



Department of
Civil Service

**The presentation will start
momentarily**

DECEMBER 16, 2024



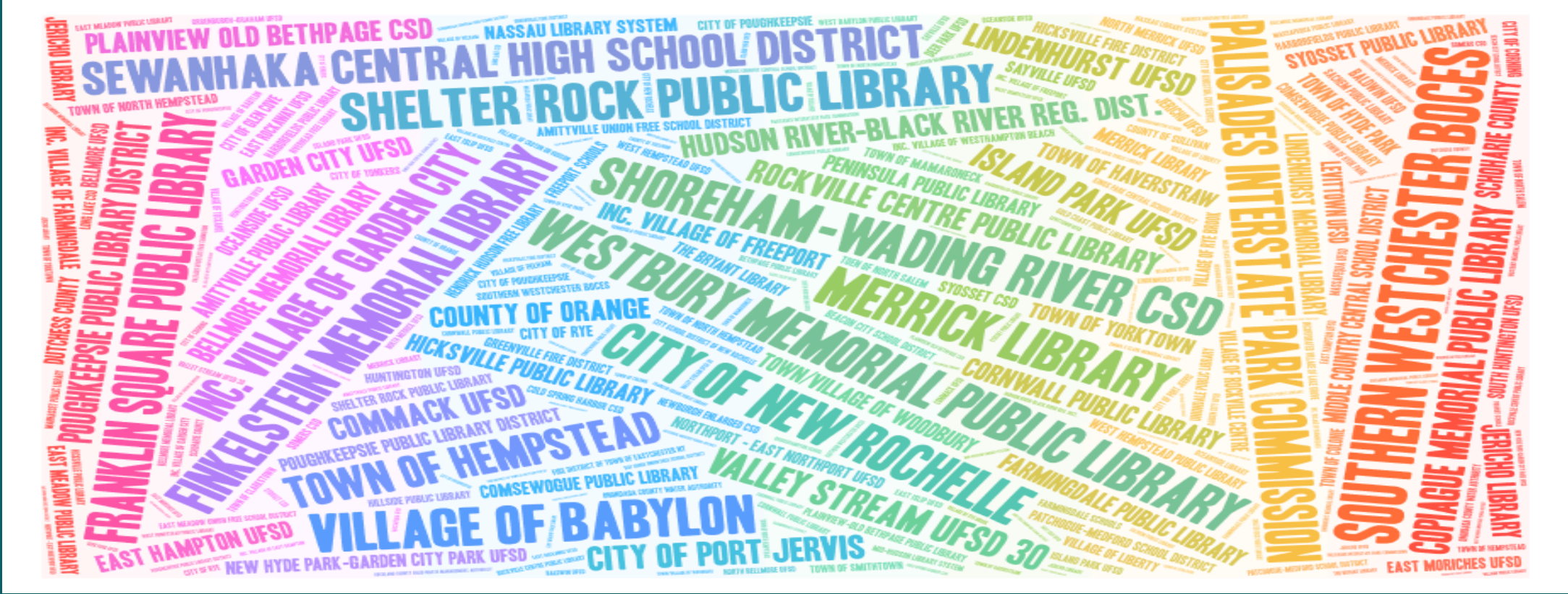
Department of
Civil Service

2024 Annual Webinar for Participating Employers

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

DECEMBER 16, 2024

Welcome to the 2024 Annual Webinar For Participating Employers



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



A Message from the Director of EBD

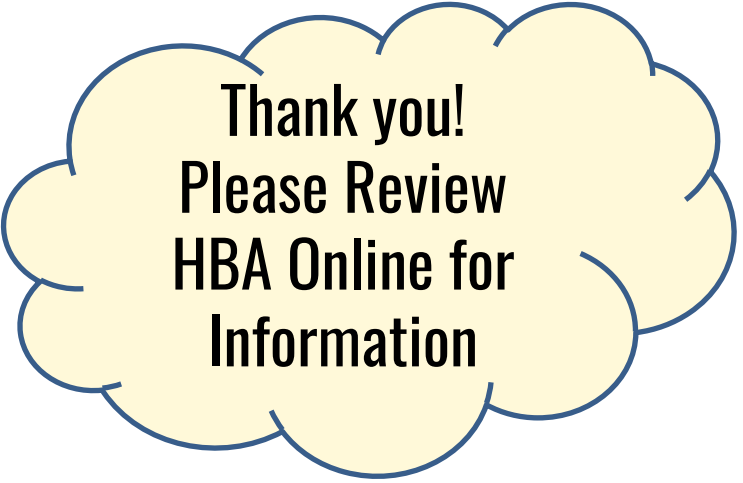
Presenter – Daniel Yanulavich, Employee Benefits Division Director

Message from the Director

Daniel Yanulavich

518-473-1977

Daniel.Yanulavich@cs.ny.gov



Thank you!
Please Review
HBA Online for
Information

Benefits Administration

Presenter –Michael Jones, PA/PE Unit Supervisor

PA/PE Unit Topics

- HBA Help Line and Agency Permissions
 - EBD Phone and Fax
 - ITS (NYBEAS Password Resets)
 - HBA/DAO Access
- NYBEAS Transactions
 - Retirements
 - Terminations Vs. Cancel Enrollment
 - Correction Requests
 - NYBEAS Update History
- Billing Reconciliation
 - Bills/Reconciliation Reports/Activity Listing
- HBA Online
 - Benefits Resource Center

HBA Help Line and Agency Permissions

EBD Phone and Fax

HBA Help Line Phone: (518) 474-2780

Press 1 for English, and then 2 for PA/PE HBA.

Representatives are available to answer questions Monday Tuesday, Thursday, and Friday from 9AM -3PM and on Wednesdays from 9AM – 12 PM.

HBA Help Line Fax: (518) 485-5590

Send documents in with a cover letter that labels your name and agency code.

We cannot accept faxes that include information on multiple enrollees. Faxes should only include info for one enrollee at a time.

ITS (NYBEAS Password Resets)

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

The HBA Help Line cannot reset an HBA password

HBA and DAO Access

Data Access Officers (DAO) at your agency must:

- Access the Online Civil Service Permission Request System (OCSPR) on the Civil Service Website
- Add permissions for new HBAs
- Remove permissions for former HBAs
- Comment whether the HBA should be on the EBD contact list

You are allowed to have more than one DAO, but the DAO cannot also be the HBA.

