

## **Testing Direction and Protocol for DOL Staff Who Have NOT Provided Proof of COVID-19 Vaccination (Updated October 27, 2021 with additional vendor information)**

The Governor's Office of Employee Relations has directed that beginning on October 12, 2021, all State employees in Executive-controlled agencies, who are not subject to a mandatory vaccination requirement, must be tested weekly unless they are fully vaccinated. This direction applies to DOL Employees.

Staff who have not submitted proof identifying them as fully vaccinated are **required** to test for COVID-19 on a weekly basis using one of the approved testing vendors/processes outlined at the end of this document.

Submit test results as soon as received through the ITS portal at <https://covidsubmit.ny.gov/>.

***First result for existing staff MUST be submitted by close of business October 19, 2021 and no later than every seven (7) days thereafter.***

- If you receive a **POSITIVE** result, follow normal protocol - contact the Office of Employee Relations (OER), and do not report to work on your next scheduled reporting day. If you are on site, pack up and exit in a calm, orderly fashion immediately after speaking to OER and/or management.

Once off-site:

- Forward a copy of the result to OER at [labor.sm.EmployeeRelationsOffice@labor.ny.gov](mailto:labor.sm.EmployeeRelationsOffice@labor.ny.gov) or advise same of portal submission.
- Contact your healthcare provider (hp) or local department of health to report the result and obtain isolation instruction. Forward a copy of any isolation instruction received to OER.
- Do not report back until you receive authorization to do so by OER in concert with direction from your local department of health/hp.
- Send any questions regarding the vaccination and testing program to [DOLcovidvaxandtest@labor.ny.gov](mailto:DOLcovidvaxandtest@labor.ny.gov).

**If you meet the criteria to identify as fully vaccinated, and, on that basis, believe you have received this correspondence in error, please advise by reply to this email so Human Resources (HR) staff can contact you to verify your status and confirm our records.**

Your patience is appreciated as we work to implement this GOER-mandated program.

All DOL employees should continue to adhere to current COVID-19 health precautions and not report to work, enter any DOL location, or engage in field location work when ill/sick or demonstrating symptoms associated with COVID-19.

Please see the complete, current GOER FAQ embedded in this document. Please read it carefully.

Thanks,

DOL HR Staff

## Testing of Unvaccinated State Employees

### Mechanisms for Testing and Clinical Considerations

Last Revised: October 27, 2021

#### **Background**

Commencing on October 12, 2021, all State employees in Executive-controlled agencies, who are not subject to a mandatory vaccination requirement, shall be tested for COVID-19 weekly unless they are fully vaccinated. Fully vaccinated is defined as being 2 or more weeks after the final dose (e.g., first for Janssen/Johnson & Johnson, second for Pfizer and Moderna) of the vaccine approved by the FDA or authorized by the FDA for emergency use or listed for emergency use by the World Health Organization (WHO).

State employees requiring testing will need to use a New York State (NYS) contracted vendor to be tested. An unvaccinated employee can arrange to have a specimen collection kit from a NYS contracted vendor sent to their home to collect a specimen for testing or they can arrange to go to a designated location provided by the NYS contracted vendor, referred to as a patient service center (PSC), to have a specimen collected. Once collected, the specimen is sent to a laboratory for testing and the results are sent to the employee. Additional information and guidance on the testing process are being provided in the following frequently asked questions (FAQs).

#### **General Information**

##### **Q: Which employees need to be tested?**

A: All unvaccinated State employees of Executive-controlled agencies need to be tested on a weekly basis. If an employee has a question about whether they are covered, they should contact their agency's human resources department.

Agencies must message applicability to employees on a weekly basis.

##### **Q: How should a State employee submit their COVID-19 vaccination status?**

A: Employees should use the Office of Information Technology Services' (ITS) secure employee vaccination and test result submission Portal (Portal) to submit proof of COVID-19 vaccination as well as the results of weekly COVID-19 testing. This Portal is accessible at

<https://covidsubmit.ny.gov>.

##### **Q: How often do unvaccinated State employees need to be tested?**

A: Unvaccinated State employees need to be tested on a weekly basis beginning on October 12, 2021. This means that an unvaccinated employee will need to be tested every seven (7) days. For example, beginning on October 12, you have 7 full days (so in this example, you would have until close of business October 19) to submit your first COVID test result, and every 7 days thereafter.

**Q: Who is providing the testing services for unvaccinated State employees?**

A: Testing services are being provided by New York State (NYS) contracted vendors, including Quest Diagnostics, Visit Healthcare and Wellstand Health.

**Q: Can COVID-19 test results from another source be used to meet these testing requirements?**

A: No. To meet the weekly testing requirement, the unvaccinated State employee must be tested by one of the NYS contracted vendors.

