



NYSHIP Email Communications FAQ

As part of Governor Kathy Hochul's recent environmental initiative and in response to requests from NYSHIP enrollees, the Department of Civil Service (DCS) will offer NYSHIP enrollees the option to receive NYSHIP publications by email beginning in Fall 2025.

How do I sign up for email communications?

You can sign up for email communications:

- When you enroll in NYSHIP, change your enrollment plan option or want to update your information through the appropriate NYSHIP Health Insurance Transaction Form (PS-404, PS-404G, PS-404R or PS-503).
- By filling out the form found on the NYSHIP website when available in Fall 2025.

You must use a personal email address. You cannot use your work email address.

What types of communications are included in NYSHIP emails?

You will receive the *General Information Book*, *Health Insurance Choices* and *Rates & Deadlines* via email. If you are an Empire Plan enrollee, you will also receive documents specific to The Empire Plan. NYSHIP Letters and correspondence from DCS will continue to be mailed to your address.

Can I receive email communications and still receive print publications?

Yes! Simply check the box for email communications on Health Insurance Transaction Form and postcard and leave the box for "opt-out of receiving NYSHIP print publications" unchecked.

Who will emails come from?

NYSHIP emails will come from the NYSHIP at nyship@public.govdelivery.com.

How do I update my email address?

You can reach out to communications@cs.ny.gov or ask your HBA for assistance.

Can I change my communication preference?

Yes. To change your email preference, contact your HBA or reach out to communications@cs.ny.gov

After signing up for NYSHIP email communications, can I cancel them if I no longer wish to receive them?

Yes. To change your email preference, contact your HBA or reach out to communications@cs.ny.gov

Will my email address be shared with any entities outside the State for marketing or sales purposes?

Your email address will never be shared. DCS is offering this email service strictly to communicate more efficiently with NYSHIP enrollees regarding important updates to your health coverage.

How often will I receive NYSHIP emails?

You will receive emails when there is an update to relay about your NYSHIP benefits, e.g., when an updated *General Information Book* becomes available or when new rates are announced.

Can I open these NYSHIP publications on a mobile device?

You can open these NYSHIP publications on any mobile device with your email account, including smart phones, tablets, laptops or desktops.