A DAO can be added or removed by submitting an *EBD-545 Data Access Officer Request Form*

HBA and DAO Access

Health Benefits Administrators (HBA) at your agency must:

- Access NYBEAS and HBA Online to make updates in a timely manner
- Contact the HBA Help Line when unable to update NYBEAS correctly
- Fax information to EBD when necessary

HBAs can only be added or removed by your agency DAO through OCSPR. Documents send to EBD will not be accepted.

An agency is allowed to have multiple HBAs.

More info on HBA roles/responsibilities and user permissions are outlined on HBA Online in :

- HBA memo *PE24-17 Health Benefit Administrator Responsibilities*
- HBA memo *PE24-10 NYBEAS Access and HBA Online Access*

NYBEAS Transactions

NYBEAS Transactions - Retirement

An employee from a PE must meet all four of the following eligibility requirements to continue NYSHIP coverage in retirement. The employee must:

1. Be in a class or category of employee that is eligible for coverage in retirement
2. Have completed the agency's minimum service requirement
3. Satisfy requirements for retiring as a member of a retirement system
4. Be enrolled in coverage through an employer that participates in NYSHIP

NYBEAS Transactions - Retirement

1. The employee must be in a class or category of employee that is eligible for coverage in retirement.

A Participating Employer that offers to extend NYSHIP benefits into retirement may do so for all classes or categories of employees or only for certain classes or categories of employees. The employee must be employed in a position that is in an eligible class or category.

NYBEAS Transactions - Retirement

2. The employee must have completed the agency's minimum service requirement.

NYSHIP Service Requirements

NYSHIP requires at least five years of benefits-eligible service. The service does not need to be continuous.

NYBEAS Transactions - Retirement

2. The employee must have completed the agency's minimum service requirement.

Agency Service Requirements

For employees hired on or after April 1, 1975, your agency may elect — administratively or through collective bargaining — to establish a service requirement greater than five years. This requirement may apply to all employees or to one or more classes or categories of employees.

The employee must have a minimum of one year of qualifying service with your agency to be eligible to continue NYSHIP coverage in retirement as your retiree.

NYBEAS Transactions - Retirement

3. The employee must satisfy requirements for retiring as a member of a retirement system

The employee must be qualified for retirement as a member of a retirement system administered by New York State or any of New York State's political subdivisions.

If the employee is not a member of one of these retirement systems, they must meet the age requirement of the NYSLRS retirement tier in effect at the time they last entered service or be qualified to receive Social Security Disability Insurance benefits.

NYBEAS Transactions - Retirement

3. The employee must satisfy requirements for retiring as a member of a retirement system

To satisfy this eligibility requirement, an employee must be eligible for a pension but **does not need to collect their pension.**

NYBEAS Transactions - Retirement

4. Be enrolled in coverage through an employer that participates in NYSHIP.

This includes enrollment in:

- NYSHIP as an enrollee or dependent
- An alternative health benefit option provided by your agency
- A buyout program provided by your agency

NYBEAS Transactions - Retirement

When an enrollee meets all 4 requirements, you must process a RET/RET in NYBEAS Workforce Administration to confirm the member established eligibility to continue NYSHIP coverage as a retiree.

If they wish to cancel or defer their enrollment upon separation from your agency, then you must fax their request to EBD prior to their last day on the payroll.

NYBEAS Transactions - Retirement

If the enrollee is not collecting their pension or not “retiring” but is eligible to collect their pension upon separation from your agency, then you should still be processing a retirement if they meet all other requirements.

If they meet the 4 requirements, then they are entitled to continue their coverage as a NYSHIP retiree through your agency.

Disability Retirement

Disability Retirements must be sent to EBD for processing.

When an employee's NYBEAS record needs to be updated due to a disability retirement you must fax all required documentation with a cover letter to EBD for review and processing.

The enrollee must provide a letter from their retirement system that confirms their approved start date of retirement benefits.

If the letter that the enrollee provides you with does not confirm the approved start date, then it will not be accepted by EBD.

Disability Retirement

Fax the following information to EBD:

- A cover letter, identifying yourself and confirmation that the employee has met all requirements to continue NYSHIP coverage in retirement.
- A copy of a letter from the enrollee's retirement system that confirms the approved start date of retirement benefits.
- A completed and signed PS-404 Health Insurance Transaction Form.

NYBEAS Transactions – Terminations Vs. Cancel Enrollment

Terminations should be processed when an employee separates service from your agency and does not meet the eligibility requirements to continue NYSHIP in retirement through your agency.

A TER/TER in NYBEAS Workforce Administration will terminate employment with your agency in NYBEAS and will also cancel their NYSHIP enrollment.

If you process a Cancel Enrollment, but not a termination, the individual will not be able to be rehired with another NYSHIP agency.

NYBEAS Transactions

There are more instructions on how to properly update NYBEAS with retirement information in the *Processing NYSHIP PE Retirees in NYBEAS* Training on [HBA Online E-Learning](#).

HBA Webinars

[2024 Option Transfer Period Webinar for NYS HBAs](#) Recorded November 30, 2023 (1 hour 33 minutes)

[2023 Special Option Transfer Period Webinar for NYS HBAs](#) Recorded April 19, 2023 (55 minutes)

[2023 Option Transfer Period Webinar for NYS HBAs](#) Recorded November 22, 2022 (1 hour 52 minutes)

[Retroactive Sick Leave Adjustment Training](#) - Conducted August 19, 2021 (45 minutes)

[NYBEAS Training for NYSHIP Participating Agency HBAs](#) - Conducted via live WebEx on May 19, 2021 (1 hour 49 minutes).

[NYS HBA Training Part 1](#) - Conducted via live WebEx on May 21, 2019 (1 hour 8 minutes)

[NYS HBA Training Part 2](#) - Conducted via live WebEx on May 22, 2019 (1 hour 4 minutes)

[Processing NYSHIP PE Retirees in NYBEAS](#) - Updated July 2021 (33 minutes)

[Civil Service Institute - NYS HBA Training](#) - Held at the Department of Corrections and Community Supervision (DOCCS) on July 25, 2018 (43:24)

NYBEAS Transactions - Correction Requests

HBAs can submit Correction Requests in NYBEAS when an enrollee's record needs to be corrected or when their record needs an update that an HBA is unable to process.

The Corrections Requests transaction can be used to view existing correction request or add a new correction request.

HBAs must enter the complete details of their request in the Correction Request transaction so EBD can understand what is being requested and confirm that the update is compliant with NYSHIP rules.

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.