**Q: Can an unvaccinated State employee use this testing service for other purposes, such as getting tested prior to, or after, travel?**

A: No. This testing service is to meet the mandate that all State employees in Executive-controlled agencies are required be tested for COVID-19 weekly unless they are fully vaccinated. Other uses of the testing contract are strictly prohibited, and costs associated with unauthorized use will be the responsibility of the agency and/or individual employee.

**Q: Can vaccinated State employees use this testing option from these NYS contracted vendors?**

A: No. This testing program provided through the NYS contracted vendors is strictly for those State employees identified by each agency who have not reached full vaccinated status. Other uses of the testing contract are strictly prohibited, and costs associated with unauthorized use will be the responsibility of the agency and/or individual employee.

**Q: What are the options for getting tested?**

A: In general, there are two options for getting tested.

*Option 1:* an unvaccinated State employee can arrange for “at-home” collection where a specimen collection kit is sent to their home by a NYS contracted vendor. The specimen is collected at home, the specimen is packaged by the employee and shipped to a laboratory for testing. When testing is completed, the results are issued to the employee and the employee reports the results to their agency through the Portal. It is the State employee’s responsibility to report COVID-19 test results on a weekly basis at <https://covidsubmit.ny.gov>.

*Option 2:* an unvaccinated State employee can arrange to go to a designated location provided by a NYS contracted vendor, referred to as a Patient Service Center (PSC), where the specimen is collected. After the sample is collected, the staff at the PSC ships the specimen to the laboratory for testing. When the testing is completed, the results are issued to the employee, and the employee reports the results to their agency through the Portal. It is the State employee’s responsibility to report COVID-19 test results on a weekly basis at <https://covidsubmit.ny.gov>.

No time spent registering for testing appointment or receipt of an at-home test, taking a test at a PSC, taking a test at home, transmitting the completed test in accordance with the testing vendor’s procedure or submitting test results will be considered compensable work time due to the minimal time anticipated to be spent on these activities.

Note: Multiple options for testing (at-home and in-person) may not always be available for all employees and areas. Employees required to submit weekly testing results must utilize at least one

of the options outlined above. Employees with questions should consult their agency's human resources department.

**Q: Will an unvaccinated State employee be able to choose between the options for getting the required testing?**

A: Yes. To the extent possible unvaccinated State employees can choose from any of the NYS contracted vendors to get the required testing. For continuity purposes, it is recommended that, once a choice is made, unvaccinated State employees use the same vendor each week for the required regular testing.

Whenever possible, employees are encouraged to utilize the at-home test option. Unvaccinated State employees can choose to change vendors or test options as necessary to fulfill the weekly testing requirement.

**Q: What types of specimens will be collected for testing?**

A: Depending on the NYS contracted vendor used, specimens will either be a saliva specimen or a nasal specimen. Nasal specimens are collected using a swab that is inserted into the nasal cavity; these are **NOT** nasopharyngeal specimens which require insertion of the swab deep into the sinuses. Among the NYS contracted vendors, Quest Diagnostics and Visit Healthcare use nasal swab specimens. Wellstand Health uses saliva specimens.

**Q: How does an unvaccinated State employee begin the process to get the required weekly testing?**

A: In general, an unvaccinated State employee will need to choose which testing option will be used (at-home collection or collection at a PSC), choose a NYS contracted vendor that offers the service (as listed in the table below), and then use that vendor's online portal to register for testing. Once registered, the employee can order the testing as needed.

It is the Agency's responsibility to communicate the testing requirement for unvaccinated State employees who do not submit proof of vaccination in a timely manner and proof of test results on a weekly basis. It is the State employee's responsibility to submit proof of vaccination in a timely manner and report COVID-19 test results at <https://covidsubmit.ny.gov>.

Vendor	Specimen Type	Offer At-Home Collection	Offer Collection at a PSC	Link(s) for Test Registration
Quest Diagnostics	Nasal swab	Yes	Yes	Step 1: Register at: <a href="https://questdiagnostics.com/care360">Quest Diagnostics Authentication Service (care360.com)</a>  Step 2: Order test at: <a href="https://patient.questdiagnostics.com/newyorkstate">https://patient.questdiagnostics.com/newyorkstate</a>
Wellstand Health	Saliva	Yes	No	<a href="https://wellstandhealth.com/NYS">wellstandhealth.com/NYS</a>
Visit Healthcare	Nasal swab	No	Yes	<a href="https://visithealthcare.com/NYS">Visit Healthcare NYS</a>

To ensure successful registration, unvaccinated State employees must use the links above from the NYS contracted vendors. For collection at PSCs, please review Appendix A for the locations of Quest Diagnostics’ designated Patient Service Centers for State employees – State employees should not visit any Quest location assuming it is a Patient Service Center. Please see Appendix B for the locations of Visit Healthcare’s PSCs. State employees need to register with the vendor online, using the links above, before visiting a Patient Service Center.

