

Guidelines for Web Navigation Active Employees of the State of New York and New York State Participating Employers

Using NYSHIP Online

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>. First click on the Employees tab, then State Government Employees, select New York State Health Insurance Program and click Continue.

Logging onto NYSHIP Online

Step 1

To log onto NYSHIP Online, you will be required to identify your Group and Health Plan. This will allow us to deliver more customized NYSHIP benefit information. Select your employee type from the list provided. Clicking on the Participating Employer or Participating Agency links will provide more information about those groups.

If you are not sure what selection to make, you may access the Enrollee Group Wizard either by clicking on the link to the Wizard or by selecting "I am not sure" in the list of options, and then Continue.

Step 2

If you are a New York State employee, you will be directed to Choose Your Group (your negotiating unit) in the second step of the process.

Step 3

Select your health insurance plan type: Empire Plan, HMO or Dental/Vision Only if prompted. Keep in mind that some groups have different benefits. If you are unsure of your benefits, or what you should select in the drop-down menu, contact your agency Health Benefits Administrator in your Personnel Office.

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

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

[Continue](#)

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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 [GO SHIP 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 (Empire Plan or HMO) from the drop-down menu. 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. If you have cookies enabled, you will only have to access the 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
- ☐ I work for a Participating Employer
- ☐ I work for a Participating Agency
- ☐ I am a Graduate Student Enrolled in the Student Employee Health Plan (SEHP)
- ☐ I am not sure.

[Continue](#)

[Enrollee Group Wizard](#)

You MUST Choose Your Group Now:

Select

You MUST Choose Your Plan to continue:

- ☐ Empire Plan Enrollee
- ☐ HMO Enrollee
- ☐ Dental and/or Vision Only Enrollee

[Continue](#)

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New York State Active Employees

Select your group (negotiating unit) from the drop-down menu AND select your health insurance plan to access targeted information about your benefits.

You MUST Choose Your Group Now:

Select

AND

You MUST Choose Your Plan to continue:

- ☐ Empire Plan Enrollee
- ☐ HMO Enrollee
- ☐ Dental and/or Vision Only Enrollee

[Continue](#)

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 <https://www.cs.state.ny.us/ebd/welcome/cookies.cfm>.

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 page of the site and will return you to the main NYSHIP Online log-on 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 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 - Here you will find important information relating to your health benefits. The content varies by Plan and Group. If you are enrolled in The Empire Plan or the Student Employee Health Plan (SEHP), this section includes publications that provide details of your insurance benefits and plan requirements, your plan's preferred drug list and links to providers. If you are enrolled in The Empire Plan or an HMO, you will find rates and health plan choices; your *NYSHIP General Information Book*, which outlines eligibility and enrollment rules; and links to forms and recent publications.

Other Benefits - Only applicable for some groups; includes information on dental and vision 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 web sites; contact information for agency Health Benefit Administrators; publications and forms; and a tutorial on using the format options available on this site. This section offers resources that explain how NYSHIP and Medicare work together to provide benefits.

Planning to Retire? - Only applicable for some groups. This section is a rich resource created to help you prepare for retirement. In addition to general retirement planning guidance, this section contains links to group-specific retirement information from your insurance certificate and *NYSHIP General Information Book* and important phone numbers and web sites.

Find a Provider - For Empire Plan and SEHP enrollees, this section contains links to each of the plan's carriers. For HMO enrollees, this section includes contact information and links to all of the NYSHIP HMO 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 for Employees of New York State - 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. *This self-service feature has not yet been introduced to active employees of Participating Employers.*

5. Other Sections of the New York State Department of Civil Service Web Site

The navigation tabs at the top of each screen 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 information on other employee benefits, click on the Employees tab. Information on the Income Protection Plan (IPP), Life Insurance, Long Term Care, Survivor Benefits and Workers' Compensation can be found under the State Government Employees link.

6. Return to the Department Home Page

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Employee Benefits Division
Department of Civil Service

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

- If you are an active State employee, contact your agency Health Benefits Administrator (HBA), usually located in your agency's Personnel Office.
- If you have questions regarding health insurance claims and are enrolled in The Empire Plan or SEHP, 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 HBAs, 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 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 or Mozilla Firefox) and version (i.e., 6.0, 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.

