

# FACT SHEET

## SHBP QUALIFYING AND PENDING EVENTS FEBRUARY 28, 2014, WebEx FAQs

**1. Employee rehire within 30 days ... 30 days of last day employed or 30 days from coverage expiring?**

Coverage is reinstated if an employee is rehired within 30 days of termination (last date of employment). If an employee is rehired on or after 31 days, they are considered a new hire.

**2. How long will it take to process a dependent verification once it is faxed?**

It usually takes seven to 10 business days to process a dependent verification received via fax.

**3. Will the PowerPoint be online at the SHBP website?**

Yes, the presentation SHBP Qualifying and Pending Events has been posted on the SHBP Website at <http://dch.georgia.gov/shbp> under:

- Health Plans & Programs
- Benefit Coordinators
- Training Series

**4. What function on the ADP system do we use for admin entry? Is it the SHBP IT function?**

The Admin Entry function on the SHBP Enrollment Portal at [www.myshbpga.adp.com](http://www.myshbpga.adp.com) is an SHBP IT function. DO NOT USE -- INTERNAL SHBP USE ONLY. AUF must be used to update member information for file agencies.

**5. We are a file location. If an employee has not previously enrolled but has a Qualifying Event (QE) now to newly enroll, how does the employee access the system?**

When a member experiences a Qualifying Event and it is entered into the SHBP Enrollment Portal, either by file submittal (Automated Agencies) or the data sharing tool (Manual Agencies), an enrollment window displays on the SHBP Enrollment Portal for completion of the Qualifying Event enrollment. The enrollment window is directly related to the date of the Qualifying Event. The enrollment window will display only for the number of days eligible to declare the Qualifying Event. The enrollment window will display for an additional 15 additional days for the administrator to declare the Qualifying Event.

**6. You stated a rehire after 30 days is treated as a new hire. Does this mean they can select any plan? Or do they have to re-enroll in the same plan they had?**

The employee may enroll in another plan.

**7. There is an issue with rehires being able to go online to enroll. Has this error been rectified?**

We are unaware of an issue with rehires being able to go online to enroll. However the issue has now been reported for review. Contact your assigned AST Work Group for additional assistance if needed at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

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**8. How does SHBP know when an employee resigns/terminates for retirement? How does SHBP know to set it up as retirement?**

SHBP receives regular file notifications from Employee Retirement System (ERS) and Teachers Retirement System regarding terminations due to retirement.

**9. If entering a QE for 1/25/14, why isn't the effective date 2/1/14 in ADP? ADP makes it effective 3/1/14.**

Effective dates are determined by the declaration date of the QE and specified time frames. This process has not changed.

**10. Who is the SHBP contact for file update problems? For instance, we have uploaded a file but apparently it does not process to ADP correctly because we see no errors.**

Your assigned AST Work Group should be contacted for assistance. Specified AST Work Group assignments with contact information for each work group member were recently emailed to each agency; or contact AST at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

**11. Who is considered the "Administrator" for Qualifying Events?**

The agency is considered the Administrator regarding the Admin Days to Declare a Qualifying Event.

**12. What is the rule on transferring from one district to another?**

Coverage premiums paid in the current month are for the next month coverage. Currently, both agencies involved in the transfer are responsible for coordinating deductions. This process is under review with SHBP, and any revisions to this process will be announced.

**13. Will we get a SHBP contact assigned to us for escalated issues?**

Your assigned AST Work Group is your escalation point and should be contacted for assistance. Specified AST Work Group assignments with contact information for each work group member were recently emailed to each agency; or contact AST at 800-610-1863. When prompted, select "Employer Services," Monday through Friday, 8:30 a.m. to 5 p.m., ET.

**14. If an employee's spouse's employer drops our employee because they are no longer covering spouses under the plan...is this a Qualifying Event for our employee to pick up coverage with SHBP?**

Yes. The Qualifying Event is "loses group coverage elsewhere." The employee has 31 days to declare to the Qualifying Event and the Administrator has 46 days to declare the Qualifying Event from the date that the employee's spouse lost coverage.

**15. Will ADP now allow for keying future-dated events? For example if my spouse loses coverage March 31, can I key to ADP before March 31?**

No. The SHBP Enrollment Portal does not accept future dates.

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**16. When I enter a manual entry into ADP, how long before I should expect to see it in MEMS?**  
Agencies using the Data Sharing Tool to add or update employee information should display in MEMS the same business day.

**17. If you submit a Qualifying Event on behalf of a member, when are you prompted to upload the required documents? I haven't seen it since I started using the portal.**  
At the Qualifying Event page, each event has an "Event Overview" detailing the event and instructions about what necessary documents are required.

**18. So for new hires/transfers we will be able to enter a new hire even if their previous county hasn't termed them yet?**  
Once the new agency enters the date the employee transferred into their agency, the employee's record is automatically terminated with the prior agency based on the effective date of the new location.

**19. Will SHBP send deductions timely to TRS and PSERS since terms aren't accepted until after payroll runs?**  
Yes. Deduction files are sent to TRS and ERS in a timely manner in regards to payroll runs.

**20. What is it exactly that the Administrator has to do in the ADP system when a Qualifying Event is declared by the employee?**  
The Administrator should monitor their agency's Pending Events through agency reports for events approaching the specific Qualifying Event deadline. This process provides an opportunity to reach out to the employee if desired.

**21. Where can we find the plan document?**  
SHBP Plan Documents are located on the SHBP Website at <http://dch.georgia.gov/shbp>.