**Q: If an unvaccinated State employee wants to be vaccinated, is there information that can be provided to them?**

A: Yes. Additional information on COVID-19 vaccines and information on making an appointment for a COVID-19 vaccination can be found at <https://covid19vaccine.health.ny.gov/>

**Q: If an unvaccinated State employee being tested becomes fully vaccinated, does the employee need to continue with this testing program?**

A: No. If an unvaccinated State employee becomes fully vaccinated and the vaccination status is reported by the employee, weekly testing is no longer required. Individuals are considered fully vaccinated for COVID-19 when at least 2 weeks have passed after receiving either the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or a single-dose vaccine (e.g., Johnson & Johnson [J&J]/Janssen). Once an employee has reached fully vaccinated status, they will need to log into the Portal (<https://covidsubmit.ny.gov>) and upload proof of vaccination in order to be removed from the weekly testing program.

**Q: If a State employee receives one COVID-19 vaccine of a 2-dose series, and the second dose appointment is scheduled, does the State employee still need to be tested on a weekly basis?**

A: Yes. Employees must continue to be tested for COVID-19 each week until it has been at least 2 weeks after receiving the second dose in a 2-dose series.

**Q: Do State employees with medical exemptions for the COVID-19 vaccine need to be tested?**

A: Yes. All unvaccinated State employees must be tested weekly.

**Q: Do State employees with a religious reason for not receiving the COVID-19 vaccine need to be tested?**

A: Yes. All unvaccinated State employees must be tested weekly.

**Q: Are State employees who received the COVID-19 vaccine in another country considered fully vaccinated? Which vaccines are acceptable?**

A: Anyone who received the full series of a COVID-19 vaccine authorized for emergency use by the U.S. FDA or listed for emergency use by the World Health Organization (WHO) is considered fully vaccinated. [A list of WHO approved vaccines can be found here.](#)

**Q: How should a State employee submit their proof of a COVID-19 test?**

A: Employees should use the Office of Information Technology Services (ITS) secure employee vaccination and test result submission Portal (Portal) to submit proof of a COVID-19 test. This Portal is accessible at <https://covidsubmit.ny.gov>. If an employee cannot use the Portal, they should contact their agency's human resources department for information on how to submit proof. Employees should not delay in submitting test results. It is the State employee's responsibility to report COVID-19 test results on a weekly basis at <https://covidsubmit.ny.gov>.

**Q: Should agencies designate testing alphabetically by day for consistency?**

A: Employees are advised to get tested the same day each week to ensure they get their results and submit proof of test results no more or less than 7 days apart.

**Q: If an unvaccinated State employee does not submit a test every 7 days, are they allowed to continue to report to work?**

A: Agency HR departments will communicate next steps for unvaccinated staff who do not submit test results in the Portal every 7 days.

## **At-home Specimen Collection**

**Q: Which NYS contracted vendors offer at-home collection of specimens?**

A: Quest Diagnostics offers at-home collection of nasal swab specimens. WellstandHealth offers at-home collection of saliva specimens. Additional NYS contracted vendors will be providing at-home collection of specimens, and as these vendors are added, additional information will be provided.

**Q: Is at-home collection of specimens available in every county in NYS?**

A: Quest Diagnostics and Wellstand Health offer at-home collection of specimens in every NYS county. Additional NYS contracted vendors will be providing at-home collection of specimens, and as these vendors are added, additional information will be provided.

**Q: How does an unvaccinated State employee get an at-home specimen collection device sent to their home so they can collect a specimen for testing?**

A: The unvaccinated State employee will use the vendor's online system to register and then order a collection kit that will be sent to their home. All the materials needed to collect a specimen are provided along with packaging and a prepaid envelope to ship the sample. The employee will need to bring the prepaid shipping envelope to the appropriate shipper (e.g., FedEx or UPS).

**Q: Can an unvaccinated State employee order more than one at-home specimen collection kit so they can have extra collection kits on hand for subsequent testing?**

A: No. Only **one** at-home specimen collection kit can be ordered each week. Unauthorized ordering of test kits under testing contracts is strictly prohibited, and costs associated with unauthorized use will be the responsibility of the agency and/or individual employee.

**Q: I completed the at-home collection. How should I mail the specimen back?**

A: Follow the vendor's specified instructions on how to mail back the specimen for processing. The at-home collection kit will include packaging and prepaid return postage for the employee to use to ship the sample.

