



# State Health Benefit Plan SHBP Phase 2 Transition: Agency Forum I

DCH - State Health Benefit Plan (SHBP) / Automatic Data Processing (ADP) Project  
SHBP Enrollment Portal Phase 2 Transition



Presentation to: SHBP Agencies

Presented by: SHBP Administrative Solutions Team (AST)



# Mission

## The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

*We are dedicated to A Healthy Georgia.*

# Agenda

- Future State
- Business Objectives
- Change Management
  - Testing and Training
- Next Steps

# Future State



# Future State

- Successful Implementation of SHBP Portal Phase 1
  - Year-Round Enrollment Site
  - Call Center
- Implement SHBP Portal Phase 2 (Membership Enrollment Management System [MEMS] Replacement)
  - August 1, 2014
    - COBRA
    - Direct Pay
  - September 1, 2014
    - Eligibility (Dependent) Verification
  - October 1, 2014
    - Benefit Plan Uploading/Downloading
    - Benefit Plan Billing & Accounting
    - Benefit Plan Reporting

# Business Objectives



# Business Objectives

- Stabilize environment from Phase 1 implementation
  - Eliminate processing/programming issues as identified
- Transition employers to single processing platform
  - Eliminate Georgia Technology Authority (GTA) Upload Site
  - Eliminate GTA Direct Bill Site
  - Eliminate ViewDirect Site
  - Eliminate MEMS
- Improve operational efficiencies
  - Eliminate untimely employer transactions
  - Eliminate inaccurate billing and accounting
  - Eliminate multiple communication mediums and senders

# Change Management



# Change Management

- Transition Months
  - April  $\iff$  SHBP Portal (Phase 2) Announcement
  - May  $\iff$  SHBP Newsletter Overview of Phase 2 Test File & Training
  - June – August  $\iff$  SHBP Internal Staff Training
  - June – September  $\iff$  SHBP Agency Stakeholder Training
  - July – August  $\iff$  Agency Testing & Banking Set Up
  - September – October  $\iff$  Agency Pre & Post Training
- Agency Training
  - 5 interactive WebEx sessions
  - 3 face-to-face regional sessions (locations To Be Determined)
  - 1 professional voice over, self-guided, session (website)
  - 8 after go-live stakeholder stability sessions

# Testing and Training

- June
  - 6/25/14 Agency Stakeholder Review Panel / Forum 1
  - 6/26/14 Agency Stakeholder and SHBP Staff Call-in Focus Group
    - » SHBP Enrollment Portal User Guides
    - » 2 - 3pm, 800-377-0237, passcode 5739136#
- July
  - 7/7/14 – 7/11/14 Agency Test File Communications
  - 7/21/14 – 7/25/14 Agency Banking Set Up Communications
- August
  - 8/5/14 Agency Training Reservations Begin
  - 8/20/14 Agency Stakeholder Review Panel / Forum 2

# Testing and Training

- September
  - 9/1/14 Eligibility (Dependent) Verification  
Fax Procedure Revisions
  - 9/3/14 Agency Stakeholder Review Panel / Forum 3
  - 9/15 – 9/26/14 Various Agency Training
    - » Manual and Automated Updates
  - 9/30/14 Self-Guided Webinar Available
- October
  - 10/1/14 – 10/10/14 Agency Stakeholder Review Panel Stability Calls
  - 10/14/14 Frequently Asked Questions Document Available

# Next Steps



# Next Steps

- For Members
  - Go-Live 8/1/2014 for COBRA/Direct Pay
  - Go-Live 9/1/2014 for Eligibility (Dependent) Verification
- For Agencies
  - Prepare staff for transition
  - Actively participate in set up and trainings
  - Go-Live 10/1/2014
    - Benefit Plan Uploading/Downloading
    - Benefit Plan Billing & Accounting
    - Benefit Plan Reporting

# Questions, Comments and Concerns



# Questions, Concerns, Comments

- Contact SHBP AST at 1-800-610-1863
- When prompted, select 'employer services'
- Monday through Friday, 8:30 a.m. to 5:00 p.m., ET

**Thank You.**