History	Plan History	Transactions
Allows users to view history of transactions for a given enrollee.	Tracks history of rates, department data, broadcast message and other data associated with NYSHIP.	Allows for the processing of NYBEAS transactions to change an enrollee's coverage.
<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	<ul style="list-style-type: none">Broadcast MessagesFlat Rate SummaryMessage Agent LogReview NYBEAS/NYSTEP JobCodesDepartment DataAgency Recon Report Inquiry	<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

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

The screenshot shows the 'Corrections Requests' transaction interface. On the left is a navigation menu with the following items: OOP, PEP, Survivor, Young Adult Enrollment, Benefit Plan Change, Benefit Program Change, Billing Option Change, Cancel Enrollment, Change Coverage, Comments, Corrections Requests (highlighted), Dependent Add, Dependent/Beneficiary, Dependent Delete, Empire Card, Request/History, Enroll/Waive Benefits, Federal Qualification Change, Letter Notification, Medicare Change, Medicare Part D Change, National Medical Support Order, Payment Method Change, and PE First Eligibility Dates. The main content area is titled 'Corrections Requests' and includes the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all val'. Below this are two buttons: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' button is highlighted in yellow. Below the buttons are several search criteria fields: EmplID (dropdown: begins with, text input), Empl Rcd Nbr (dropdown: =, text input), Last Name (dropdown: begins with, text input), First Name (dropdown: begins with, text input), Department (dropdown: begins with, text input), Reference Number (dropdown: begins with, text input), Status (dropdown: =, dropdown menu), and Action Date (dropdown: =, text input with a calendar icon). At the bottom are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. Below the buttons are two links: 'Find an Existing Value' and 'Add a New Value'. Two black arrows point from the text above to the 'Find an Existing Value' and 'Add a New Value' buttons respectively.

Corrections Requests - Add a New Value

The screenshot shows the NYBEAS HBEAS web application interface. At the top left is the logo 'NYBEAS HBEAS'. A navigation bar at the top right contains links for 'Home', 'Worklist', 'Add to Favorites', and 'Sign out'. A 'New Window' button with a 'http' icon is also present. On the left is a 'Menu' with a tree view containing categories like 'Transactions', 'Employee Life', 'OOP', 'PEP', 'Survivor', and 'Corrections Requests'. The 'Corrections Requests' sub-menu is expanded, showing options like 'Dependent Add', 'Dependent/Beneficiary', 'Dependent Delete', 'Empire Card Request/History', and 'Enroll/Waive Benefits'. The main content area is titled 'Corrections Requests' and has two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is active. Below the tabs are input fields for 'EmplID:' (empty) and 'Empl Rcd Nbr:' (containing '0'). A yellow 'Add' button is located below these fields. A large black arrow points from the text 'Enter SSN Here' to the 'EmplID:' input field. Another black arrow points from the 'Add' button to the left. At the bottom of the form area, there are links for 'Find an Existing Value' and 'Add a New Value'.

NYBEAS Transactions - Correction Requests

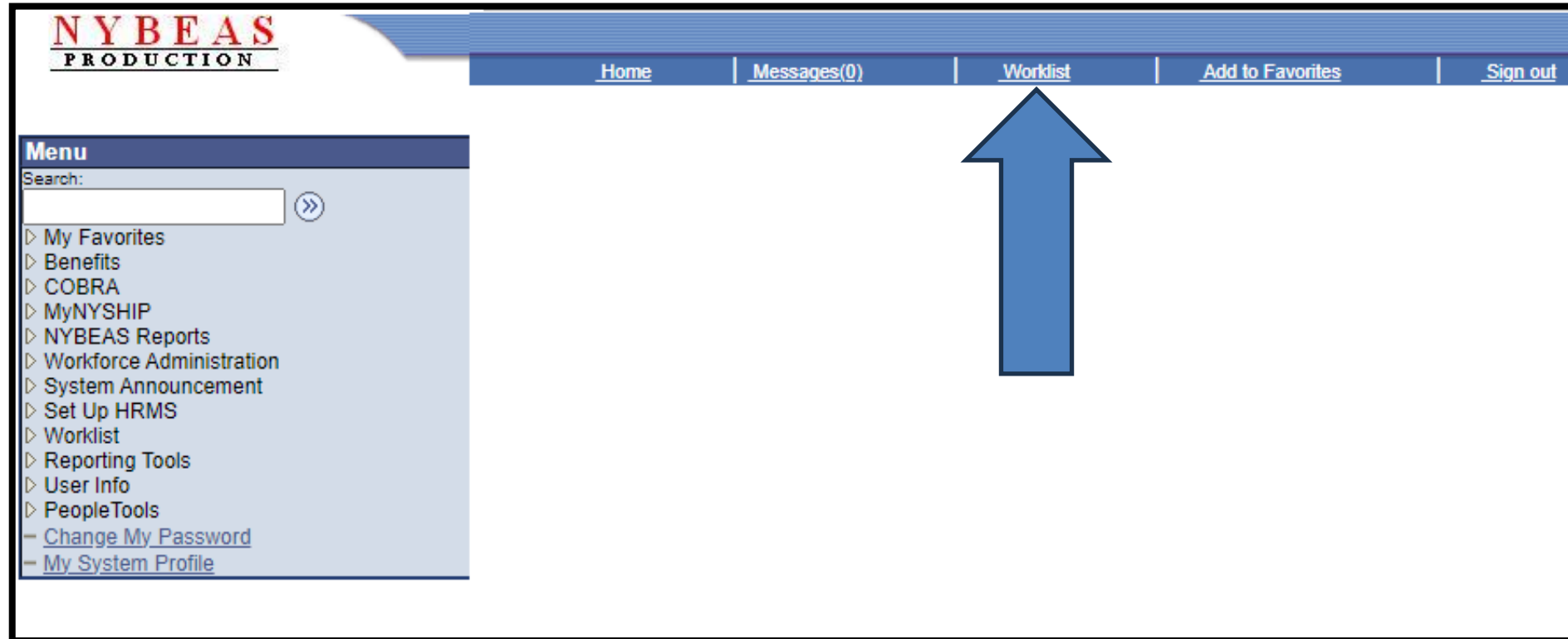
HBAs must follow up on Correction Requests that were submitted to confirm whether the requested update was processed or not.

After a correction request is reviewed and updated by staff at the Employee Benefits Division (EBD), the request will be sent back to your Corrections Worklist for review.

Further processing is often required by the HBA after a correction request has been completed by EBD.