No time spent registering for receipt of an at-home test, taking a test at home, transmitting the completed test in accordance with the testing vendor's procedure or submitting test results will be considered compensable work time due to the minimal time anticipated to be spent on these activities.

**Q: Can an unvaccinated State employee perform the at-home collection during their workday?**

A: The current policy guidance states: "While it is preferable that at-home tests be taken at home, an agency shall permit employees to take the test during their workday, where practicable, so long as the employee can properly transmit the completed test in accordance with the testing vendor procedures."

**Q: Can an employee use an at-home collection device to collect a specimen at work?**

A: While it is preferable that an at-home collection kit is used at home, an agency shall permit employees to collect a specimen during their workday, where practicable, so long as the employee is not symptomatic.

**Collection of Specimens at a Patient Service Center (PSC)**

**Q: Which NYS contracted vendors offer collection of specimens at a PSC?**

A: Quest Diagnostics and Visit Healthcare offer collection of specimens at a PSC. Additional NYS contracted vendors will be providing the collection of specimens at a PSC, and as vendors and additional PSCs are added, additional information will be provided.

**Q: Are PSCs available in every county in NYS?**

A: Quest Diagnostics has PSCs located in 26 NYS counties. Visit Healthcare has PSCs located in 2 counties. Please refer to the list below in Appendix A and B for current Quest Diagnostics and Visit Healthcare PSC locations and hours of operation. Additional NYS contracted vendors will be providing the collection of specimens at a PSC, and as vendors and additional PSCs are added, additional information will be provided.

**Q: How can an unvaccinated State employee determine the location of a NYS contracted vendor's PSC in their county?**

A: See Appendix A and B for locations and hours of operation of Quest Diagnostics and Visit Healthcare PSCs. Additional NYS contracted vendors will be providing the collection of specimens at a PSC, and as vendors and additional PSCs are added, additional information will be provided.

**Q: Can a symptomatic unvaccinated State employee go to a PSC to have a specimen collected?**

A: No. A symptomatic unvaccinated State employee needs to use the at-home collection option to have a specimen collected for testing. For additional information on COVID-19 symptoms, go to <https://coronavirus.health.ny.gov/protect-yourself-and-your-family-coronavirus-covid-19>.

**Q: Can an unvaccinated State employee just walk into a nearby PSC?**

A: No. State employees must first register for testing using the links above. To ensure the PSC can accommodate the person, state employees are discouraged from walking into a PSC without registering for testing with one of the contracted vendors.

## **Obtaining Test Results**

**Q: How does an unvaccinated State employee obtain their test results?**

A: State employees will receive their test results through the vendor's online portal.

**Q: How long does it take to get a test result?**

A: It is anticipated that test results will be issued within 24 hours after the specimen is received by the testing laboratory.

**Q: If an unvaccinated State employee receives a result other than positive/detected or negative/undetected (e.g., an indeterminate result), does the employee need to be retested?**

A: Yes. The unvaccinated State employee will need to be retested by the same vendor to determine if they are positive or negative.

**Q: After an unvaccinated State employee receives their COVID-19 test results, how do they submit them?**

A: State employees will use the ITS secure employee vaccination and test results submission Portal to submit proof of COVID-19 test results. This portal is accessible at <https://covidsubmit.ny.gov>



