

**\*\*Important Retirement Services Process Changes Due to COVID-19\*\***

NYCERS and OLR Health Benefits Program's Walk-In Service Centers are closed, due to COVID-19.

Refer to the online website instructions for submitting your retirement documents to NYCERS and OLR.

Central Office HR Retirement Services will work with you and your local facility HR department.

- NYCERS - [www.nycers.org](http://www.nycers.org)
  - Covid-19 Message: <https://www.nycers.org/covid-19>
  - NYCERS' Call Center (347-643-3000) remains open Monday through Friday, 8 am to 5 pm.
  - If you have a MyNYCERS account, please go online to NYCERS website or download the **new** NYCERS Mobile App at the App Store or Google Play, and submit your retirement application online
  - If you do **not** have a MyNYCERS account, first go online and set-up an account, and then submit your retirement application online.
  - If you are unable to submit your retirement application online, you have the option to complete a paper application, sign/date, have notarized, and fax directly to NYCERS at 347-643-3884. <https://www.nycers.org/sites/main/files/file-attachments/521.pdf?1498061318>
  - If you experience any difficulty obtaining a notary during this time, you may follow the steps on the NYCERS' document, "How to E-Notarize". (<https://www.nycers.org/sites/main/files/file-attachments/743.pdf?1587046360>)
  - NYCERS will **not** be issuing retirement receipts. However, you will get confirmation that your application for retirement has been submitted online.
  - Once you have submitted your retirement application to NYCERS, for any follow-up questions, you must contact NYCERS directly at 347-643-3000 or submit a Service Request through your MyNYCERS account.
- OLR's Health Benefits Program - [www.nyc.gov/olr](http://www.nyc.gov/olr)
  - Complete a Retiree Health Benefits Application (HBA) <https://www1.nyc.gov/assets/olr/downloads/pdf/health/health-benefits-application.pdf>
  - View OLR's website for instructions on submitting your retiree health benefits application at <https://www1.nyc.gov/site/olr/health/healthhome.page>, and submit your application, along with any supporting documentation (marriage certificate, birth certificate, Medicare Parts A and B Card) directly to <https://nycemployeebenefits.leapfile.net>
  - Any questions regarding the application, please email OLR directly at [HealthBenefits@olr.nyc.gov](mailto:HealthBenefits@olr.nyc.gov).
  - Please note, your HR Representative will **not** be required to complete and certify Section J of the HBA for OLR. However, if the Union is requesting that Section J be completed, please do so.
- Medicare Parts A and/or B
  - If you are eligible for Medicare please contact your local HR or [HRRetirementServices@nychhc.org](mailto:HRRetirementServices@nychhc.org) to *Request for Employment Information* form.
- Management Benefits Fund (MBF – Dental, Vision, etc.)
  - If you are in a managerial title, Central Office HR will provide the information to MBF.
- Union (Dental, Vision, etc.)
  - If you are in a union title, please contact your union directly and inquire about continuation of benefits, as a retiree.

Any questions, please email [HRRetirementServices@nychhc.org](mailto:HRRetirementServices@nychhc.org) or call (646) 694-6554.