NYBEAS

- [New York State Agencies \(NY\)](#)
- [Participating Employers \(PE\)](#)
- [Participating Agencies \(PA\)](#)

Change in Coverage – Individual to Family

- [New York State Agencies \(NY\)](#)
- [Participating Employers \(PE\)](#)
- [Participating Agencies \(PA\)](#)

Change in Coverage – Family to Individual

- [New York State Agencies \(NY\)](#)
- [Participating Employers \(PE\)](#)
- [Participating Agencies \(PA\)](#)

COBRA Transactions

- [Enrollee Termination - COBRA Family Enrollment](#)
- [Deleted Dependent - COBRA Enrollment](#)

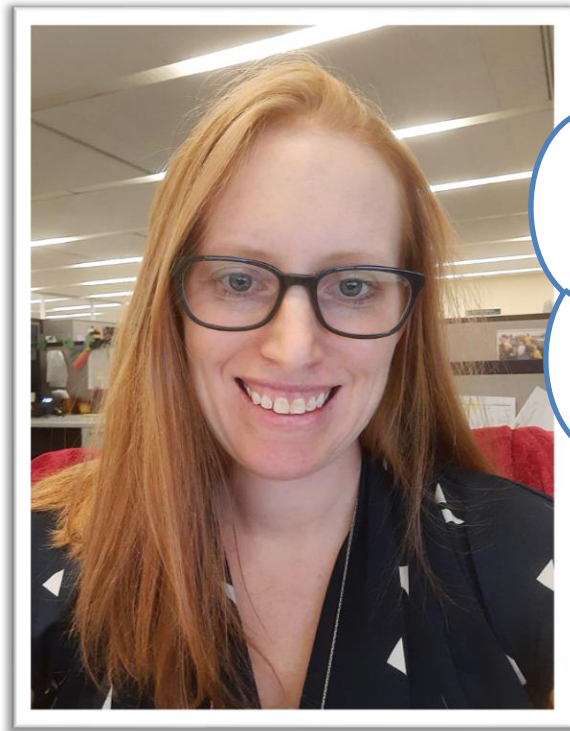
[Dependent Add - Family Coverage](#) for New York State Agencies

Dependent Delete

- [New York State Agencies \(NY\)](#)
- [Participating Employers \(PE\)](#)

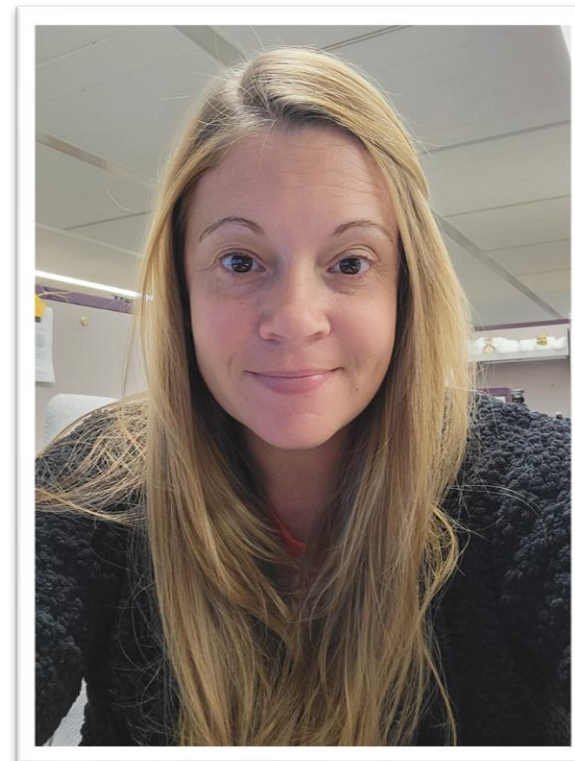
Participating Agency & Participating Employer (PA/PE) Unit Staff

Amanda Perkins



Please have NYBEAS open and ready when you call the HBA Help Line.