Corrections Requests Worklist




Click Worklist from the upper right corner of NYBEAS



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	<u>Business Process</u>	<u>Activity</u>	<u>Worklist</u>	<u>Count</u>		
1	Detail	Filter	Administer Workflow	Send Note	<Target Roleusers>	46		
2	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		

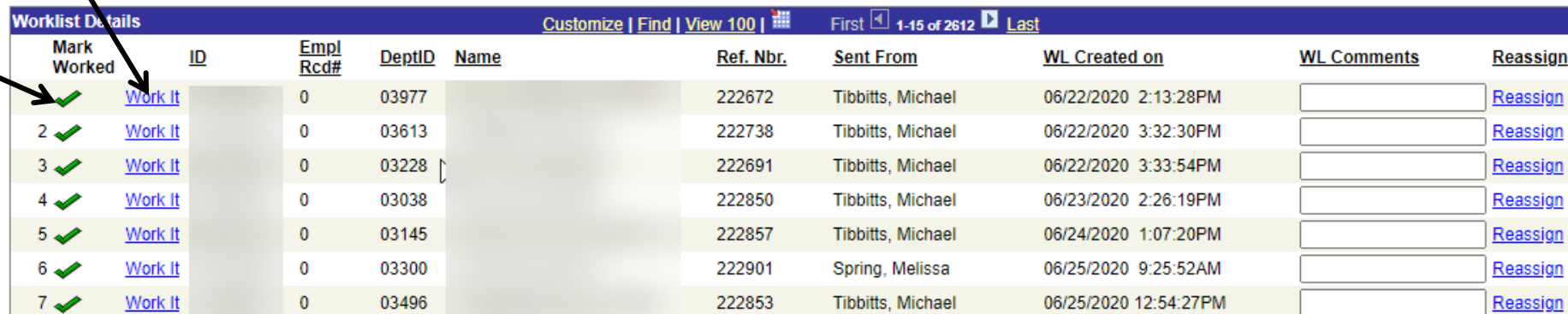
Field 1: Field 2: Field 3: [Sort](#) [Save Comments](#)

Correction Requests Worklist

Click *Work It* to open the correction Request and review whether the status is Complete or Invalid and to review any comments from EBD.

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 header bar containing "Customize | Find | View 100 | First 1-15 of 2612 Last". The table has the following 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 and a blue "Work It" link in the "ID" column. Two black arrows point to these elements. The other rows have a "2", "3", "4", "5", "6", or "7" in the "Mark Worked" column and a "Work It" link in the "ID" column. The "Reassign" column contains a blue "Reassign" link for each row.

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		Reassign
2 ✓	Work It	0	03613		222738	Tibbitts, Michael	06/22/2020 3:32:30PM		Reassign
3 ✓	Work It	0	03228		222691	Tibbitts, Michael	06/22/2020 3:33:54PM		Reassign
4 ✓	Work It	0	03038		222850	Tibbitts, Michael	06/23/2020 2:26:19PM		Reassign
5 ✓	Work It	0	03145		222857	Tibbitts, Michael	06/24/2020 1:07:20PM		Reassign
6 ✓	Work It	0	03300		222901	Spring, Melissa	06/25/2020 9:25:52AM		Reassign
7 ✓	Work It	0	03496		222853	Tibbitts, Michael	06/25/2020 12:54:27PM		Reassign

Correction Requests Worklist

If EBD determines the correction cannot be processed the Status will be changed to *Invalid Return to HBA*.

The *Comments Tab* will inform if further processing is needed or of the reason why the correction request was marked Invalid.

Call the Help Line for assistance if you are unsure why a correction was returned invalid or not completed as you intended.

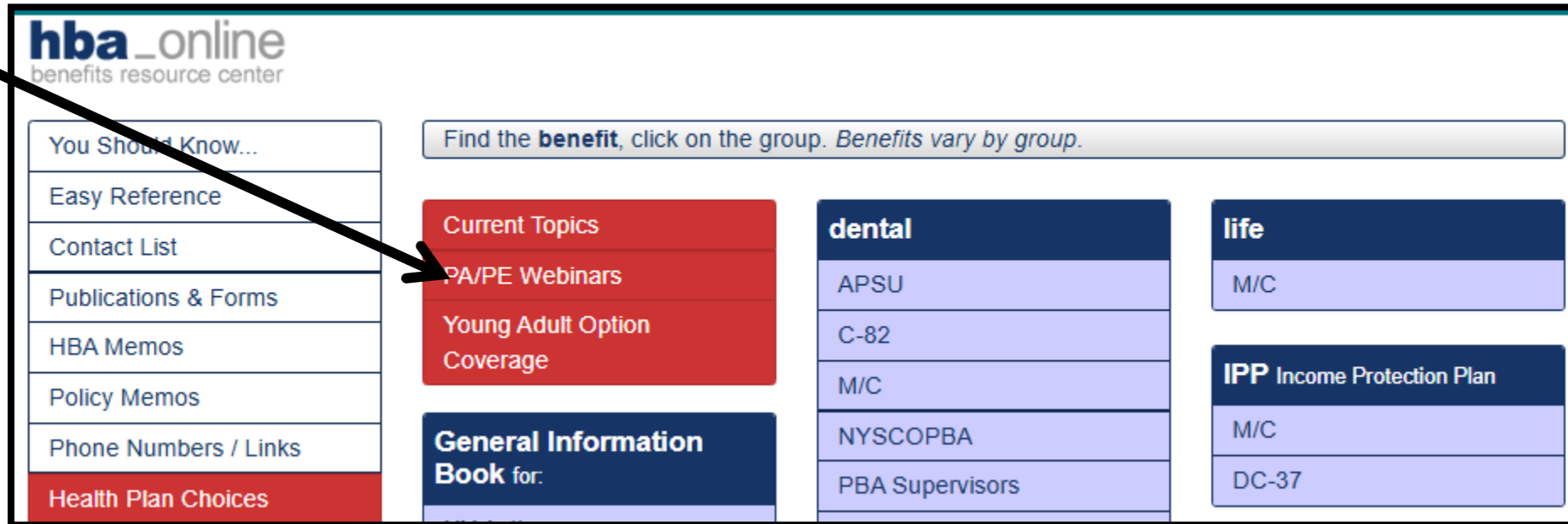
Corrections Request Example

This comment indicates that further processing is needed by the HBA. EBD Corrections Unit deleted information in NYBEAS. The HBA must now process the needed transaction for the correct date. If not done by the HBA, the processing will not be completed, and larger issues may arise. This is why you must follow up on your correction requests.

