FAQ

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Frequently Asked Questions
for Payroll Locations/HR/Benefit Coordinators
SHBP – ADP Portal
www.mySHBPga.adp.com

Q. Should non-benefits eligible employees be sent on the daily AUF file to SHBP?

No. These individuals should be reported on the payroll location eligible employee (PLEE) file sent to SHBP monthly. Although the PLEE file should contain only eligible employees, ineligibles can be included as long as there is an 'N' in field 370 (SHBP eligible?).

Q. If a former employee had an election of "waived coverage" and transfers, will a new hire window election open once transferred into the new location?

SHBP is revisiting business rules to address when the transfer is 'outside of 30 days'. If the employee is in the ADP system with waived coverage, and a transfer is received 'within 30 days' of the termination date, an election window will not be available.

Q. Did SHBP consider all location payroll systems when the transfer process was defined?

SHBP understands there are various payroll systems used by locations and each has their own rules. However, SHBP was unable to accommodate all customized rules for each location. Therefore, had to set up a single defined business rule for transfers. SHBP asks locations to work together as they always have to help prevent double deductions or missed deductions.

Q. How often will PeopleSoft agencies receive updates from SHBP?

SHBP is sending a daily deduction file to PeopleSoft. Therefore you should expect a one (1) day delay in reporting due to processing with ADP.

Q. Does SHBP take future dated transactions on files?

These transactions are accepted by SHBP and sent to ADP, but ADP holds the event until the effective date.

Q. Since SHBP started sending files to ADP on 7/15 and the employee portal is not up until 8/1, how are employees expected to do their enrollment?

Through 7/31, agencies are responsible for "acting on behalf" of the employee to do their enrollment.

Q. Can manual entry locations enter future dated transactions?

No. It is important for locations to be timely with their transactions. Because the SHBP enrollment portal is a 'rules based' system, the effective date may change based on a particular event.

For example, the spouse of a state employee experienced a 'loss of coverage' event on 7/31. The rule for this event is 'first of the month following the **request** date' meaning, if the employee actually makes the request on 7/31, the SHBP coverage effective date will be 8/1. The employee, however, has a 31-day window to request a change so if the employee waits until 8/6 to make the request, the effective date will be 9/1. Any gaps in coverage will be filled by COBRA offered through the spouse's employer. Another example is a 'marriage' event on 7/31. The rule for this event is 'first of the month following the **event** date' in which the employee has a 31-day window to request a change. The employee requests the change on 8/6 and coverage will be effective 8/1.

Q. Can you explain the 15-day window employers have in addition to the 31-day window an employee has to make their enrollment?

The 15-day window is added time for the employer is they choose to 'act on behalf' of the employee. This does not change the business rules except for giving more time to do the entry.

For example, the 'marriage'event on 7/31. The rule for this event is 'first of the month following the **event** date' in which the employee has a 31-day window to request a change. The employee went on a one-month honeymoon and told their employer before they left they wanted to add their spouse to their coverage but did not give their form to the employer prior to leaving. Because the employee made the request to the employer even though they did not provide the required information the employer can make the election on their behalf within an additional 15-day period. So, on 9/4, the agency makes the entry and coverage will be effective 8/1. Using the 'loss of coverage event' and rule of 'first of the month following the **request** date,' if the HR ADMIN enters the request on 9/4 as the request date, the effective date for the spouse will be 10/1.

Q. We are PeopleSoft agency and expected to see an update on 7/16 that I entered on 7/15 but didn't. Why?

SHBP is sending a daily deduction file to PeopleSoft and should expect a 1-2 day in reporting. Because SHBP is currently downloading agency files manually and combining them into a single file for ADP, the goal is to include anything on files submitted before

3pm. This manual process is in transition to an automated scheduler to be in operation by 10/1. In the meantime, however, the manual process is still necessary. In addition, SHBP is auditing files for the next few weeks to ensure accuracy. This auditing time may also add a small delay. Based on some of the behind the scenes quality processes currently in place, there should be no issue with getting a deduction back for the employee.

Q. Will the audit function delay the employee in being able to enroll?
No. As soon a new hire transaction is processed on the ADP side, a transactional email is sent to the employee to enroll. The New Hire enrolls are not in production at this time. They will be in production for 9/1

Q. How should employees be directed to update their addresses?
Active employees should update their address through their employers who will update SHBP. Retired employees, because they do not have an employer, are allowed to update their address online or through the call center. SHBP will not update addresses for active members. If SHBP updated the address and there was a mismatch between the SHBP address and the address from the employer, the employer address would overwrite the SHBP updated address. The employer address will be the address of truth .

