

SHBP AGENCY FILES FEBRUARY 20, 2014, WebEx FAQs

1. Will a copy of this PowerPoint be posted on the website?

Yes. The presentation, SHBP Agency Files, has been posted on the SHBP Website at <http://dch.georgia.gov/shbp> under:

- Health Plans & Programs
- Benefit Coordinators
- Training Series

2. Do the errors show up on the next day's error report if they are not corrected?

No. AUF file changes submitted before 2 p.m. without errors will display in the SHBP Enrollment Portal at myshbpga.adp.com the following business day. AUF file submittal errors from the agencies are listed on the MEMS to ADP Error Report (SHERRADP) and posted to ViewDirect daily from that specific AUF submittal. The error reports are not consolidated from day to day. There is only one error report for the specific submittal date of the AUF file. Agencies must work the error reports daily.

3. What should I do when the AUF file does not correctly reflect daily changes made within PCGenesis?

Review the MPPI File Layout with PCGenesis for correct formation for submittal.

4. What does the error message "Could not send new HCID" mean?

The member's information was submitted as a New Hire but the member already has an Original Hire Date attach to the HCID.

5. There have been several ongoing errors with addresses and names with BCBSGa. How are these being resolved?

Manual processes were implemented to correct address and name errors with BCBSGa. Recently, programming updates were made to address these errors.

6. Can you explain the problem with the date of hire versus transfer date?

Original Hire Date is the date the employee originally (initially) became employed (with another agency). The Hire Date is actually the Transfer Date, the date the employee actually transferred into your specific agency.

7. Who do we contact at SHBP when we have unresolved AUF errors?

Contact your assigned AST Work Group. Specified AST Work Group assignments with contact information for each work group member were recently emailed to each agency. If you did not receive your AST Work Group assignment, please contact AST at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

8. We have tried to correct a term date that was wrong and it is still showing the employee active. We have submitted the file several times and it is not corrected yet. What do we do?

Contact your assigned AST Work Group. Specified AST Work Group assignments with contact information for each work group member were recently emailed to each agency and will be posted to the SHBP Website under Benefit Coordinators. If you did not receive your AST Work Group assignment, please contact AST at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

9. Also we have gotten an error message that gender code does not match. Does not match what?

Male or Female is acceptable, Unknown or Same Sex (dependent spouse having the same gender as the member) is not acceptable.

10. If an address is updated in PeopleSoft and the address does not update to the ADP system, what needs to be done?

Recently, programming updates were made to correct these errors. If the issue continues, contact your assigned AST Work Group. If you did not receive your AST Work Group assignment by email, please contact AST at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

11. My Benefits Coordinator is out for an extended period of time. Can you provide me with detailed instructions on what reports I need to work and how I should work them?

Detailed instructions about Reports are listed in the SHBP Enrollment Portal User Guides for Administrators. You may access these guides on the SHBP Website at www.shbp.ga.gov as follows:

- Health Plans and Programs
- Benefit Coordinators
- Other Helpful Information
 - SHBP Enrollment Portal User Guide Admin Experience Agencies Sending Automated Files
 - SHBP Enrollment Portal User Guide Admin Experience Agencies Using The Data Sharing Tool

12. How are employees returning from leave supposed to be captured on the AUF? They are not considered new hires. What if an employee on LWOP is direct paying their premiums to their agency? How would their premiums and coverage be affected when they return from leave to active pay status?

Employees returning from LWOP are not captured on the AUF. The "Admin No Pay -- Stop Coverage" function on the SHBP Enrollment Portal should be used to notify SHBP when the employee discontinues coverage elections due to non-payment for direct bill and to notify when the employee has returned to work. Detailed instructions on "Admin No Pay -- Stop Coverage" are listed in the SHBP Enrollment Portal

FAQ



GEORGIA DEPARTMENT
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13. Why are new hires not being included on ADP? For the past few weeks we have had to add them manually into ADP.

Each agency is responsible for working the daily error report; error reports are not consolidated from one day to the next. If the employee transaction did not load in the MEMS to ADP file, the agency must make the correction on the AUF and resubmit. If the file error is not corrected on the AUF file and resubmitted, the file error will reappear. Only manual agencies should add new hires manually into ADP (SP Enrollment Portal) using the Data Sharing Tool.

14. Is the AUF file for PeopleSoft agency or non-PeopleSoft agencies?

The AUF is also for agencies using PeopleSoft. PeopleSoft files are converted to AUF file format upon SHBP IT receipt.

15. Is it possible to change from a file submission location to a manual change location?

No, not at this time. This concern has been presented to SHBP and is being reviewed.

16. Why can't HR be given the ability to update employees' addresses in ADP? We can view but not update. That would solve a lot of problems with address updates.

AUF must be used to update member information for file agencies. Recently, programming updates were made to correct employee address errors.

17. Can PeopleSoft coordinators be given access to change personal information that is not interfacing with ADP?

No. AUF must be used to update member information for PeopleSoft agencies.