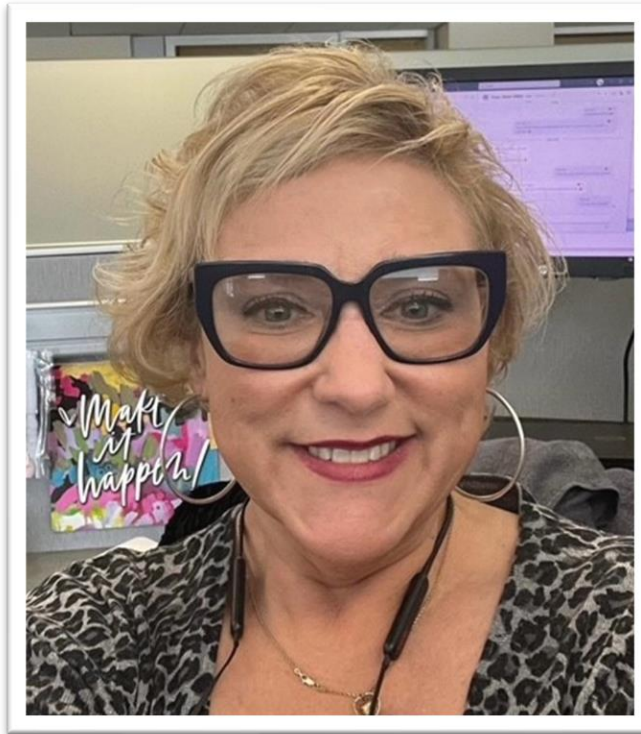
Melissa Spring



Please have your agency code and the employee's SSN ready when you call the HBA Help Line.

Participating Agency & Participating Employer (PA/PE) Unit Staff

Elizabeth Varsany



Please to access the NEW HBA Manual. This is your toolbox for step-by-step NYBEAS transactions and much more!

Michael Santiago



Please run your monthly reconciliation report on the Monday following the first Friday of each month to reconcile your bill.

Participating Agency & Participating Employer (PA/PE) Unit Staff

Mike Jones



Please make
sure you update
your DAO and
HBA information
with EBD when
you have staff
changes!



NYSHIP
New York State
Health Insurance Program



Questions?



NYSHIP
New York State
Health Insurance Program

PELU Announcements

Presenter – Jesse Horton, Public Employer Liaison Unit

Topics

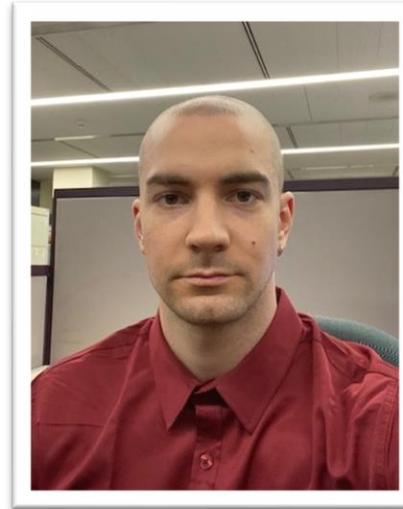
- PELU Staff Introduction
- Policy Memo 150, Six months notice of change
- Policy Memo 127, Withdrawing Medicare Enrollees
- Timely processing
- Federal Premium Reporting
- Dental & Vision Dependent Eligibility
- Dual Family Prohibition & Buyout Programs
- When to Contact PELU

Public Employer Liaison Unit (PELU) Staff



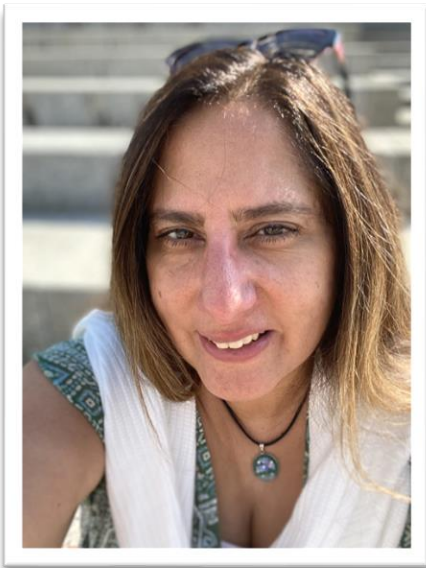
Amy Orr

Use your NYSHIP resources: many answers to your questions can be found in the General Information Book, the HBA Manual, and the NYSHIP Administrative Guide.



August Heinrich

Remember to include your agency code in the subject line when you e-mail us.



Susana Alvear

Be sure to regularly check HBA Memos for important announcements.



