

## Maintenance of the Manual

This manual outlines the official procedures for the administration of the New York State Health Insurance Program (NYSHIP) for enrollees of Participating Agencies. Information concerning the benefits provided under the program will be found in the NYSHIP General Information Book and Empire Plan Certificate for Active and Retired Employees of Participating Agencies.

*Issuance of Manual Material:* All material for this manual will be issued by the Employee Benefits Division of the New York State Department of Civil Service. No changes in, or additions to, this manual will have any authority unless they have been so issued.

*Revisions to the Manual:* New and revised manual material will be sent by the Employee Benefits Division to Participating Agencies with a transmittal memorandum that describes the items transmitted and the items superseded. The new material should be interfiled in the appropriate sections of the manual, and the Table of Contents noted accordingly. The superseded material should be removed and destroyed. The most recent transmittal memorandum should be filed in the front of the manual and removed when a later memorandum is so filed. The issue date of new and revised material will be noted at the bottom of each page.

Suggested changes to the manual may be submitted to the Employee Benefits Division, New York State Department of Civil Service, Albany, New York 12239.

*Policy Memorandums:* When necessary, policy directives are issued by the Director of the Employee Benefits Division to provide guidelines on specific issues.

*Online access:* An up-to-date version of this manual, as well as many other NYSHIP materials, can be accessed online at [www.cs.state.ny.us](http://www.cs.state.ny.us). To access certain materials such as Policy Memos, the Health Benefits Administrator must register and receive an online passcode.