

Guidelines for Web Navigation

Using NYSHIP Online

NYSHIP Online has been designed and structured to provide you with more targeted information about your NYSHIP benefits. Use this flyer as a guide to navigate the site.

To access NYSHIP Online, visit the New York State Department of Civil Service web site at <https://www.cs.state.ny.us>. First click on the Employees tab, then Local Government Employees and then Health Benefits.

To get started, you **MUST** select one of the following:

- I am a New York State Active Employee (NY).
- I work for a [Participating Employer \(PE\)](#).
- I work for a [Participating Agency \(PA\)](#).
- I am a Graduate Student Enrolled in the Student Employee Health Plan (SEHP).
- I am not sure.

Continue

Logging onto NYSHIP Online

Step 1

To log onto NYSHIP Online, you will be required to identify your employer group. This will allow us to deliver more customized NYSHIP benefit information. Select Participating Agency from the list provided.

Step 2

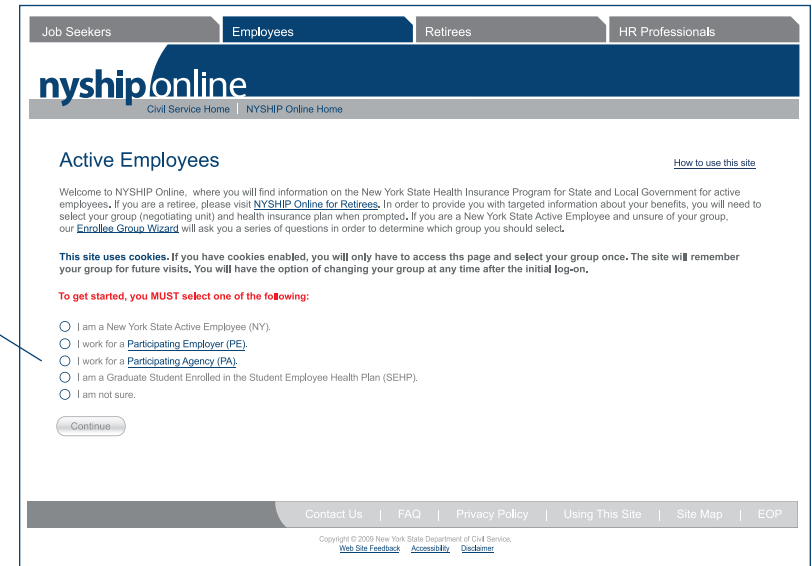
Select your agency type, either PA with The Empire Plan or PA with The Excelsior Plan and then Continue.

If you are not sure what selection to make, click on the **Enrollee Group Wizard for Participating Agencies** and follow the instructions on the page.

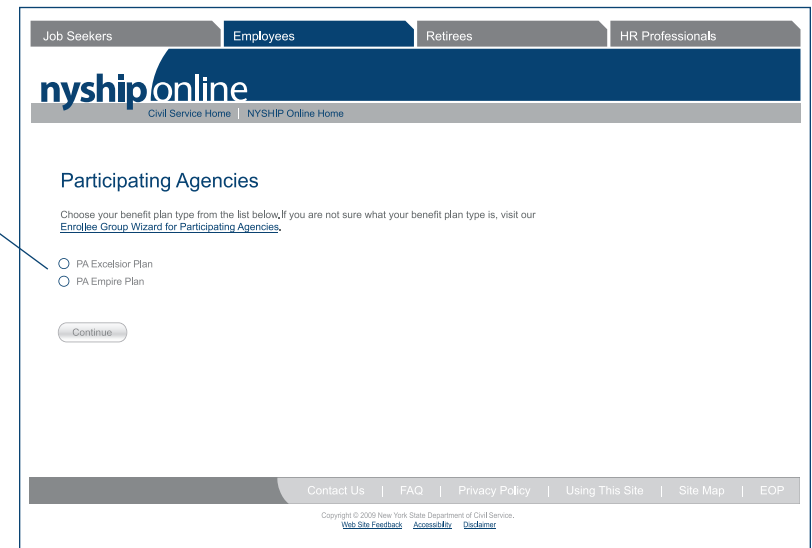
- PA Excelsior Plan
- PA Empire Plan

NYSHIP Online uses cookies. If you have cookies enabled, you will only have to select your group once. **The site will remember your group for future visits.** You will have the option of changing your group at any time after your initial log-on by selecting Change Your Group in the NYSHIP Online banner (see item 2; next page). For more information about cookies, read the information available at <https://www.cs.state.ny.us/ebd/welcome/cookies.cfm>.

Employees of Participating Agencies



The screenshot shows the 'Active Employees' page on the NYSHIP Online website. At the top, there are navigation tabs for 'Job Seekers', 'Employees', 'Retirees', and 'HR Professionals'. The 'Employees' tab is selected. Below the navigation is the 'nyshiponline' logo and a sub-header 'Civil Service Home | NYSHIP Online Home'. The main heading is 'Active Employees' with a link 'How to use this site'. The page contains a welcome message for active employees, a cookie notice, and a selection prompt: 'To get started, you MUST select one of the following:'. Below this are five radio button options: 'I am a New York State Active Employee (NY)', 'I work for a Participating Employer (PE)', 'I work for a Participating Agency (PA)', 'I am a Graduate Student Enrolled in the Student Employee Health Plan (SEHP)', and 'I am not sure.'. A 'Continue' button is at the bottom. The footer includes 'Contact Us', 'FAQ', 'Privacy Policy', 'Using This Site', 'Site Map', and 'EOP', along with copyright information for 2009.