Jesse Horton

Make sure to keep your NYBEAS credentials secure.

Policy Memo 150

- On October 17, 2023, the Employee Benefits Division (EBD) published [Policy Memo 150](#)
- The memo requires that incoming agencies submit their request to join NYSHIP at least 6 months in advance
- The memo also requires that existing agencies requesting to make changes to their NYSHIP participation provide EBD with at least 6 months notice prior to the effective date of the change

Policy Memo 150

- Such changes to NYSHIP participation could include a change in benefit plans, for example switching from the Empire Plan to the Excelsior Plan or vice versa
- Changes could also include a change in contribution rate, change in eligible classes, change in minimum service time for retirement, etc.

Policy Memo 150

- The 6-month minimum notice is necessary to coordinate changes in coverage among multiple EBD units and insurance carriers without causing disruptions to member enrollments
- In addition, the 6-month timeframe is necessary to ensure compliance with statutes requiring advance notice to enrollees of a change in benefit
- For examples, 90-days notice of change in coverage is required for prescription drugs plans
- Please review Policy Memo 150 for more information

Policy Memo 127

- Agencies that participate in NYSHIP may not withdraw only their Medicare-eligible retirees from NYSHIP, in accordance with NYSHIP [Policy Memo 127](#).

Policy Memo 127

- Some agencies have begun offering non-NYSHIP Medicare Advantage Plans to their Medicare-primary enrollees. This is allowable only if Medicare-primary enrollees are given the choice to stay in NYSHIP.
- Enrollees and their covered dependents may not be enrolled in different plan options.

Policy Memo 127

- Participating Agencies are not allowed to withdraw only their Medicare-eligible enrollees from NYSHIP because this practice is detrimental to the plan.
- As a reminder, the NYSHIP premium cost is significantly reduced for Medicare-primary members.
- Any Participating Agency or Participating Employer that wishes to remove Medicare-primary retirees from eligibility for NYSHIP must withdraw all of its retirees from NYSHIP.

Timely Processing

- As reminder, it is extremely important that all changes to enrollment records are processed in NYBEAS in a timely manner
- Typically, changes should be processed within 7 days of the request or event
- Timely processing is required to ensure accurate billing and a smooth transition of benefits for enrollees
- Numerous problems can arise when transactions are not processed timely

Timely Processing

- For example, when a retirement is not processed in time for a Medicare eligible enrollee, claims are incorrectly paid as plan-primary
- When EBD is eventually notified the employee has been retired, claims must be reversed
- Medicare has a limit on how far back they will pay claims, and will refuse claims submitted outside this time frame

Timely Processing

- Reversed claims can be costly to the enrollee and the plan, and increased plan costs mean increased premiums for all plan enrollees
- In addition, agencies may incur additional premium costs if there is a difference in premium amount and transactions are processed outside the 6-month refund window

Timely Processing

- As another example, problems can arise when job transactions, such as terminations or leaves of absence are not keyed on time
- Employees and their dependents may continue to have access to the benefits well after their eligibility has ended
- By the time the job record is corrected, claims may have already been paid and the costs cannot be recovered
- Once again, this can be costly to the plan, which is ultimately costly for plan enrollees and agencies

Mandatory Federal Premium Reporting

- As a reminder, the federal Consolidated Appropriations Act requires that all health insurance plans annually report the average monthly premium paid by employees and employers
- Plans, including NYSHIP, must report 2023 premium to the federal government by mid-2024
- As has been done in past years, agency HBAs will be required to submit employee and employer premium information for their agencies using the dedicated NYBEAS page

Mandatory Federal Premium Reporting

- Please monitor HBA Online for an official announcement
- We plan to release an HBA memo in early 2024 with deadlines and instructions for submitting your premium information
- Premium information will likely be due In March 2024
- **This is a mandatory federal requirement**

New Vision/Dental Eligibility

- Effective January 1, 2024, dependent children of enrollees on NYS dental and vision plans will be eligible up to age 26, regardless of student status
- For NYS, dependents under age 26 will no longer have to provide student proofs
- Emblem Health Student Verification forms will no longer need to be completed periodically