Q. After entering on PeopleSoft, I didn't have new hire enrollment window to open in the ADP system. Why?

For PeopleSoft locations, there is a daily HR data file sent to SHBP. After the file is processed, just like with GaBreeze, the HR transaction initiates the enrollment process. The difference is ADP will send an email letting the employee know it's time to enroll instead of a piece of paper. If the location is "acting on behalf" of the employee, an enrollment window will not show until the data transaction is processed. This is also true for other locations without PeopleSoft HR. SHBP receives a daily HR data file from the location and once loaded, the employee receives an email to do their enrollment.

NOTE: SHBP has found an issue with employees hired in June and July. The issue is being corrected by SHBP which includes a manual update to the employee's date of hire. Once corrected, the process to initiate enrollment related activities will begin. Two options for the employer, (1) wait until next week and "act on behalf" to do the employee's enrollment or (2) have the employee make their enrollment on or after 8/1 when system is available to them.

Q. Will PeopleSoft automatically send members to ADP after they have been entered?
Yes. A daily HR data file is sent from PeopleSoft to SHBP. This is true for all file locations; not just those on PeopleSoft HR.

Q. Currently, I am still setting up deduction panels in PeopleSoft for new hires. Should I still be doing this?

Until the PeopleSoft to/from SHBP files are fully in place for the automation of accepting a daily deduction file (which includes amounts for any recouped deductions), locations should continue to manually set up deductions based on the daily SHBP proof bill. The daily deduction files from SHBP to PeopleSoft will be in place by the end of August. Locations will be notified as soon as it's available.

Q. When an employee has a qualifying event, how will the location know to recoup any missed premiums, if necessary?

For all file locations, this will become a fully automated process by the end of August 2013. The file from SHBP will include the deduction amount no matter how many deductions are owed. Until the automated process is set up with your location or payroll vendor, file locations will continue to set up deductions as reflected on the SHBP proof bill. Manual entry locations will continue to use the SHBP proof bill.

Q. Will something be sent to the retirees to notify them of the changes?

Yes.

Q. Are they calling in or sending in paperwork?

For enrollment, they should either call or go online. All retirees were sent a postcard to opt out of electronic communications. If they wanted to continue receiving paper annual enrollment packets, retirees had to notify SHBP with a returned postcard.

Q. If they did not respond to postcards, what are they defaulted to?

Electronic communications.

Q. Retirees paying direct, will that continue as is?

Direct payments should be sent to the lockbox below and not directly to SHBP's physical address as the payment will be returned to the retiree:

SHBP-DP
Lock Box 933385
Atlanta, GA 31193

As a reminder, MEMS is still in place. The new SHBP portal is a front-end to MEMS for year round enrollment purposes. All MEMS reports and processes did not change so everything locations did with View Direct reporting is still in place. With the new portal, locations are receiving additional enrollment related reports.

Q. Can file locations send future dated QEs?

A. No. QE's cannot be future dated regardless of being a file or manual location. File locations can send future dated HR transactions such as new employees and terminations; not QEs. Manual agencies can not send any future dated events.

Q. I have an employee whose dependent is turning age 26. Do they need to go online and do a QE?

The system knows when a dependent turns age 26 and automatically removes them and updates the tier, if needed. If an email address is on file, the employee who has a dependent that will be aging out (turn 26) in 31 days will receive an email PRIOR to the age out as a reminder.

NOTE: Until the SHBP to PeopleSoft daily deduction file is ready in August, locations should continue using the SHBP proof bill for adjustments.

Q. Will deduction refunds be automated for file locations in the same manner as recoupment?

Currently, refunds should be worked from reviewing the SHBP proof bill. However, SHBP is exploring automation of refunds.

Q. Will employees get any notification when making a change that will cause a recoup or refund so they expect to see deductions?

Aside from the new effective date, no. SHBP is currently discussing with ADP if messaging can be customized to provide this information. In the meantime, SHBP has informed the ADP call center to counsel employees on recoupment of deductions when making a change.

