

NYSHIP Online • www.cs.ny.gov/employee-benefits

Guidelines for Web Navigation

Active Employees of the State of New York and New York State Participating Employers

Using NYSHIP Online

NYSHIP Online (www.cs.ny.gov/employee-benefits) is designed to provide you with targeted information about your NYSHIP benefits. Use this flyer as a guide to navigate the site.

Logging onto NYSHIP Online

Step 1

To log onto NYSHIP Online, type the URL in your browser and then you will be required to identify your Group and Health Plan from the lists provided. This allows us to deliver more customized NYSHIP benefit information. Click on the Participating Employer or Participating Agency links for more information about those groups.

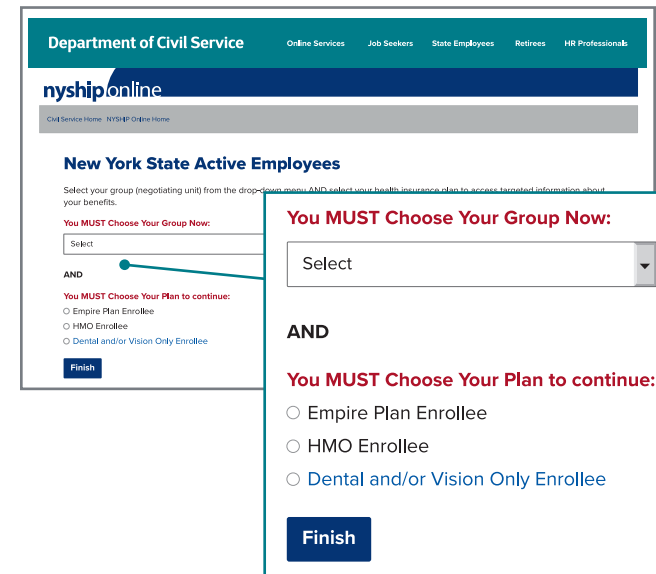
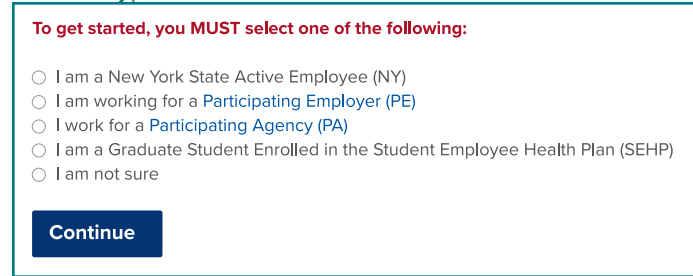
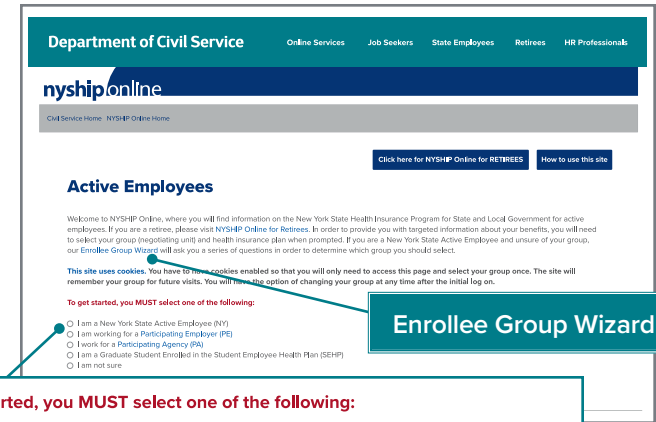
If you are not sure what selection to make, you may access the Enrollee Group Wizard either by clicking on the link to the Wizard or by selecting “I am not sure” in the list of options, and then Continue.

Step 2

If you are a New York State employee, you will be directed to Choose Your Group from the drop-down menu in the second step of the process.

Step 3

Select your health insurance plan type: Empire Plan, HMO or Dental/Vision Only, if prompted. Keep in mind that some groups have different benefits. If you are unsure of your benefits, or what you should select in the drop-down menu, contact your Health Benefits Administrator.



Finding Your Way Around NYSHIP Online

- 1 Where You Are**

The Group and Plan you selected is displayed in the colored bar at the top left of all pages in the NYSHIP Online sections of the site.
- 2 Search**

You can search NYSHIP Online by keyword and by section. The additional search engine instructions will help you create the most efficient search.
- 3 Change Your Group**

This link is available on every page of the site and will return you to the main NYSHIP Online log-on screen. From there, you will be able to select a different group or health plan. The benefit information presented on the site will reflect the group you select.
- 4 Content Links**

The main site navigation will direct you to group-specific and general content related to your health benefits and other benefits.

Current Topics – This section will provide you with the most up-to-date announcements regarding NYSHIP.

What's New? – This frequently updated section includes timely NYSHIP information based on your plan and is searchable by topic.

Health Benefits & Option Transfer – Here you will find important links relating to your health benefits. The content varies by plan and group. If you are enrolled in The Empire Plan or the Student Employee Health Plan (SEHP), this section includes publications that provide details of your benefits and requirements, your plan's Flexible Formulary drug list and links to providers. If you are enrolled in The Empire Plan or an HMO, you will find rates and health plan choices; your *NYSHIP General Information Book*, which outlines eligibility and enrollment rules; and links to forms and recent publications.