The screenshot displays a web application interface for 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", and "Ref# NEW". A search field for "*Status" contains the value "COMF" and is followed by a magnifying glass icon and the word "Complete". Below this is a section titled "Existing Comments" with a search bar and navigation controls: "Find | View All", "First", "2 of 2", and "Last". A comment box contains the text: "Rehire and enrollment have been deleted. HBA can re-process for the correct date. - OPPAUD (OPPAUPD 2023-11-24 11:10)". Below the comment box is a section titled "Enter your comments below & click on Add Comments." with a text input area and an "Add Comments" button. An arrow points from the left side of the image to the "COMF" status field.

NYBEAS Transactions – Correction Requests

There are more instructions on submitting Correction Requests in the 2023 Annual NYSHIP Participating Employer Webinar which can be found on [HBA Online](#) or in [HBA Memo PE23-21 2023 Annual NYSHIP Participating Employer Webinar – Video, PowerPoint, and Q & A](#)



hba_online
benefits resource center

You Should Know...
Easy Reference
Contact List
Publications & Forms
HBA Memos
Policy Memos
Phone Numbers / Links
Health Plan Choices

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

Current Topics
PA/PE Webinars
Young Adult Option Coverage

General Information Book for:

dental
APSU
C-82
M/C
NYSCOPBA
PBA Supervisors

life
M/C

IPP Income Protection Plan
M/C
DC-37

NYBEAS Update History

NYBEAS Update History is the tool used to view an enrollee's record. It is important to check NYBEAS Update History every time you make an update in NYBEAS to confirm the updates were processed accurately.

Click Benefits from the Main Menu



NYBEAS Update History

Under the History folder, click on NYBEAS Update History

The screenshot displays the NYBEAS PRODUCTION web application interface. On the left, a 'Menu' sidebar is visible with a search box and a list of navigation options. The 'Benefits' folder is expanded, showing sub-items: 'History', 'Plan History', and 'Transactions'. The 'History' sub-item is further expanded to show 'COBRA', 'MyNYSHIP', 'NYBEAS Reports', 'Workforce Administration', 'System Announcement', 'Set Up HRMS', 'Worklist', 'Reporting Tools', 'User Info', 'PeopleTools', 'Change My Password', and 'My System Profile'. The main content area, titled 'Main Menu >', shows a 'Benefits' folder with a description: 'Select benefit plans, track company cars & FMLA, calculate leave accrual & annuity, maintain p...'. Below this is a 'History' folder with a description: 'Allows users to view history of transactions for a given enrollee.'. A list of links is displayed under the 'History' folder: 'NYBEAS Update History', 'Archived Accounting', 'Billing Options', 'Employee Information Changes', 'Letter Notification', 'National Medical Support Order', 'CMS/RDS Data', 'DEAS', 'PEP', and 'Search'. A red arrow points to the 'NYBEAS Update History' link.

NYBEAS Update History

Enter the enrollee's SSN (EmplID) and click Search

NYBEAS
PRODUCTION

Menu

Search:

- ▷ My Favorites
- ▽ Benefits
 - ▷ History
 - ▷ CMS/RDS Data
 - ▷ DEAS
 - ▷ PEP
 - ▷ Search
 - NYBEAS Update History
 - [Archived Accounting](#)
 - [Billing Options](#)
 - [Employee Information Changes](#)
 - [Letter Notification](#)
 - [National Medical Support Order](#)
- ▷ Plan History
- ▷ Transactions
- ▷ COBRA
- ▷ MyNYSHIP
- ▷ NYBEAS Reports

NYBEAS Update History
At least one key field must be entered.

Find an Existing Value

EmplID:

Empl Rcd Nbr:

Last Name:

First Name:

Department:

Case Sensitive

[Basic Search](#)

NYBEAS Update History

NYBEAS Update History will appear

Menu

Search:

- My Favorites
- Benefits
 - History
 - CMS/RDS Data
 - DEAS
 - PEP
 - Search
 - NYBEAS Update History**
 - Archived Accounting
 - Billing Options
 - Employee Information
 - Changes
 - Letter Notification
 - National Medical Support Order
 - Plan History
 - Transactions
 - COBRA
 - MyNYSHIP
 - NYBEAS Reports
 - Workforce Administration
 - System Announcement
 - Set Up HRMS
 - Worklist
 - Reporting Tools
 - User Info
 - PeopleTools
 - Change My Password
 - My System Profile

Events | **Benefits** | Medicare Part D | Hold Harmless | Programs | Billings |

Employee Information

JONES, MIKE EmplID: 123456789 Empl Rcd #: 0

Plan Type View All First 1 of 1 Last

Plan Type: Medical 10

Event Information View All First 1-4 of 10 Last

Action Date	Effective Date	Eff Seq	Action	Reason	CBR Evtld	Ovrd Sw	Source ID	Request Date	Event Date	User ID	Dep Info	Comment	View Audit Info
12/29/2012	01/01/2013	1	MPD	Medicare Part D Change	0	N	COMPINFC		01/01/2013	LYH			
12/29/2012	01/01/2013	0	MPD	Medicare Part D Change	0	N	COMPINFC		01/01/2013	LYH			
12/11/2008	12/01/2008	1	MED	Medicare Change	0	N			12/01/2008	DXD11			
12/11/2008	12/01/2008	0	PGM	Benefit Program Change	0	N	JOBUPDTE			DXD11			

Return to Search | Previous in List | Next in List | Previous tab | Next tab | Refresh

[Events](#) | [Benefits](#) | [Medicare Part D](#) | [Hold Harmless](#) | [Programs](#) | [Billings](#) | [Benefits/Billings](#) | [Accounting](#) | [Card #'s](#) | [Job](#) | [Ben. Status](#) | [Personal](#) | [Dependents](#) | [Comments](#)

NYBEAS Transactions

There are more instructions on how to properly view NYBEAS Update History and how to process other transactions in the PA NYBEAS Training on [HBA Online E-Learning](#).

HBA Webinars

[2024 Option Transfer Period Webinar for NYS HBAs](#) Recorded November 30, 2023 (1 hour 33 minutes)

[2023 Special Option Transfer Period Webinar for NYS HBAs](#) Recorded April 19, 2023 (55 minutes)

[2023 Option Transfer Period Webinar for NYS HBAs](#) Recorded November 22, 2022 (1 hour 52 minutes)

[Retroactive Sick Leave Adjustment Training](#) - Conducted August 19, 2021 (45 minutes)

[NYBEAS Training for NYSHIP Participating Agency HBAs](#) - Conducted via live WebEx on May 19, 2021 (1 hour 49 minutes).

