



Department of Civil Service

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NY24-17
PE24-12
PA24-10
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SEHP24-10

MEMORANDUM

TO: All Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: 2024 Mandated Notices: Creditable Coverage and CHIP
DATE: September 12, 2024

The New York State Health Insurance Program (NYSHIP) is required to send notices to all enrollees at certain times of the year. This memo is to alert you to these mailings in case your enrollees ask about them.

Creditable Coverage Notices

In September, EBD will begin to mail Creditable Coverage notices to NYSHIP enrollees. While the notices may not pertain to enrollees at this time, they provide necessary proof of coverage for enrollees or dependents once they become eligible for Medicare. Enrollees are directed to call the Social Security Administration or Medicare or use those online resources for information.

The Children's Health Insurance Program (CHIP) Notice

The CHIP Notice, also a required annual notice, will be enclosed with the Creditable Coverage letter to save postage costs. It explains that Medicaid and CHIP offer free or low-cost health coverage for children and families who might need this assistance.

Where to find Notices online

The Creditable Coverage and CHIP notices are posted in the Notices section of the public website, NYSHIP website and HBA Online. We are not doing a paper distribution to agencies. If an enrollee needs a copy, please print it from the website. The Creditable Coverage notices are included in the Mandated Packages for new hires and new retirees and are also sent with the 65th birthday letters to comply with other legal requirements.

If you need help accessing HBA Online, contact the ITS Service Desk at 844-891-1786, 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.