**Appendix A: Quest Diagnostics' Patient Service Center Locations and Hours of Operation for New York State Employees**

County	Site Name	City	Zip	Hours of Operation
Albany	579 Troy Schenectady Rd	Latham	12110	Mon-Fri 7am-3pm Closed for lunch 12pm-1pm
Albany	2 Executive Park Dr	Albany	12203	Mon-Fri 7:30am-3:30pm Closed for lunch 1pm-2pm Sat 7:30am-12pm
Bronx	4238 Bronx Blvd	Bronx	10466	Mon-Fri 7:30 am-3:30pm Closed for lunch 12pm-1pm
Bronx	2415A Arthur Av	Bronx	10458	Mon-Fri 8am-4pm Closed for lunch 11:30am-12:30pm Sat 8am-12pm
Bronx	3765 Riverdale Ave	Bronx	10463	Mon-Thur 8am-4pm Fri 8am-3pm Closed for lunch 11:30am-12:30pm
Bronx	2015 Williamsbridge Rd	Bronx	10461	Mon, Wed, Fri 7am-3:30pm Tues & Thur 7am 4:30pm Sat 8am-4pm
Bronx	1009 E 163 St Bronx	Bronx	10459	Mon-Fri 8am-2:30pm Closed for lunch 12pm-1pm
Broome	345 Harry L Dr	Johnson City	13790-1404	M-F 7:00 am-11:00 am & 12:00 pm-2:00 pm
Chautauqua	193 East Main Street	Westfield	14787-1104	M-F 6:30 am-11:30 am & 12:00 pm-2:30 pm Sat 7:00 am-12:00 pm
Chautauqua	320 Prather Ave	Jamestown	14701-6820	M-F 6:30 am-11:30 am & 12:00 pm-4:00 pm Sat 7:00 am-12:00 pm
Chautauqua	327 Central Avenue	Silver Creek	14136-1226	M,W,F 7:00 am-11:00 am, T,Th 7:00 am-1 pm
Cortland	6 Euclid Ave	Cortland	13045-1257	M-F 7:00 am-12:00 pm & 12:30 pm-2:30 pm
Dutchess	982 Main St Ste# 9 Fishkill	New York	12524	Mon-Fri 8am-4pm Sat 8am-12pm
Dutchess	2566A South Rd	Poughkeepsie	12601	Mon-Fri 7am-4pm Sat 8am-12pm
Dutchess	695 Dutchess Tpke	Poughkeepsie	12603	Mon-Fri 8am-3pm Closed for lunch 12pm-1pm
Erie	3950 E Robinson Rd	Amherst	14228-2044	M-F 6:30 am-3:00 pm
Erie	3674 Commerce Place	Hamburg	14075-3664	M-F 5:15 am-2:00 pm Sat 6:00 am-11:00 am
Erie	4041 Delaware Ave	Tonawanda	14150-6850	M-F 6:30 am-4:30 pm Sat 6:00 am-11:00 am
Erie	1106 Union Rd	West Seneca	14224-3450	M-F 8:00 am-6:00 pm Sat 6:00 am-11:00 am

Erie	5340 Transit Rd	Depew	14043-4334	M-F 6:00 am-4:00 pm Sat 6:00 am-11:00 am
Erie	3842 Harlem Rd	Cheektowaga	14215-1935	M-F 6:30 am-4:00 pm
Erie	268 Main St	East Aurora	14052-1637	M-F 5:30 am-9:30 am & 10:00 am-1:30 pm Sat 6:00 am-11:00 am
Erie	4845 Transit Rd	Lancaster	14043-4783	M-F 5:00 am-1:30 pm
Erie	264 Center Rd	West Seneca	14224-1947	M-F 5:30 am-2:00 pm
Erie	1317 Jefferson Ave	Buffalo	14208-2102	M-F 9:00 am-4:30 pm
Erie	4181 Transit Rd	Amherst	14221-7206	M-F 6:30 am-4:00 pm Sat 6:00 am-11:00 am
Erie	1779 Walden Ave	Cheektowaga	14225-4930	M-F 5:30 am-1:30 pm
Erie	2629 Delaware Ave	Buffalo	14216-1722	M-F 5:00 am-1:00 pm
Erie	3500 Main St	Amherst	14226-3120	M-F 6:30 am-2:30 pm
Erie	455 Delaware Ave	Buffalo	14202-1514	M-F 6:30 am-3:00 pm Sat 6:00 am-11:00 am
Erie	3620 Sheridan Dr	Amherst	14226-1631	M-F 6:00 am-5:00 pm Sat 6:00 am-11:00 am
Erie	12845 Broadway St	Alden	14004-1223	M-F 6:15 am-2:00 pm
Erie	1738 Grand Island Blvd	Grand Island	14072-2122	M-F 6:00 am-2:00 pm
Erie	231 S. Cascade Dr	Springville	14141-0000	M-F 6:30 am-2:00 pm
Erie	2350 Maple Rd	Amherst	14221-0000	M-F 6:15 am-2:00 pm
Fulton	86 Briggs St	Johnstown	12095	Mon-Fri 7am-3pm Closed for lunch 11am-12pm
Jefferson	1116 Arsenal St	Watertown	13601-2229	M-F 7:30 am-11:30 am & 12:00 pm-2:30 pm
Kings	100 Church Ave	Brooklyn	11218	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	1660 E 14th St. Suite LL2	Brooklyn	11229	Mon-Thur 7am-3:30pm Fri-Sat 7am-1pm Sun 9am-1pm
Kings	82 Church Ave	Brooklyn	11218	Mon-Fri 8am-3pm Closed for lunch 11:30am-12pm
Kings	1272 51st St	Brooklyn	11219	Mon-Fri 8am-3:30pm
Kings	15 Bay 29 St	Brooklyn	11214	Mon-Fri 7am-2:30pm Sat 7am-1pm
Kings	726 58 St, Lower level	Brooklyn	11220	Mon-Fri 8am-3:30pm Sat 8am-2pm
Kings	740 64th St	Brooklyn	11220	Mon-Fri 8am-4pm Closed for lunch 12pm-1pm
Kings	7601 4th Ave	Brooklyn	11209	Mon-Fri 8am-5pm Sat 7am-2pm
Kings	195 Montague St, 2nd floor	Brooklyn	11201	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	447 Atlantic Ave	Brooklyn	11217	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	224-226 Atlantic Ave	Brooklyn 10	11201	Mon-Fri 7am-5pm Sat 7am-1pm

