

## FAQ's: Frequently Asked Questions

### ❖ Why is My Invoice On “Insurance Hold”?

Your contract is coded in accordance with your contractual requirements under the Insurance section of your Agreement. If your Contract requires insurance we must have a Certificate of Insurance (COI) that is current and up to date on file at all times; if your Certificate of Insurance has not been received, has expired or if it is sent to us in an incorrect format your Invoice will not be paid until we receive and have updated your Certificate of Insurance.

### ❖ When can I expect to be paid once the Certificate of Insurance is Received & Updated by NYSERDA?

We process warrants on Tuesday and Thursday. Except for any holidays that fall on those days. If a holiday falls on those days it will be adjusted.

### ❖ If my Certificate of Insurance is sent via email or fax do I still need to provide a hard copy?

No, if sent via email or fax no hard copy is required. We prefer to receive your Certificate of Insurance via email sent to this email address: [insurance@nyserda.ny.gov](mailto:insurance@nyserda.ny.gov) in electronic pdf format if possible or via Fax: (518) 862-1091 Attn: Contract Management Department. **In either event we do not need a hard copy if sent via email or via fax. If a hard copy is the only way you have available to send it to us please remit via USPS to:**

**NYSERDA, 17 Columbia Circle, Albany, New York 12203-6399 Attn: Contracts Dep't.**

### ❖ How do I submit my Workers Compensation, NYS Disability or Professional Liability Insurance?

These three types of Insurance may be submitted under separate cover via email (preferred) in pdf format to [insurance@nyserda.ny.gov](mailto:insurance@nyserda.ny.gov) or via fax: (518)862-1091 or via mail:

NYSERDA at 17 Columbia Circle, Albany, New York 12202-6399

- Or this type of coverage may be included on your General Liability Certificate of Insurance if covered by the same agent.

### ❖ What if you are asking me for a Certificate of Insurance and I have reviewed my Contract Agreement and no insurance is required?

Please email us at: [insurance@nyserda.ny.gov](mailto:insurance@nyserda.ny.gov) and we will assist you. It may be that your agreement was assigned an incorrect insurance code and needs to be corrected.

### ❖ Who do I contact if my insurance related question is not answered here?

Please email us at: [insurance@nyserda.ny.gov](mailto:insurance@nyserda.ny.gov)