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[NYS HBA Training Part 2](#) - Conducted via live WebEx on May 22, 2019 (1 hour 4 minutes)

[Processing NYSHIP PE Retirees in NYBEAS](#) - Updated July 2021 (33 minutes)

[Civil Service Institute - NYS HBA Training](#) - Held at the Department of Corrections and Community Supervision (DOCCS) on July 25, 2018 (43:24)

Billing Reconciliation

Billing Reconciliation

The Department of Civil Service sends out monthly billing statement by e-mail.

Transaction listings are no longer sent out with the monthly billing statements, but activity listings can be run in NYBEAS.

HBAs must run monthly reconciliation reports and activity listing reports in NYBEAS.

These reports assist Health Benefit Administrators maintain accurate, up-to-date health insurance enrollment records for their agency.

Billing Reconciliation

The reports should be run Monday morning following the first Friday of the month.

If any transactions occur in NYBEAS after billing runs, but before you run your reconciliation report, the information on your billing statement may not line up with the information on your recon report.

When this occurs, your activity listing can help you determine which changes may have occurred in NYBEAS to cause any discrepancies between your billing statement and recon report.

Billing Reconciliation

Detailed instructions on running the reports as well as directions on how to reconcile the listing with monthly billing statements can be found in HBA memos on HBA Online.

hba_online
benefits resource center

You Should Know...
Easy Reference
Contact List
Publications & Forms
HBA Memos
Policy Memos
Phone Numbers / Links
Health Plan Choices
HBA Manuals
E-Learning
HIPAA Privacy Information
NYSHIP Home

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

Current Topics
PA/PE Webinars
Young Adult Option Coverage

General Information Book for:
NY Active
NY Retiree
Participating Employers (PEs)
Participating Agencies (PAs)

dental
APSU
C-82
M/C
NYSCOPBA
PBA Supervisors
PBA Troopers
PE
PEF
PIA

life
M/C

IPP Income Protection Plan
M/C
DC-37

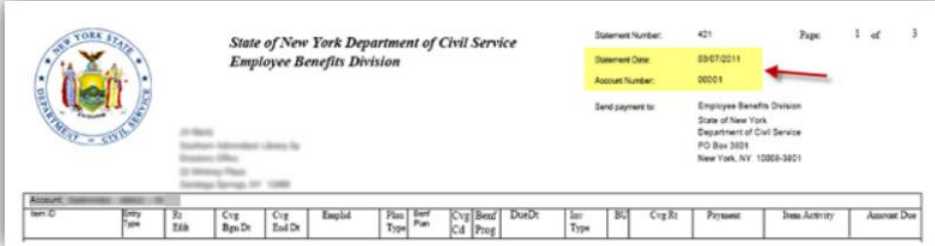
survivor benefits
New York State Active Employees

Billing Reconciliation

Instructions for running a Reconciliation Report can be found in [HBA Memo PE11-08 Reconciliation Listing](#).

Instructions For Running Reconciliation Report

To create your Reconciliation Report have your Billing Statement with you.



State of New York Department of Civil Service
Employee Benefits Division

Statement Number: 421 Page: 1 of 3
Statement Date: 03/07/2011
Account Number: 00001

Send payment to: Employee Benefits Division
State of New York
Department of Civil Service
PO Box 3001
New York, NY 10009-3801

Item ID	Entry Type	Bz	Cvg	Cvg	EmpId	Plan	Plan	Cvg	Benef	DistDt	Ins	BU	Cvg.Rz	Prsnal	Ins.Activity	Assess Due

To navigate to the Reconciliation Report Page sign into NYBEAS and follow the menu path below:
NYBEAS Reports → Agency Reconciliation Report

Enter the *Account Number* from your **Billing Statement** into the **Department** field on the search page and click on the Search button.

Agency Reconciliation Report
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

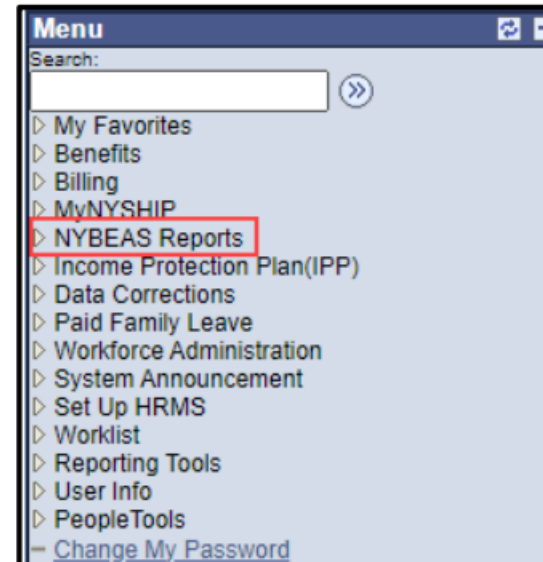
Department: begins with

Billing Reconciliation

Instructions for running an Activity Listing Report can be found in [HBA Memo PE23-22 Activity Listing Report](#).

The Activity listing report identifies benefit events, card requests or personal data changes for an enrollee or its dependent(s) that have occurred during a defined time period. End-users can specify this time period by entering a from and a thru-date on the report page to generate the report for those Department Id's they have access to.

- From the NYBEAS homepage, select **NYBEAS Reports**



HBA Online

HBA Online

HBA Online is a resource center for HBAs. You should always research questions here before contacting the HBA Help Line.

HBA Online Link: <https://www.cs.ny.gov/employee-benefits/hba/>

NYSHIP Eligibility Rules/Waiting Periods/Effective Dates
NYSHIP General Information Book for PEs

NYSHIP Enrollee and Dependent Proofs

• Policy Memos • HBA Memos • NYSHIP General Information Book for PEs

HBA Online

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NYBEAS Processing Instructions