Kings	101 Broadway	Brooklyn	11211	Mon-Fri 8am-4pm Closed for lunch 12pm-1pm
Kings	147 Greenpoint Ave	Brooklyn	11222	Mon-Fri 7am-3pm Sat 7am-12pm
Kings	546 Eastern Pkwy	Brooklyn	11225	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	233 Nostrand Avenue	Brooklyn	11205	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	408 Rockaway Ave	Brooklyn	11212	Mon-Fri 7:30am-3pm Closed for lunch 11am-12pm Sat 7am-12pm
Kings	348 13 St	Brooklyn	11215	Mon-Fri 7am-3pm Sat 7am-1pm
Kings	1416 Newkirk Ave	Brooklyn	11226	Mon-Fri 8am-4pm Sat 8am-12pm
Kings	2035 Ralph Ave	Brooklyn	11234	Mon-Fri 8am-4pm Sat 7am-4pm
Kings	3245 Nostrand Ave	Brooklyn	11229	Mon-Fri 8am-5pm Sat 8am-1pm
Kings	101 Pennsylvania Ave	Brooklyn	11207	Mon-Fri 8am-5pm Sat 8am-1pm
Montgomery	1340 Riverfront Ctr	Amsterdam	12010	Mon-Fri 7am-3pm Closed for lunch 11am-12pm
Nassau	2209 Merrick Rd	Merrick	11566	Mon, Wed, Fri 7am-3:30pm Tues & Thur 7am-5pm Sat 8am-12pm
Nassau	4900 Merrick Rd	Massapequa Park	11762	Mon-Fri 6am-3:30pm Sat 6am-12pm
Nassau	850 Hicksville Rd	New York	11783	Mon-Fri 6am-2:30pm Sat 6am-12pm
Nassau	101 S Bergen Pl	Freeport	11520	Mon, Tues, Thurs, Fri 7am-3pm Wed 7am-1pm Sat 7am-12pm
Nassau	146A Manetto Hill Rd	Plainview	11803	Mon-Fri 6am-3pm Sat 6am-12pm
Nassau	269 Jericho Tpke	Syosset	11791	Mon-Fri 6am-4pm Sat 6am-12pm

Nassau	4276 Hempstead Tpke	Bethpage	11714	Mon-Fri 6am-3:30pm Sat 6am-12pm
Nassau	2001 Marcus Ave, STE98W	Lake Success	11042	Mon & Tues 7am-2pm Wed-Fri 7am-3:30pm Sat 7am-12pm
Nassau	222 Rockaway Tpke	Cedarhurst	11516	Mon-Fri 7am-3:30pm Sat & Sun 7am-12pm
Nassau	265 Jericho Tpke	Floral Park	11001	Mon-Fri 6:30am-3pm Sat 6am-12pm

Nassau	520 Franklin Ave, Ste #104	Garden City	11530	Mon-Fri 6:30am-3pm Sat 7am-12pm
Nassau	212 Station Plaza N.	Mineola	11501	Mon-Fri 7am-3pm Closed for lunch 12pm-1pm Sat 7am-12pm
Nassau	165 N Village Ave	Rockville Centre	11570	Mon-Fri 6:30am-3pm Sat 6:30am-12pm
Nassau	1502 Old Northern Blvd	Roslyn	11576	Mon-Fri 7am-2pm Sat 6am-12pm
New York	137 East 36th St. STE #7	New York	10016	Mon-Fri 8am-4pm
New York	314 West 14th St, 3rdFloor	New York	10014	Mon-Thur 8am-5pm Fri 8am-4pm Sat 8am-12pm
New York	139 Centre St #207	New York	10013	Mon-Sun 8am-4pm
New York	41 Elizabeth St	New York	10013	Mon-Fri 8am-4pm Closed for lunch 12pm-1pm
New York	268 3rd Ave	New York	10010	Mon-Fri 8am-4pm
New York	2 West 86th St	New York	10024	Mon-Fri 8am-4pm
New York	331 West 57th St	New York	10019	Mon-Fri 8am-4pm Closed for lunch 12pm-12:30pm
New York	215 West 125th St	New York	10027	Mon-Fri 8:30am-5pm Sat 9am-12pm
New York	224 East 96th St	New York	10128	Mon-Fri 8am-4pm Sat 8am-12pm
New York	4071 Broadway	New York	10032	Mon-Fri 8am-4pm
New York	65 East 76th St	New York	10021	Mon-Fri 8am-4pm Sat 8am-12pm
New York	115 East 57th St	New York	10022	Mon-Fri 8am-4pm Sat 8am-12pm
New York	590 5th Ave	New York	NY	Mon-Fri 8am-4pm Closed for lunch 12pm-12:30pm
New York	160 W 26th St	New York	10001	Mon-Fri 8am-5pm
New York	21 East 22nd St	New York	10010	Mon-Fri 8am-4:30pm Sat 9am-12pm