Q. As it relates to QEs, what is the rule for <u>loss of group coverage for a spouse</u>?

Unfortunately, as noted above, QEs cannot be future dated. The business rule is the employee has 31 days to make request and after declaration, coverage begins the first day of the following month. There is a potential for a gap in coverage to occur. The gap can be filled by the spouse enrolling in COBRA under their former employer for one month until coverage becomes effective under SHBP.

Q. I have entered several new hires in PeopleSoft. What are the steps that should follow?

A daily file of PeopleSoft entries is transmitted to SHBP. SHBP consolidates the PeopleSoft file along with other non-PeopleSoft locations files and send one single file to ADP. Once the file is loaded to ADP, in the case of new hires, a transactional email will be sent to the employee's email address. The ADP transactional email does not contain any personal information; only notification the employee needs to go online. Once the employee is online, they will make their health election. Immediately following, the employee will receive an ADP transactional email of confirmation notice. Then, ADP transmits a daily file back to SHBP to update MEMS. Again, the MEMS reports/notices did not change so at this point, it is business as usual.

Q. What about manual agencies entering straight into ADP? Does the process enrollment for new hires change?

Because the entry is being made "real-time" into the ADP system, an ADP transactional email notice will be sent "real-time" to the employee as soon as the new hire transaction is completed.

Q. I am a PeopleSoft location. When will I receive my first automated deduction file?

SAO should have this process in place by the end of August. SHBP will keep locations updated but, until then, locations should continue using their SHBP proof bill.

Q. I have several new hires coming in on July 29th. Is there a call center number for them to use?

The call center number remains the same, 1-800-610-1863.

Q. Will location ADMINS be given security rights for process and/or rule overrides?

ADMIN overrides are only allowed by SHBP staff. If you have an issue requiring an override, please contact your SHBP employer services representative.

Q. What will the ADP system generated email messages say?

ADP sends system generated transactional emails when information is entered that **(1)** opens an enrollment window or **(2)** gives confirmation of an enrollment made. The email itself does not contain any personal health information; only a notification to the employee to log into the portal.

NOTE: Miscellaneous updates do <u>not</u> trigger an enrollment window.

Q. After I enter a Termination/Retirement in PeopleSoft, what is the process?

A daily file of PeopleSoft entries is transmitted to SHBP. SHBP consolidates the PeopleSoft file along with other non-PeopleSoft locations files and sends one single file to ADP for the employee to go online and confirm their health care election. Upon retirement, SHBP rules allow the retiree an opportunity to change or cease their current election. Once the retiree confirms their election, a confirmation email will be sent to the employee's email address. Once ADP transmits a daily file back to SHBP to update MEMS, the applicable retirement system will be notified to begin deductions assuming there is a sufficient annuity.

Q. Is there a quick reference guide available for first time employee users?

Reference materials can be found at http://dch.georgia.gov/shbp-adp-project.

The quick reference guide gives instruction for new user registration, enrolling in health benefits, changes during the year, and who to call when. The registration code, SHBP-GA is now pre-populated at the ADP web portal.

Q. For non-PeopleSoft users, can you please review all of the files we should be sending to SHBP?

The AUF and PLEE files are of major importance with the implementation of this portal. Previously, SHBP has only required one Open Enrollment PLEE file. With the new enrollment portal, supported by ADP, agencies will be required to submit the following:

- PLEE File (monthly)
- AUF File (daily)
- PUF File (monthly immediately following deductions being taken)

Also, as FYI, the following changes were made to the MPPI file layout.

- AUF and PLEE files now contain address and email fields.
- AUF file now contains a new record type of 'MISC' to capture Miscellaneous Changes including updates to Name, Address, City, State, Zip code, phone #, email address, salary, hours scheduled per week
- All file lengths have been extended to include additional information: employee's email address, ethnicity and primary language.

Q. For non-PeopleSoft users, can you review the file we will be receiving from SHBP?

A. Yes. The SHDAUPDT will be loaded to View Direct daily. Unlike the annual enrollment file you've processed in the past with one effective date, the report will now contain multiple effective dates based on employee transactions such as new hires and terminations. The report is formatted to allow you to load directly into your payroll system.

Q. When submitting a termination date (whether submitting electronically via the AUF or entering manually on the ADP web portal) should I use the actual termination date or last payroll deduction date?

A. The ADP system determines coverage end date from the last payroll deduction date. In the case of termination due to retirement the last payroll deduction will be the month actually last worked.