New Vision/Dental Eligibility

- EBD has identified dependents previously removed from dental and/or vision coverage due to ineligibility prior to January 1, 2024 and will automatically reinstate them to coverage
- If an eligible dependent was inadvertently missed, you should manually process the enrollment effective 1/1/24
- If a dependent was added in error or does not wish to be covered, you should process a cancellation with the same effective date
- For more information, please refer to [HBA memo 23-31](#)

Optional Dual Family Prohibition

- New York State prohibits dual family coverage for its employees through
 - Employees may not be enrolled in family coverage and as a dependent on another enrollee's NYSHIP policy
- This provision is included in the State's collective bargaining agreements with its public employee unions
- Participating Agencies may similarly prohibit their employees from being enrolled in dual family coverage to lower their overall health insurance costs

Optional Buyout Programs

- New York State offers a health insurance buyout program to its employees
 - Employees can receive \$1,000 for opting out of individual coverage
 - Employees can receive \$3,000 for opting out of family coverage
- Participating Agencies may implement similar programs to lower their overall health insurance costs
- [Policy Memo 122r1](#) outlines the Department's policy on buyout programs for health insurance coverage

When to Contact PELU

- Questions about NYSHIP policies
- Changes in NYSHIP benefits such as contribution rate changes, changes in service time requirements, or newly offering benefits to a class or category of employee/retiree
- Contact us at least 60 days in advance of the effective date of the change
- Please contact PELU by e-mail at PELU@cs.ny.gov



NYSHIP
New York State
Health Insurance Program



Questions?



NYSHIP
New York State
Health Insurance Program

Empire Plan Benefit Changes

Presenter- Mindy Beyer, Contract Manager, Vendor Management Unit

**New York State Department of Civil Service
Employee Benefits Division**

Prepared for use by the Department of Civil Service, Employee Benefits Division representatives only.

Empire Plan Benefit Changes

Topics

- What's New for January 1, 2024
- Benefit Updates and Reminders

Empire Plan Benefit Changes

What's New for January 1, 2024

Expansion of Site of Care Program for Infusions:

- This program will be expanded to include all drug infusion therapies except those used to treat cancer or hemophilia.
- Empire Plan primary members impacted by this change will receive a letter and assistance in coordinating the transition.
- There will be **no** copayments for the infusion when an alternate setting is used, which may include a freestanding infusion suite, a doctor's office, or your home.
- This list of therapies included for this program can be found at:
<https://www.empireblue.com/nys/resources-forms>

Empire Plan Benefit Changes

What's New for January 1, 2024

Empire BlueCross Becoming Anthem Blue Cross:

- Empire BlueCross, the administrator of The Empire Plan Hospital Program, will be changing its name to Anthem Blue Cross.
- This transition will not impact coverage or network access.
- For the latest information about this change and for information about Empire Plan hospital benefits, go to: www.empireblue.com/nys
 - Using this link, plan members can set up an account to review benefits, view claims, submit inquiries and access LiveHealth Online.

Empire Plan Benefit Changes

What's New for January 1, 2024

Assignment of Benefits for Medical/Surgical Providers:

- Enrollees who obtain services from out-of-network providers may opt to have The Empire Plan pay covered expenses to providers directly.
- To choose this option, sign the “Assignment of Benefits” field to authorize payment to your provider when submitting your claim to UnitedHealthcare or when completing forms required by your provider.
- As a reminder, out-of-pocket costs will be much higher when using an out-of-network provider.

Empire Plan Benefit Changes

Benefit Updates and Reminders

Preventive Care – RSV (Respiratory Syncytial Virus):

- For adults ages 60 and older, the RSV vaccine is covered at no cost when provided by a vaccination network pharmacy or participating medical provider.
- For infants/children ages 0 through 19 months, RSV monoclonal antibodies are covered at no cost when administered by a participating medical provider. Please note this treatment is not available at retail pharmacies.
- For women between 32 to 36 weeks of pregnancy, the RSV vaccine is covered at no cost when administered by a participating medical provider. Per state regulation, vaccines for this group are not available at retail pharmacies.

Empire Plan Benefit Changes

Benefit Updates and Reminders

Preventive Care – COVID-19 and Influenza Vaccines:

- The flu vaccine and all COVID-19 vaccines and boosters are covered at no cost when provided by a vaccination network pharmacy or participating medical provider.
- The CDC (Centers for Disease Control) recommends the COVID-19 primary series vaccine for everyone age six months and older, and the COVID-19 boosters for individuals age five years or older.