Niagara	301 Meadow Dr	North Tonawanda	14120-2819	M-F 5:00 am-1:00 pm Sat 6:00 am-11:00 am
Niagara	742 Portage Rd	Niagara Falls	14301-1924	M-F 6:00 am-1:45 pm
Niagara	5891 S Transit Rd	Lockport	14094-6305	M-F 5:30 am-4:00 pm Sat 6:00 am-11:00 am
Niagara	790 Center St	Lewiston	14092-1706	M-F 5:30 am-1:00 pm, Sat 6:00 am-10:00 am
Oneida	2002 Genesee St	Utica	13502-5628	M-F 6:00 am-3:00 pm Sat 7:00 am-11:00 am
Oneida	1790 Black River Blvd	Rome	13440-2454	M-F 6:30 am-11:30 am & 12:30 pm- 2:00 pm
Onondaga	1000 East Genesee St	Syracuse	13210-1885	M-F 7:30 am-3:30 pm

Onondaga	5366 W Genesee St	Camillus	13031-2252	M-W 7:30 am-12:30 pm & 1:00 pm-3:00 pm Th-F 7:30 am-12:30 pm
Onondaga	396 Grant Blvd.	Syracuse	13206-2601	M-F 7:00 am-2:30 pm
Onondaga	138 E Genesee St	Baldwinsville	13027-2720	M-F 7:30 am-1:00 pm & 2:00 pm-4:00 pm Sat 9:00 am-12:00 pm
Onondaga	4820 W Taft Rd	Liverpool	13088-2806	M-F 7:30 am-12:00 pm & 12:30 pm-3:45 pm Sat 7:00 am-12:00 pm
Orange	30 Hatfield Lane	Goshen	10924	Mon-Fri 7:30-4pm Sat 8am-12pm
Orange	791 Route 17M	Monroe	10950	Mon-Fri 7am-3pm
Orange	347 Fullerton Ave	Newburgh	12550	Mon-Fri 6:30am-3pm Sat 8am-12pm
Putnam	667 Stoneleigh Ave	Carmel	10512	Mon-Fri 7:30-3pm Sat 8am-12pm
Queens	44-02 Francis Lewis Blvd	Bayside	11361	Mon-Fri 7am-3:30pm Sat 7am-1pm
Queens	16624 Jamaica Ave	Jamaica	11432	Mon-Fri 8am-3pm Sat 8am-12pm
Queens	27-47 Crescent St	Astoria	11102	Mon-Fri 10am-2:30pm Sat 10am-12pm
Queens	7010 Austin St	Forest Hills	11375	Mon-Fri 7am-5pm Sat 7am-4pm
Queens	3014 37 St	Astoria	11103	Mon-Fri 8am-3:30pm Closed for lunch 11:30am-12:30pm
Queens	6122 Fresh pond Rd	Middle Village	11379	Mon-Fri 6:30am-3:30pm Sat 7am-1pm
Queens	136-20 38 Ave Ste CFA	Flushing	11354	Mon-Fri 7am-3:30pm Sat & Sun 8am-12pm
Queens	82-29 153rd Ave HowardBeach	New York	11414	Mon-Fri 7am-3pm Sat 8am-1pm

Richmond	7001 Amboy Rd - Tottenville Shopping Center	Staten Island	10307	Mon-Fri 7am-3:30pm Sat 7am-1pm
Richmond	651 Willowbrook Rd	Staten Island	10314	Mon-Fri 7am-3:30pm Sat 7am-1pm
Richmond	653 Forest Ave	Staten Island	10310	Mon-Fri 7am-3:30pm
Richmond	78 Todt Hill Rd	Staten Island	10314	Mon-Fri 7am-5pm Sat 7am-1pm
Richmond	1460 Victory Blvd	Staten Island	10310	Mon-Fri 7am-3:30pm Closed for lunch 11:30am-12:30pm Sat 7am-12pm
Richmond	3733 Richmond Ave	Staten Island	10312	Mon-Fri 7am-5pm Sat 7am-4pm
Richmond	2627A Hylan Boulevard	Staten Island 13	10306	Mon-Fri 7am-3:30pm Sat 7am-1pm

