

Using NYSHIP Online for Retirees of the State of New York and New York State Participating Employers

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>. Click on the Retirees tab, then Health Benefits.

Logging onto NYSHIP Online

Step 1

To log onto NYSHIP Online, you will be required to identify the type of employer from which you retired and your health plan. This will allow us to customize your NYSHIP benefit information. Select your employer type from the list provided and click "Continue". Clicking on the Participating Employer (PE) or Participating Agency (PA) links will provide more information about those groups.

I retired from:

You MUST select one of the following to continue.

- ☐ A New York State Agency
- ☐ A [Participating Employer \(PE\)](#)
- ☐ A [Participating Agency with The Excelsior Plan](#)
- ☐ A [Participating Agency with The Empire Plan](#)

Step 2

Select your health insurance plan type: Empire Plan or HMO and click the log on button. If you are unsure of your benefits, contact the Employee Benefits Division at 1-800-833-4344.

You MUST select one of the following to continue.

- ☐ Empire Plan Enrollee
- ☐ HMO Enrollee

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 www.cs.state.ny.us/ebd/welcome/cookies.cfm.

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Retirees

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Welcome to NYSHIP Online, where you will find information on the New York State Health Insurance Program for State and Local Government for retired enrollees. In order to provide you with targeted information about your benefits, you will need to indicate where you retired from and choose your health insurance plan (Empire Plan or HMO).

Note: If you are in a participating agency and you are not sure what your benefit plan type is, visit our [Retiree Group Wizard for Participating Agencies](#).

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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 NYSHIP Online page of the site and will return you to the main NYSHIP Online log-on screen for Active Employees. From there, you will be able to select a different group or health plan. If you want to change to a different retiree group, click on the NYSHIP Online for Retirees link. The benefit information presented on the site will reflect the group you select when you log on.

3. Search

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

4. 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 & Option Transfer - Here you will find important information relating to your health benefits. If you are enrolled in The Empire Plan, this section includes your insurance certificate, which details your benefits and plan requirements, and links to providers. If you are enrolled in The Empire Plan, you will find up-to-date rates and health plan choices; your *NYSHIP General Information Book*, which outlines eligibility and enrollment rules; and links to providers, forms, recent publications and a current Flexible Formulary Drug List. If you are enrolled in an HMO, you will find rates and health plan choices, your *NYSHIP General Information Book* and health insurance claim forms.

Other Benefits - Only applicable for some groups; may include information on continuing dental and vision benefits in retirement.

Medicare - This section offers publications that explain how NYSHIP and Medicare work together to provide your benefits. You'll find information about eligibility, enrollment, Medicare Part D and disability.

Using Your Benefits - This section is designed to help you make the most of your benefit plans. Among other things, you will find links to helpful telephone numbers and web sites; contact information for Health Benefit Administrators; forms and publications; and a tutorial on using the display and print format options available on this site.

Find a Provider - For Empire Plan enrollees, this section contains links to each of the plan's carrier web sites. For HMO enrollees, this section includes contact information and links for all of the NYSHIP HMOs' web sites.

Calendar - The searchable calendar contains event information for conferences, health fairs, legal holidays, local government meetings, pre-retirement and regional retirement 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 up to date with NYSHIP information and activities.

MyNYSHIP - Enrollee Self-Service - This is a link to our secure web site, MyNYSHIP, which gives you online access to your own personal NYSHIP enrollment record. 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 Web Site

The navigation tabs at the top of each page 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 web site. To find additional retiree information, click on the Retirees tab.

6. Return to the Department Home Page



nyshiponline New York State Health Insurance Plan Contact Information

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

- As a retiree of a New York State Agency or Participating Employer, the Employee Benefits Division is your Health Benefits Administrator. Contact us at 1-800-833-4344.
- Retirees of Participating Agencies should contact your former Agency Health Benefits Administrator.
- If you have questions regarding health insurance claims and are enrolled in The Empire Plan, 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 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 our webmaster, 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 our webmaster:
 - Include something in the subject line. Messages that arrive with no indication of 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 or 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.

