

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

Guidelines for Web Navigation

Employees 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 you will be required to identify your employer group. This allows us to deliver more customized NYSHIP benefit information.

Step 2

Select your agency type: PA Empire Plan or PA Excelsior Plan.

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

The image displays two screenshots of the NYSHIP Online website, illustrating the navigation process for active employees and participating agencies.

Top Screenshot: Active Employees

The top screenshot shows the "Active Employees" section. It includes a navigation bar with links: Department of Civil Service, Online Services, Job Seekers, State Employees, Retirees, and HR Professionals. The main heading is "nyshiponline". Below the heading, there are links for "Click here for NYSHIP Online for RETIREES" and "How to use this site". The "Active Employees" section welcomes users and provides instructions on selecting a group (negotiating unit) and health insurance plan. It mentions that the "Enrollee Group Wizard" will ask a series of questions to determine the group. A "Continue" button is visible at the bottom.

Bottom Screenshot: Participating Agencies

The bottom screenshot shows the "Participating Agencies" section. It includes the same navigation bar. The main heading is "nyshiponline". Below the heading, there are links for "Civil Service Home" and "NYSHIP Online Home". The "Participating Agencies" section prompts users to choose their benefit plan type from a list: PA Empire Plan, PA Excelsior Plan, and PA Excelsior Plan. A "Finish" button is visible at the bottom. A callout box labeled "Enrollee Group Wizard" points to the "PA Empire Plan" and "PA Excelsior Plan" options.

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. 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; links to providers, pharmacies and services; claims and administrative forms; 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.

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 employees of NYSHIP Participating Agencies (PAs) enrolled in The Empire Plan or Excelsior Plan.

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.

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

Online Services

Job Seekers

State Employees

Retirees

HR Professionals

PA • Your Plan

Change Your Group

Search

nyshiponline
Employee Benefits Division
Department of Civil Service

Current Topics

What's New

Health Benefits

Other Benefits

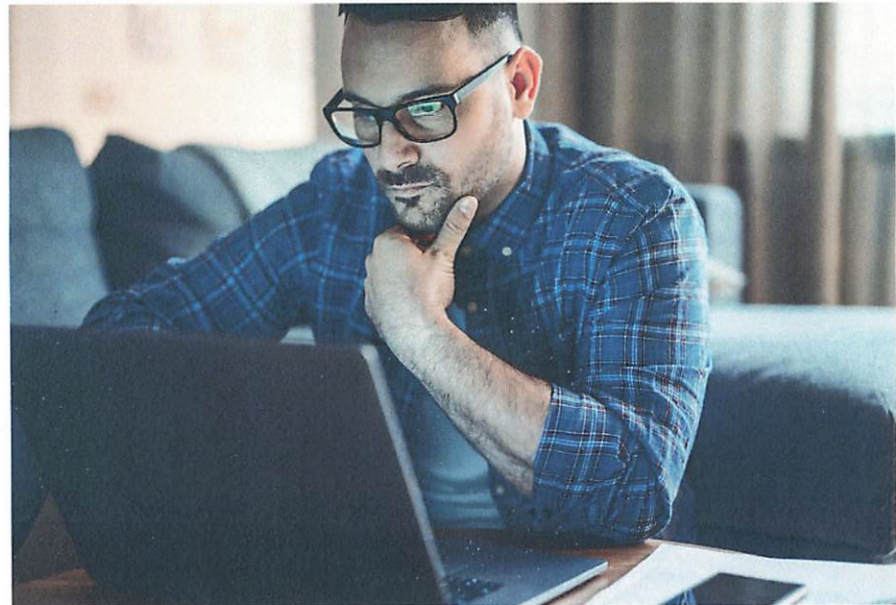
Using Your Benefits

Forms

Find a Provider

Resources

Calendar



Civil Service Home

Site Map

HIPAA Privacy Information

About Us

Awards

Tech Help

Notices

Copyright/Disclaimer

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 Participating Agency employee, contact your Health Benefits Administrator (HBA).
- 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 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.**