Empire Plan Benefit Changes

Benefit Updates and Reminders

No Copayment for In-Network Opioid Treatments:

- Empire Plan members have no copayment when receiving services from a network MHSU (Mental Health and Substance Use) provider for opioid treatment that includes the prescribing of agonists, including methadone, Suboxone and buprenorphine. However, prescriptions obtained at a retail pharmacy are still subject to the applicable copayment.
- Also, there are no copayments for therapy and counseling sessions related to the same opioid treatment provided by a network MHSU provider.

Empire Plan Benefit Changes

Benefit Updates and Reminders

UnitedHealthcare App:

- Empire Plan members can use the UnitedHealthcare (UHC) app to:
 - Find participating providers, view medical claims, and check deductibles.
 - Choose paperless communications.
- Just scan the QR code to get registered.



Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

- **The Empire Plan NurseLineSM** is available 24/7. Registered nurses can answer health-related questions and assist in finding a network provider.
- **The Clinical Referral Line** for the Mental Health and Substance Use Disorder Program is available 24/7. Licensed clinicians can help find a provider and schedule an appointment if necessary.
- **CVS Caremark** representatives are available 24/7 to answer questions about prescription drug benefits and assist in finding a network pharmacy.
- **1-877-7-NYSHIP (1-877-769-7447)** is the number to call for the above services; this number is found on the back of the Empire Plan benefit ID card.

Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

LiveHealth Online is a telehealth benefit that provides access to a board-certified doctor, psychiatrist, psychologist, and licensed therapist by telephone or a video visit on your smartphone, tablet or personal computer.

- \$0 copayment – service is at no cost to Empire Plan members.
- To register or to schedule a visit, go to www.empireblue.com/nys or call 1-888-LiveHealth (1-888-548-3432).
- Representatives are available 24/7.

Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

Talkspace provides online access to therapy with a licensed clinician.

- Members can text providers and set up video or telephone calls.
- Therapy is subject to a copay, similar to an in-person visit.
- To get started, you can go to <https://www.talkspace.com/empireplan>

Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

Empire Plan Center of Excellence Programs - Overview:

- Nationwide access to care from providers who are recognized as leaders.
- All Center of Excellence (COE) programs include paid-in-full benefits for services provided at the COE.
- All COE programs include a travel, lodging and meal expenses benefit for travel within the United States.
- Plan members must call and register for the applicable COE Program to access benefits.

Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

Empire Plan Center of Excellence Listing of Programs:

- **Cancer Services** – Medical/Surgical Program (UnitedHealthcare)
- **Transplants** – Hospital Program (Empire BlueCross)
- **Substance Use Disorder** – MHSU Program (Carelon)
- **Infertility Benefits** – Medical/Surgical Program (UnitedHealthcare)

Empire Plan Benefit Changes

Benefit Updates and Reminders

Empire Plan Member Resources:

Empire Plan Center of Excellence Programs - More Information:

- Use the link below to access a publication about Empire Plan COE benefits, including a list of COE locations:

<https://www.cs.ny.gov/employee-benefits/nyship/shared/publications/reporting-on/2023/reporting-on-centers-of-excellence-2023.pdf>



NYSHIP

New York State
Health Insurance Program



Questions?



NYSHIP
New York State
Health Insurance Program

Financial Update

Presenter - Katelyn Wilder
Acting Director
Office of Financial Administration

New York State Department of Civil Service
Employee Benefits Division

Prepared for use by the Department of Civil Service, Employee Benefits Division representatives only.

2024 Rate Renewal

- Empire Plan Net Premium increase: 13.8%
- Empire Plan Program Trends:
 - Hospital Program: 7.6%
 - Medical Program: 7.3%
 - Prescription Drug Program: 10.9%
 - Mental Health & Substance Use Program: 10.8%
- Rates Include 0% margin
- No Dividend Application

2024 Participating Employers Monthly Net Rates

Empire Plan Ratified Rates with Drug Coverage

Individual Coverage	\$1,090.54
Family Coverage	\$2,799.94

Empire Plan Ratified Rates without Drug Coverage

Individual Coverage	\$827.03
Family Coverage	\$2,215.58



NYSHIP
New York State
Health Insurance Program



Questions?

Final Questions and Answers



End of Meeting

