

Role of the Health Benefits Administrator

Employee satisfaction with health insurance coverage can best be assured when enrollees can obtain information and assistance through personal contact in their own agency. Each Participating Agency must designate a Health Benefits Administrator (HBA) who is assigned the responsibility for the administration of the New York State Health Insurance Program (NYSHIP) in that agency.

The Health Benefits Administrator's responsibilities include:

1. Ensure that all eligible employees and retirees are properly informed of the benefits and availability of NYSHIP.
2. Determine the eligibility of employees and retirees for enrollment in NYSHIP.
3. Enroll employees and eligible dependents in NYSHIP.

To report new enrollments and changes in enrollee coverage or status under the program, the HBA must complete and process the Health Insurance Transaction forms (PS-503.1) on NYBEAS (New York Benefits Eligibility Accounting System). NYBEAS is mandated for agencies that prepare 35 or more transactions per year; optional for others. Agencies that prepare fewer than 35 transactions per year will receive information on how to sign up for NYBEAS. Other responsibilities include:

1. Transmit timely premium payments on a monthly basis to the New York State Department of Civil Service in a PS 1409 envelope along with the remittance page of the bill (last page of bill);
2. Verify the accuracy of the Health Insurance Transaction Listing and Monthly Billing Statement;
3. Notify and enroll persons eligible for either COBRA or New York State Continuation of Coverage;
4. Initiate Medicare reimbursements to enrollees and dependents who become eligible for primary benefits under Medicare;
5. Maintain up-to-date files of health insurance records by verifying the reconciliation listing received quarterly;
6. Provide assistance to enrollees who have problems with claims or other aspects of their health insurance coverage.