

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 screenshot shows the 'Active Employees' page of the NYSHIP Online portal. At the top, there is a navigation bar for the Department of Civil Service with links for Online Services, Job Seekers, State Employees, Retirees, and HR Professionals. Below this is the 'nyshiponline' logo and a sub-navigation bar with links to Civil Service Home and NYSHIP Online Home. A button labeled 'Click here for NYSHIP Online for RETIREES' and a 'How to use this site' link are visible. The main heading is 'Active Employees'. Below it, there is a welcome message and a 'To get started, you MUST select one of the following:' section with radio button options: '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)', and 'I am not sure'. A 'Continue' button is at the bottom. A callout box on the right side of the page highlights the 'To get started, you MUST select one of the following:' section.

The screenshot shows the 'Participating Agencies' page of the NYSHIP Online portal. It features the same top navigation bar as the previous page. Below the logo and sub-navigation bar, there is a heading 'Participating Agencies' and 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.' The radio button options are 'PA Empire Plan' and 'PA Excelsior Plan'. A 'Finish' button is located below the options. Two callout boxes are present: one on the left highlights the radio button options, and one on the right highlights the 'Enrollee Group Wizard' link.

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

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[State Employees](#)

[Retirees](#)

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Employee Benefits Division
Department of Civil Service

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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:

- 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.**

The screenshot shows the NYSHIP Online website interface. At the top, there is a teal header with the text "Department of Civil Service" and navigation links for "Online Services", "Job Seekers", "State Employees", "Retirees", and "HR Professionals". Below this is a dark blue bar with the "nyshiponline" logo and links for "Civil Service Home", "Site Map", "HIPAA Privacy Information", "About Us", "Awards", "Tech Help", and "Copyright/Disclaimer". A grey navigation bar contains links for "Current Topics", "What's New?", "Health Benefits", "Other Benefits", "Using Your Benefits", "Forms", "Find a Provider", "Resources", and "Calendar". A dark blue bar below that says "PA - Your Plan" and includes "Change Your Group" and "Search" options.

The main content area is titled "Using Your Benefits" and lists several links. Three callout boxes with teal borders and white text point to specific links: "Tech Help" points to the "Tech Help" link in the top navigation bar; "Telephone Numbers" points to the "Telephone Numbers - General contact information for health and other benefits, benefit funds, and State and U.S. government." link; and "Health Benefits Administrators" points to the "Health Benefits Administrators" link in the main content area.