Richmond	1361 Hylan Blvd	Staten Island	10305	Mon-Fri 6:30am-4pm Sat 7am-1pm
Rockland	978 Route 45, #202	Pomona	10970	Mon-Fri 8am-4pm Sat 8am-12pm
Rockland	Route 59 & Hemion Rd	Suffern	10901	Mon-Fri 7:30am-3pm
Rockland	151 Main St, Unit 307	New City	10956	Mon-Fri 6:30am-2pm Sat 7:30am-11:30am
Rockland	420 Market St	Nanuet	10954	Mon-Fri 7:30am-4pm Sat 8am-12pm
Saratoga	2106 Ellsworth Blvd	Malta	12020	Mon-Fri 7am-3pm Closed for lunch 11am-12pm
Suffolk	500 W Main St. #202-203	New York	11702	Mon-Fri 6:30am-2:30pm Sat 6:30-12pm
Suffolk	285 Sills Rd, Bldg #8 STE A	East Patchogue	11772	Mon, Wed, Fri 6am-2pm Closed for lunch 11am-12pm
Suffolk	534 Montauk Hwy	Center Moriches	11934	Mon-Fri 6am-2pm Closed for lunch 11am-12pm
Suffolk	8 Saxon Rd, STE D	Bay Shore	11706	Mon-Fri 6am- 3:30pm Sat 6am-12pm
Suffolk	160 Middle Rd	Sayville	11782	Mon-Fri 7am-3pm Sat 7am-12pm
Suffolk	175 E Main St	Huntington	11743	Mon-Fri 7am-3:30pm Sat 7am-12pm
Suffolk	2171 Jericho Tpke	Commack	11725	Mon-Fri 6am-3:30pm Sat 7am-12pm
Suffolk	490 Wheeler Rd	Hauppauge	11788	Mon-Fri 6am-1pm
Suffolk	222 Middle Country Rd	Smithtown	11787	Mon-Fri 6am-3:30pm Sat 6am-12pm

Suffolk	570 Expressway Dr S	Medford	11763	Mon-Fri 6am-2:30pm Sat 6am- 12pm
Suffolk	1010 Route 112	Port Jefferson St	11776	Mon-Fri 6:30am-3:30pm Sat 6:30am-12pm
Suffolk	23 Technology Dr	E Setauket	11733	Mon-Fri 6:30am-2:30pm Sat 6:30-12pm
Suffolk	6144 Route 25A, Bldg B #8	Wading River	11792	Mon-Fri 6:30am-1:30pm
Suffolk	889 Harrison Ave	Riverhead	11901	Mon-Fri 6am-3pm Sat 6am-12pm
Suffolk	91 College Plaza	Unit A Selden	11784	Mon-Fri 7am-3:30pm Sat 7am-12pm
Ulster	330 Route 212	Saugerties	12477	Mon-Fri 7am-2:30pm Closed for lunch 12pm-1pm
Ulster	246 Main St, Ste# 202	New Paltz	12561	Mon-Fri 7am-12pm
Ulster	380 Washington Ave	Kingston	12401	Mon-Fri 7am-4:30pm Sat 8am-12pm
Westchester	1869A E Main St	Peekskill	10566	Mon-Fri 8am-3:30pm Closed for lunch 12pm-1pm

Westchester	280 Dobbs Ferry Rd	White Plains	10607	Mon, Tues, Thurs, Fri 8am-2pm Closed for lunch 12pm-12:30pm Wed 8am-12pm Sat 8am-12pm
Westchester	105 Stevens Ave	Mount Vernon	10550	Mon-Fri 7am-3pm Closed for lunch 11am-12pm Sat 8am-12pm
Westchester	150 Lockwood Ave	New Rochelle	10801	Mon-Fri 8am-4pm Closed for lunch 12pm-12:30pm
Westchester	970 N Broadway	Yonkers	10701	Mon-Fri 7:30am-5pm Sat 8am-12pm
Westchester	83 S Bedford Rd	Mt. Kisco	10549	Mon-Fri 7:30am-pm Closed for lunch 12pm-1pm

**Appendix B: Visit Healthcare’s Patient Service Center Locations and Hours of Operation for New York State Employees**

County	Site Name	City	Zip	Hours of Operation
Albany	412 Broadway St, Suite 101	Albany	12207	Mon-Fri 11:00am-7:00 pm
New York	80 Varick St	Manhattan	10013	Mon-Fri 7:00am-11:00 am and 4:00pm-7:00pm Saturday 8am-12pm Sunday 10am-2pm