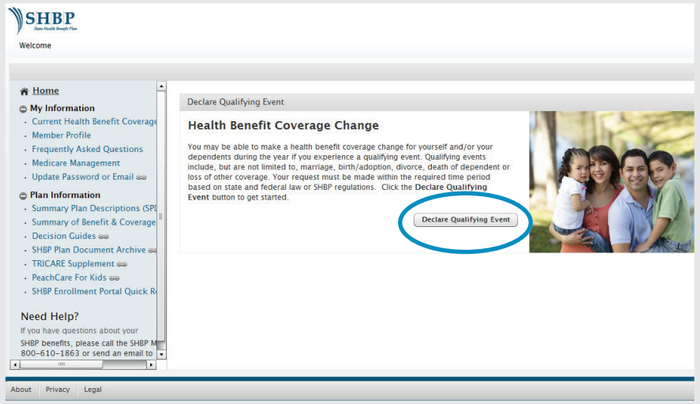
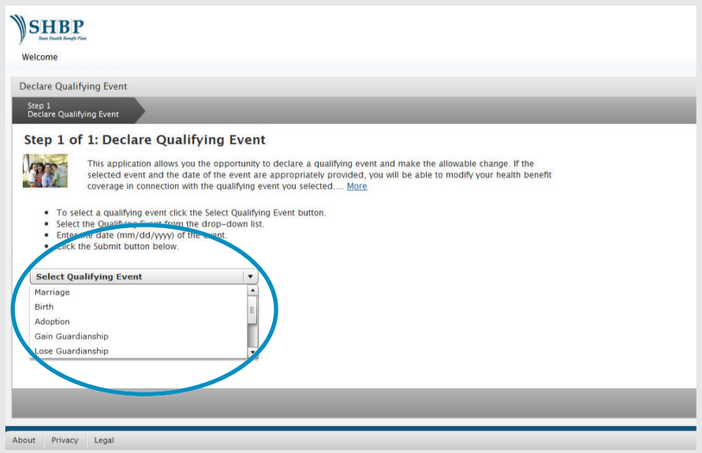
Changes During the Year
Qualifying Events

Throughout the course of the year, you have an opportunity to enroll in or make changes to your health benefits if you experience a Qualifying Event, such as having a baby, getting married or if your spouse loses or gains coverage elsewhere.

Once you log in to mySHBPga.adp.com, you may **Declare an Event.**



Choose from one of the Qualifying Events from the drop-down box. Once you have completed the event date, an enrollment event window will open for you to make eligibility changes.



SHBP
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QUESTIONS?

The list below outlines where you can go for more information based on the type of question or concern you may have.

WHERE TO GO:	WHY:
SHBP ENROLLMENT PORTAL mySHBPga.adp.com 24 hours a day/7 days a week	• Enroll in health benefits • Declare a Qualifying Event • Review current health plan election • Reset your password using the "Forgot Password" link
SHBP MEMBER SERVICES BY PHONE 800-610-1863 *(listen to the prompts, and choose your option)* M – F, 8:30 a.m. to 5:00 p.m., ET	• Reset your SHBP Enrollment Portal Password if you are unable to do so using the "Forgot Password?" link on the Portal • COBRA • Dependent Verification
YOUR PAYROLL LOCATIONS (during business hours)	• Eligibility for health benefits • Deductions • If you are unable to create a User Name and Password on the SHBP Enrollment Portal • Non-medical benefits questions

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SHBP Enrollment Portal
QUICK REFERENCE GUIDE

This guide will help you and your family understand how to use the self-service features of the SHBP Enrollment Portal throughout the year. Keep it on hand so you can refer to it whenever you have questions on how to access and use the SHBP Enrollment Portal.

mySHBPga.adp.com

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Welcome to the SHBP Enrollment Portal

mySHBPga.adp.com

The new and improved SHBP Enrollment Portal provides you with easy access to information about your health benefits, as well as a convenient way to enroll, review, or make eligibility changes to your elections. You can access the SHBP Enrollment Portal 24 hours a day, 7 days a week.

