

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

Guidelines for Web Navigation

Retirees of Participating Agencies

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 on to NYSHIP Online

Step 1

To log on to NYSHIP Online, type the URL in your browser and then click on the blue box that says Click here for NYSHIP Online for RETIREES.

Step 2

You will be required to identify the type of employer from which you retired. This allows us to customize your NYSHIP benefit information. Click on each Participating Agency link for more information about these groups.

If you are unsure what Participating Agency plan selection to make, click on the Retiree Group Wizard for Participating Agencies link and follow the instructions on the page. If you have questions about your benefits, contact the Employee Benefits Division at 1-800-833-4344.

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Click here for NYSHIP Online for RETIREES How to use this site

Active Employees

Welcome to NYSHIP Online, where you will find information on the New York State Health Insurance Program for State and Local Government for active employees. If you are a retiree, please visit [NYSHIP Online for Retirees](#). In order to provide you with targeted information about your benefits, you will need to select your group (negotiating unit) and health insurance plan when prompted. If you are a New York State Active Employee and unsure of your group, our Enrollee Group Wizard will ask you a series of questions in order to determine which group you should select.

This site uses cookies. You have to have cookies enabled so that you will only need to access this page and 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 the initial log on.

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

- ☐ I am a New York State Active Employee (NY)
- ☐ I am working 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

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Retiree Group Wizard for Participating Agencies How to use this site

Retirees

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 if prompted.

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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You **MUST** select one of the following to continue.

- ☐ A New York State Agency (NY)
- ☐ A Participating Employer (PE)
- ☐ A Participating Agency (PA) with The Empire Plan
- ☐ A Participating Agency (PA) with The Excelsior Plan

Continue

Finding Your Way Around NYSHIP Online

1 Where You Are

The group and plan you selected are displayed in the colored bar at the top left of all NYSHIP Online pages.

2 Change Your Group

This link is available on every NYSHIP Online page and it will return you to the main NYSHIP Online login screen for Active Employees. 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 selected.

3 Search

You can search NYSHIP Online by keyword and by section. The additional search engine instructions will help you create 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.

Current Topics – This section will provide you with the most up-to-date announcements regarding NYSHIP. Links to information about Young Adult Option coverage and the *Summary of Benefits and Coverage (SBC)* are also located here.

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

Health Benefits – Here you will find important information relating to your health benefits. This section includes details of your insurance benefits; publications, and your plan's Formulary drug list.

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

Medicare – This section offers resources on how NYSHIP and Medicare work together to provide your 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 expanded drug formulary information including the: Comprehensive Formulary, Prior Authorization List, Specialty Drug List and Excluded Drug List for Empire Plan enrollees.

Forms – This section provides specific health insurance transaction forms for enrollees of NYSHIP Participating Agencies (PAs).

Find a Provider – This section contains customized links to each of the Plan's administrators.

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

Calendar – The searchable calendar contains event information for health fairs, legal holidays, local government meetings, training sessions, and other miscellaneous events.

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 main sections of the Department website. Clicking on these links will take you out of NYSHIP Online and back to the Department website. To find additional retiree information, click on the Retirees tab.

6 NYSHIP Online Home Page Footer

Additional resources can be located here, including HIPAA privacy information and various Department Notices, as well as directions under the About Us link.

Department of Civil Service

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Employee Benefits Division
Department of Civil Service

Current Topics

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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:

- As a retiree of a Participating Agency, contact your former Health Benefits Administrator.
- If you have questions regarding health insurance claims and are enrolled in The Empire Plan or The Excelsior Plan, call 1-877-7-NYSHIP (1-877-769-7447) toll free and choose the appropriate program on the main menu.
- A comprehensive list of government agencies, Medicare and other important resources is available 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. At the top is a teal header with 'Department of Civil Service' and navigation links: 'Online Services', 'Job Seekers', 'State Employees', 'Retirees', and 'HR Professionals'. Below this is a light green bar with 'nyshiponline' and links: 'Civil Service Home', 'Site Map', 'HIPAA Privacy Information', 'About Us', 'Awards', 'Tech Help', and 'Copyright/Disclaimer'. A grey navigation bar contains links: 'Current Topics', 'What's New?', 'Health Benefits', 'Other Benefits', 'Medicare', 'Using Your Benefits', 'Forms', 'Find a Provider', 'Resources', and 'Calendar'. Below this is a green bar with 'Retiree (PA) • Your Plan' and 'Change Your Group' and 'Search'. The main content area is titled 'Using Your Benefits' and lists various links. Two callout boxes are present: 'Tech Help' points to the 'Tech Help' link in the top navigation bar, and 'Telephone Numbers' points to the 'Telephone Numbers' link in the 'Using Your Benefits' section.

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Current Topics What's New? Health Benefits Other Benefits Medicare Using Your Benefits Forms Find a Provider Resources Calendar

Retiree (PA) • Your Plan Change Your Group Search

Using Your Benefits

- Empire Plan Copayments
- Empire Plan Programs and Administrators Contact Info
- Telephone Numbers** - General contact information for health and other benefits, benefit funds, and State and U.S. government.
- Publications - A library of recent publications related to your benefits.
- Important Terms to Know
- Empire Plan Providers, Pharmacies and Services
- Forms - Empire Plan Claims Forms and Non-Participating Provider Claims Forms
- 2021 Empire Plan Advanced Flexible Formulary - Comprehensive Formulary
- 2021 Empire Plan Advanced Flexible Formulary - April 2021
- 2021 Empire Plan Advanced Flexible Formulary - Specialty Pharmacy Drug List - April 2021
- 2021 Empire Plan Advanced Flexible Formulary - Prior Authorization Drug List - April 2021
- 2021 Empire Plan Advanced Flexible Formulary - Excluded Drug List - January 2021
- 2021 At A Glance - Easy to access benefits summary that can answer most of your general questions.
- 2021 Empire Plan Preventive Care Coverage Guide
- NYSHIP Policy Memos
- Archived Publications
- Young Adult Option Coverage
- Format Options for Forms and Publications