Other Benefits – Only applicable for some groups; includes information on dental and vision benefits.

Using Your Benefits – This section is designed to help you make the most of your plan benefits. Among other things, you will find links to helpful telephone numbers and websites; contact information for Health Benefit Administrators; publications and forms; and a link to information about Young Adult Option coverage.

Forms – This section provides specific forms for employees and claim forms for Empire Plan enrollees.

Planning to Retire? – Only applicable for some groups, this section is a rich resource created to help you prepare for retirement. In addition to general retirement planning guidance, this section contains a Planning for Retirement video (for NY Active Employees only); a Pre-Retirement presentation; Sick Leave calculator; and important phone numbers and websites.

Find a Provider – For Empire Plan and SEHP enrollees, this section contains links to each of the plan's administrators. For HMO enrollees, this section includes contact information and links to all of the NYSHIP HMO websites.

Calendar – The searchable calendar contains event information for conferences, health fairs, legal holidays, pre-retirement meetings, training sessions, union and miscellaneous events.

Resources – This section includes FAQs, Terms to Know, How to Read Your Billing Statement, and other helpful information.

MyNYSHIP – Enrollee Self-Service for Employees of New York State – This is a link to our secure website, MyNYSHIP, which gives you online access to your own personal NYSHIP enrollment record using a personal NY.gov account. Within MyNYSHIP, you can view your enrollment information as well as perform certain transactions such as submitting Option Transfer requests, updating your address and ordering identification cards if you are enrolled in The Empire Plan.

5 Other Sections of the New York State Department of Civil Service Website

The navigation tabs at the top of each screen provide links to the four main sections of the Department website. Clicking on one of these links will take you out of NYSHIP Online and back to the Department website. To find information on other employee benefits, click on the Employees tab. Information on the Income Protection Plan (IPP), Life Insurance, Long Term Care, Survivor Benefits and Workers' Compensation can be found under the State Government Employees link.

6 NYSHIP Resources

This section includes HIPAA Privacy Information and important NYSHIP Notices; the footer will also return you to the Department Home Page.

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Employee Benefits Division
Department of Civil Service

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New York State Health Insurance Plan Contact Information

How to find answers to your benefit questions and gain access to additional important information:

- If you are an active State employee, contact your Health Benefits Administrator (HBA).
- If you have questions regarding health insurance claims and are enrolled in The Empire Plan or SEHP, call 1-877-7-NYSHIP (1-877-769-7447) toll free and choose the appropriate program on the main menu. If you are enrolled in a NYSHIP HMO, contact the HMO directly.
- A comprehensive list of contact information for HBAs, HMOs, government agencies, Medicare and other important resources is available on NYSHIP Online in the Using Your Benefits section.

Contacting us about NYSHIP Online:

- To contact us, click on the Tech Help link at the top of every page, and then on the Need Help? Email Us Now link on the Tech Help page. This will open your email program.
- There are a few guidelines to follow to ensure that you receive a complete response from us:
 - Include something in the Subject line. Messages that arrive with no indication of the source and no subject may be missed.
 - Identify the page name or URL that your email refers to (cut and paste it from the web address line). NYSHIP Online is a very large site and knowing your access point and why you are contacting us is helpful.
 - Identify the type of browser (i.e., Internet Explorer, Chrome, or Firefox) and version (i.e., 10 or 11) that you use to view the site. This information can generally be found by clicking on the Help menu on the top bar of your browser window.
 - Do not send attachments with your email unless requested.
- **DO NOT send any Social Security Numbers, policy numbers or other personal health information by email. NYSHIP Online is not a secure website. If your inquiry requires this information, our response will tell you the best ways to submit it.**

The screenshot shows the NYSHIP Online website interface. At the top, there is a teal navigation bar with the text "Department of Civil Service" and several menu items: "Online Services", "Job Seekers", "State Employees", "Retirees", and "HR Professionals". Below this is a dark blue bar with the "nyshiponline" logo and a secondary navigation menu including "Civil Service Home", "Site Map", "HIPAA Privacy Information", "About Us", "Awards", "Tech Help", and "Copyright/Disclaimer". A third bar contains "Current Topics" and various benefit-related links. A dark blue bar below that reads "Your Group • Your Plan" with "Change Your Group" and "Search" options. The main content area is titled "Using Your Benefits" and lists several categories: "Empire Plan Copayments", "Empire Plan Programs and Administrators Contact Info", "Telephone Numbers", "Publications", "Important Terms to Know", "Empire Plan Providers, Pharmacies and Services", "Forms", and "2020 Empire Plan Advanced Flexible Formulary" (with multiple sub-links for different dates and drug lists). Other categories include "2020 At A Glance", "2020 Empire Plan Preventive Care Coverage", "NYSHIP Policy Memos", "Archived Publications", "Health Benefits Administrators", "Young Adult Option Coverage", "Format Options for Forms and Publications", and "Military Leave Benefit Extension for Employees of the State of New York". Three callout boxes with teal borders and white text are overlaid on the page: "Tech Help" points to the "Tech Help" link in the top navigation; "Telephone Numbers" points to the "Telephone Numbers" link in the "Using Your Benefits" section; and "Health Benefits Administrators" points to the "Health Benefits Administrators" link in the "Archived Publications" section.