WHAT CAN YOU DO AT mySHBPga.adp.com?

- Declare a Qualifying Event during the year and make eligibility changes to your health benefits. Qualifying Events may include:
  - » Marriage/Divorce
  - » Birth
  - » Adoption
  - » Gain or Loss of Coverage
  - » Change in Tobacco Status
- Make election changes during Open Enrollment
- Review your current elections and covered dependents
- Find Summary Plan Descriptions (SPDs) and Summary of Benefits & Coverage (SBC) documents
- Access decision support tools and important documents and forms
- Link to health care plan vendor websites

QUESTIONS? NEED HELP?

You can contact SHBP Member Services by phone at **800-610-1863** to speak with a health benefits representative. Representatives are available Monday through Friday, 8:30 a.m. to 5:00 p.m. ET, to provide assistance logging in, enrolling in your benefits or have general questions about the health plans.

Getting Started

Log on to mySHBPga.adp.com

REGISTER – FIRST TIME USERS

The first time you access the site, you will be required to create a User Name and Password. Use this log-in information any time you visit the site for quick and easy access.

1. Click "Register Here."
2. Enter the SHBP Registration Code: SHBP-GA
3. Follow the steps to create your User Name and Password.
   - » Enter information to verify your identity.
   - » Create a User Name. Your User Name must be at least 4 characters long and may contain letters, numbers and/or these 4 characters (- @ . _).
   - » Create a Password. Passwords are case sensitive and must be at least 8 characters long and contain at least 1 number and 1 letter. It is recommended your Password be 12 or more characters and contain a mix of upper and lower case letters, numbers and special characters.
   - » Set up your Password hints and security question responses. These hints and responses will help you gain access to the site in case you ever forget your password.
   - » Provide your e-mail address where you will receive important benefits information. You are required to include an e-mail address to make online elections.

DON'T HAVE AN E-MAIL ADDRESS?

Creating an e-mail address is easy. You can create an e-mail at any one of the following websites, just to name a few, and follow the instructions to create an account.

www.gmail.com • www.yahoo.com • www.outlook.com

4. Use your newly created User Name and Password to log in!

ALREADY REGISTERED?

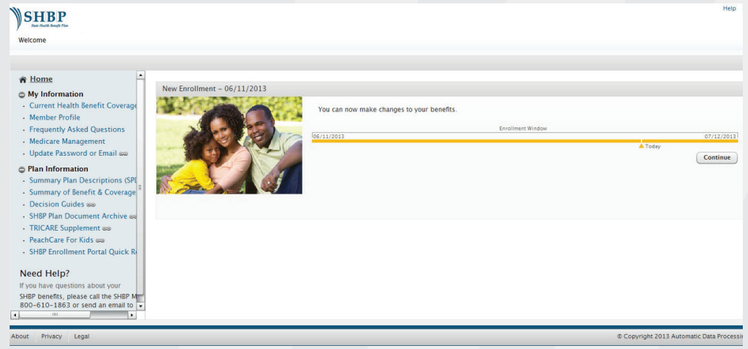
Simply enter your User Name and Password, and you're in!

Enrolling in Your Health Benefits

There are three events that allow you to enroll in or make changes to your health plan elections.

- Newly hired or newly eligible employees may make elections for the first time when they become eligible.
- Active employees and retirees may make changes once a year during the Open Enrollment Period or Retiree Option Change Period (ROCP).

First, log in as outlined under "Getting Started" and follow the prompts to review your elections and dependents and enroll in or make changes to your health plan benefits. You will be guided through the enrollment process.



IMPORTANT NOTE:

Always remember to select FINISH when you have completed the CONFIRM AND REVIEW process. You will receive a confirmation e-mail once you have submitted your elections.

If you experience a Qualifying Event (as described on the back of this panel), you may make certain eligibility changes to your health plan.

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