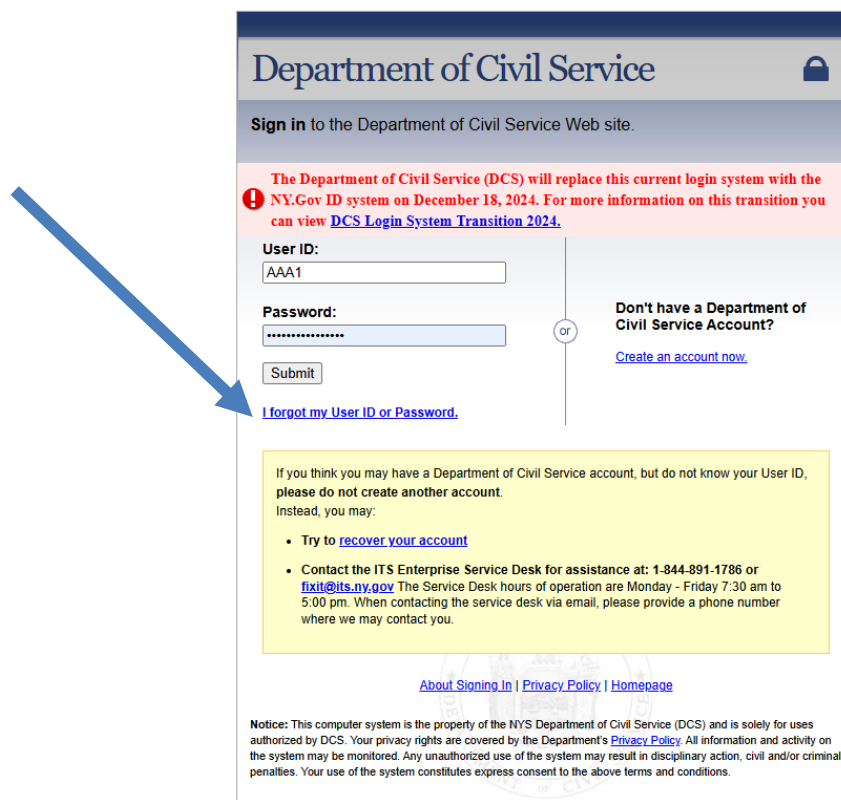
- E-learning page of HBA Online

More HBA Online Resources

- Policy Memos • NYSHIP Online Publications • System Announcements
- HBA Online You Should Know • HBA Online Easy Reference • Notices
- Empire Plan contacts

HBA Online

If you are unsure of your User ID or Password for HBA Online, click “I forgot my User ID or Password”



The screenshot shows the Department of Civil Service login interface. At the top, it says "Department of Civil Service" with a lock icon. Below that, it says "Sign in to the Department of Civil Service Web site." A red banner contains a warning: "The Department of Civil Service (DCS) will replace this current login system with the NY.Gov ID system on December 18, 2024. For more information on this transition you can view [DCS Login System Transition 2024](#)." The login form has two input fields: "User ID:" with the text "AAA1" and "Password:" with masked characters. A "Submit" button is below the password field. To the right of the password field is a vertical line with "or" in a circle, and a link "Don't have a Department of Civil Service Account? [Create an account now.](#)". A blue arrow points to a link below the "Submit" button: "[I forgot my User ID or Password.](#)". Below this is a yellow box with instructions: "If you think you may have a Department of Civil Service account, but do not know your User ID, please do not create another account. Instead, you may:" followed by two bullet points: "• Try to [recover your account](#)" and "• Contact the ITS Enterprise Service Desk for assistance at: 1-844-891-1786 or fixit@its.ny.gov. The Service Desk hours of operation are Monday - Friday 7:30 am to 5:00 pm. When contacting the service desk via email, please provide a phone number where we may contact you." At the bottom of the page, there are links for "About Signing In | Privacy Policy | Homepage" and a notice: "Notice: This computer system is the property of the NYS Department of Civil Service (DCS) and is solely for uses authorized by DCS. Your privacy rights are covered by the Department's [Privacy Policy](#). All information and activity on the system may be monitored. Any unauthorized use of the system may result in disciplinary action, civil and/or criminal penalties. Your use of the system constitutes express consent to the above terms and conditions."

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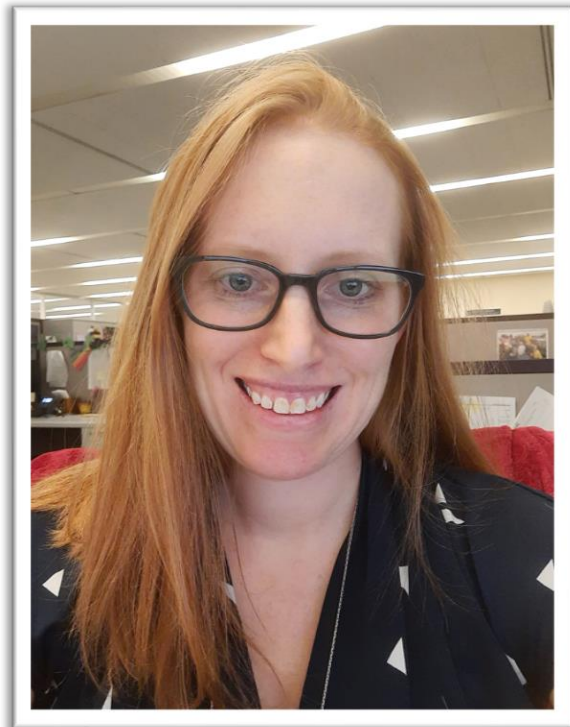
Recent HBA Memos

- [PE24-16 2025 Summary of Benefits and Coverage \(SBC\)](#)
- [PE24-14 Revised Forms PS-425 and PS-425.3 for Domestic Partner Enrollment](#)
- [PE24-12 2024 Mandated Notices: Creditable Coverage and CHIP](#)
- [PE24-10 NYBEAS Access and HBA Online Access](#)
- [PE24-08 NYS Dental Plan Administrator Change Letter for changes effective October 1, 2024](#)

HBA Help Line Staff

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

Amanda Perkins



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

Elizabeth Varsany



Please access HBA
Online. This is your
toolbox for NYBEAS
transactions and
much more!

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

Edward DerGurahian



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

Michael Santiago



When submitting a corrections request, please be sure to complete the 'Corrections Request' and 'Comments' tabs.

