



June 24, 2009

MEMORANDUM

To: All Payroll Locations

From: State Health Benefit Plan (SHBP)

Subject: Qualifying Events-Addition of Dependents via Telephone

Effective immediately, SHBP members may add eligible dependents to their coverage by calling the SHBP Call Center at (404) 656-6322 or (800) 810-1863 for the following qualifying events:

Marriage
Newborn
Adoptions

As you know SHBP requires dependent verification of eligibility **PRIOR** to submission of the dependent(s) coverage to the vendors. Our call center will advise the member: 1) that he/she must submit dependent verification documentation before coverage is activated 2) what documentation is acceptable 3) explain the tier change and 4) the new premium (if applicable). The telephonic addition of the dependent in our eligibility system, MEMS will also trigger a letter to the member asking for dependent verification documentation. Please note that the tier change will show up on the proof bill on View Direct the following day.

Hopefully, the ability to telephonically notify SHBP within 31 days of the qualifying event will simplify the process for our members. Again, the SHBP Call Center is available from 8:30 a.m. to 4:30 p.m. at (404) 656-6322 or (800) 810-1863.

Please contact Bill Tierney, btierney@dch.ga.gov with any questions.