The screenshot shows the 'Participating Agencies' page on the NYSHIP Online website. It has the same navigation tabs as the previous page. The main heading is 'Participating Agencies'. Below the heading is a prompt: 'Choose your benefit plan type from the list below. If you are not sure what your benefit plan type is, visit our [Enrollee Group Wizard for Participating Agencies](#).' There are two radio button options: 'PA Excelsior Plan' and 'PA Empire Plan'. A 'Continue' button is at the bottom. The footer is identical to the previous page.

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. 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 when you log on.

3. Content Links

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

Health Benefits - Here you will find important information relating to your health benefits. This section includes details of your insurance benefits as well as a summary of your plan copayments. You will also find links to Providers, Pharmacies and Services, claims and administrative forms, recent publications and the current preferred drug list.

Other Benefits - Here you will find a reminder to contact your agency Health Benefits Administrator if you have questions about COBRA.

Using Your Benefits - This section is designed to help you make the most of your benefit plan. Among other things, you will find links to helpful telephone numbers and web sites; contact information for agency Health Benefit Administrators; publications and forms; and a tutorial on using the format options available on this site. This section offers resources on how NYSHIP and Medicare work together to provide your benefits.

Find a Provider - This section contains a link to a web site for each of the plan's carriers.

Search - You can search NYSHIP Online by keyword and by section. The additional search engine instructions will help you formulate the most efficient search.

Calendar - The searchable calendar contains event information for previous and upcoming conferences, health fairs, legal holidays, local government meetings, training sessions, union events and other miscellaneous events.

What's New? - This frequently updated section includes timely NYSHIP announcements and updates and is searchable by topic. Check **What's New?** often to keep updated with NYSHIP information and activities.

4. Other Sections of the New York State Department of Civil Service Web Site

The navigation tabs at the top of each screen provide links to the four main sections of the Department web site. Clicking on one of these links will take you out of NYSHIP Online and back to the Department of Civil Service web site. To find information on other employee benefits, click on the Employees tab then on the Local Government Employees link.

5. Return to the Department Home Page

1

2

4

Job Seekers

Employees

Retirees

HR Professionals

Participating Agency • Your Plan | Change Your Group | Search

Text Version / Text Adjust

nyshiponline

Employee Benefits Division
Department of Civil Service



Health Benefits

Other Benefits

Using Your Benefits

Find a Provider

Search

Calendar

What's New?

3

Civil Service Home

Site Map

HIPAA Privacy Information

About Us

Awards

Tech Help

Copyright/Disclaimer

5

Contact Us

FAQ

Privacy Policy

Using This Site

Site Map

EOP

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[Web Site Feedback](#)

[Accessibility](#)

[Disclaimer](#)

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

- If you are an active or retired Participating Agency employee, contact your agency Health Benefits Administrator (HBA), usually located in your agency's Personnel Office.
- If you have questions regarding health insurance claims, call 1-877-7-NYSHIP (1-877-769-7447) toll free and choose the appropriate program on the main menu.
- A comprehensive list of contact information for HBAs, government agencies, Medicare and other important resources is available on NYSHIP Online in the Using Your Benefits section.

Telephone Numbers

Health Benefits Administrators

Contacting us about NYSHIP Online:

- To contact our webmaster, click on the Tech Help link at the top of every screen, 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 our webmaster:
 - 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 or Mozilla Firefox) and version (i.e., 6.0, 7.0) 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 our webmaster requests them.
- Please remember that NYSHIP Online is not a secure web site. DO NOT send any Social Security Numbers, policy numbers or other personal health information by email. 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 are navigation tabs for 'Job Seekers', 'Employees', 'Retirees', and 'HR Professionals'. Below these are links for 'Civil Service Home', 'Site Map', 'HIPAA Privacy Information', 'About Us', 'Awards', 'Tech Help', and 'Copyright/Disclaimer'. The main header features the 'nyshiponline' logo and a secondary menu with 'Health Benefits', 'Other Benefits', 'Using Your Benefits', 'Planning to Retire?', 'Find a Provider', 'Search', 'Calendar', and 'What's New?'. A sub-menu includes 'Participating Agency • Your Plan', 'Change Your Group', 'Text Version', and 'Text Adjust'. The main content area is titled 'Using Your Benefits' and lists several links: 'Plan Copayments', 'Telephone Numbers' (with a callout box), 'Publications', 'Plan Providers, Pharmacies and Services', 'Forms', 'Plan Preferred Drug List', 'At A Glance', 'Archived Publications', 'Health Benefits Administrators' (with a callout box), 'Format Options for Forms and Publications', and 'Medicare & NYSHIP'. At the bottom, there are links for 'Contact Us', 'FAQ', 'Privacy Policy', 'Using This Site', 'Site Map', and 'EOP'. A footer contains copyright information for 2009 and links for 'Web Site Feedback', 'Accessibility', and 'Disclaimer'.