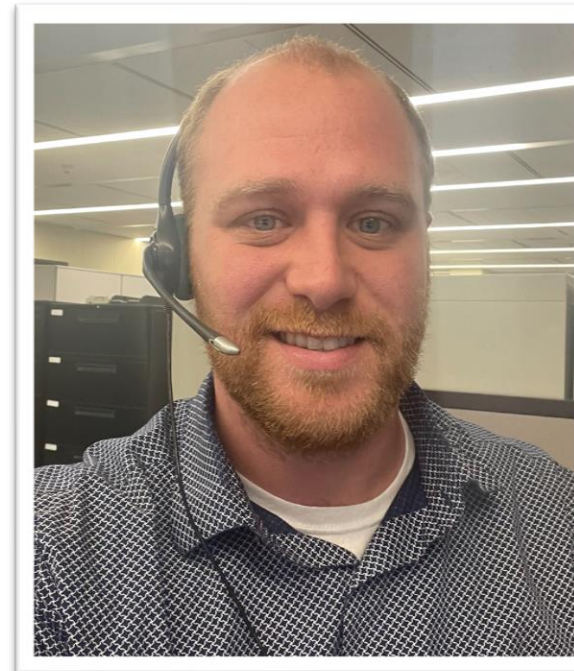
Participating Agency & Participating Employer (PA/PE) Unit Staff

Brendan Paulsen



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

Michael Jones



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



Questions?

PELU Announcements

Presenter – Jesse Horton, Public Employer Liaison Unit

Topics

- **PELU Staff Introduction**
- **Policy Memo 127, Withdrawing Medicare Enrollees**
- **Timely processing**
- **Federal Premium Reporting**
- **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.



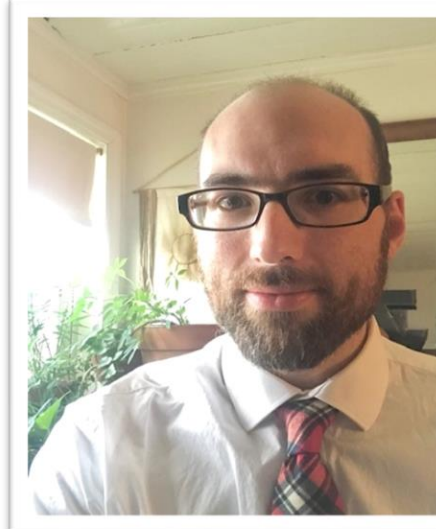
August Heinrich

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 127

- As a reminder, 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 been 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 from one another.**

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

- **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 2024 premium to the federal government by mid-2025**
- **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 2025 with deadlines and instructions for submitting your premium information
- Premium information will likely be due In March 2025
- **This is a mandatory federal requirement**

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 6 months prior to the effective date of the change
- Please contact PELU by e-mail at PELU@cs.ny.gov



Questions?

Empire Plan Benefit Changes

Presenter- Erik Anderson, 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.

Topics

- **What's New for January 1, 2025**
- **Benefit Updates and Reminders**

Empire Plan Benefit Changes

What's New for January 1, 2025

- **New Benefit ID Cards:**
 - Enrollees are in the process of receiving new Empire Plan Benefit ID cards to reflect the lower, negotiated In-Network Maximum Out-of-Pocket Limits (shown on next slide).
 - Groups not ratified at this time also are in the process of receiving new benefit cards with the updated In-Network Maximum Out-of-Pocket Limits per federal guidelines.
 - Empire Plan members can use these cards immediately; they do not have to make any phone calls or register their benefit ID card.

Empire Plan Benefit Changes

What's New for January 1, 2025

Maximum Out-of-Pocket Limits:

2025 MOOP			
Coverage Type	Hospital/Medical/MHSU	Drug	Total
Individual	\$2,670	\$1,450	\$4,120
Family	\$5,350	\$2,890	\$8,240

Empire Plan Benefit Changes

Prescription Drug Benefit Updates

\$0 Copay on Insulin, Effective January 1, 2025:

- Covered prescription insulin will be available at no copay.
- This change was part of the Enacted Budget.

\$0 Copay and No Prior Authorization on Medications Used for the Prevention of HIV (PrEP and PEP), Effective December 1, 2024:

- Medications used for the prevention of HIV will be available at no cost and without the need for prior authorization.
- These changes were enacted in CH. 152, Laws of 2024 (No PA) and Ch. 180, Laws of 2024 (No Copay)

Empire Plan Benefit Changes

Prescription Drug Benefit Updates

mPox Vaccine

- For adults ages 18 and older, the mPox (formerly “Monkeypox”) vaccine is covered at no cost when provided by a vaccination network pharmacy or participating medical provider.
- Find a pharmacy that is included in the vaccine network by going to www.empireplanrxprogram.com. Select CVS Caremark and scroll down to the link for Find a Local Pharmacy. Under the Advanced Options menu, select Vaccine network.

Empire Plan Benefit Changes

Prescription Drug Coverage

GLP-1s for Diabetes and GLP-1s for Weight-Loss

- The Empire Plan covers GLP-1s for diabetes (e.g., Ozempic, Mounjaro, Trulicity) and GLP-1s for weight-loss (e.g., Wegovy, Zepbound).
- GLP-1s are subject to Prior Authorization (PA) to ensure the products are used safely and effectively.
 - PAs on the GLP-1s for diabetes look for a diagnosis code of diabetes or that the member uses other diabetes treatment products
 - PAs on the GLP-1s for weight loss look for BMI requirements and individual participation in weight management programs, reduced calorie diet and increased physical activity.

Empire Plan Benefit Changes

Dental Coverage

- **Effective October 1, 2024, Anthem Blue Cross (Anthem) began administering the New York State (NYS) Dental Plan for eligible employees and their dependents.**
- **Dental benefits did not change, however enrollees now have access to a more robust dental provider network.**
- **New dental benefit ID cards were mailed in early September.**

Empire Plan Benefit Changes

Dental Coverage

- HBAs and enrollees can view the most current Certificate of Insurance documents on the NYSHIP website.
- Enrollees can access the provider directory, dental benefits, claims information and more through the customized Anthem NYS Dental microsite <https://www.anthembluecross.com/nys-dental> and the Sydney App.
- The dedicated Anthem NYS Dental Plan toll-free number is 1-833-821-1949 if enrollees or providers have any questions.

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.anthembluecross.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:

- **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.



Questions?

Financial Update

**Presenter - Katelyn Wilder
Director
Office of Financial Administration**

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

2025 Rate Renewal

- Empire Plan Net Premium increase: 0.1%
- Empire Plan Program Trends:
 - Hospital Program: 5.4%
 - Medical Program: 4.5%
 - Prescription Drug Program: 11.6%
 - Mental Health & Substance Use Program: 6.4%
- No Dividend Application

2025 Participating Employers Monthly Net Rates

Empire Plan Ratified Rates with Drug Coverage

Individual Coverage	\$1,090.54
Family Coverage	\$2,799.95

Empire Plan Ratified Rates without Drug Coverage

Individual Coverage	\$854.94
Family Coverage	\$2,273.15



Questions?

Final Questions and Answers



End of Meeting

