



PREMIUM BILLING REPORTS & DISCREPANCIES

The Premium Billing Reports and Discrepancies are located on the State Health Repository Tool (SHRT) and may be accessed on SHRT at <https://myshbpga.adp.com/shbp/>.

Premium Billing Reports

Each payroll location will have three documents in its From_ADP folder in SHRT pertaining to the Premium Billing process:

- (1) PDF Payment Voucher

The Payment Voucher provides the billed amount(s) for the month for the location as well as payment method details. All locations are required to return the voucher to ADP. If the payment method is electronic please email voucher to SHBP.PremiumBilling@adp.com or via fax at (801) 908-9888. If you are sending payment to ADP via check please return the voucher along with the check being mailed to the ADP PNC Lock Box address.

- (1) PDF Summary (Custom Pay Sum by Div w-Brkou)

The Summary provides payment calculations by vendor and summarizes each vendor, headcount and total calculations.

- (1) CSV File (BRP6981)

The CSV file is the Employee-Level Roster Data. You will use this report to verify employee level calculations.

Each document name begins with "SHBP" and your five-digit payroll location number (i.e. SHBP 12345 Document name.pdf OR .csv).

Discrepancies

If any billing discrepancies are identified during the monthly review process (from the 28th through the 4th), payroll locations should send an email to SHBP.PremiumBilling@adp.com with the Excel Discrepancy template populated with all details and renamed per the instructions below. The actual Excel document must be attached to the email (not faxed or converted to PDF) in order for ADP to research and respond to these discrepancies. There are full details on how to populate this template in the instructions tab within the document. This template document can be found under the "Additional SHRT Instructions" folder on the SHRT site.

The subject line of the email should contain the five-digit payroll location number and the discrepancy spreadsheet name and subject line of your message should read as follows: **SHBP (Payroll Location #) - Discrepancies for (Month Year)**

Please keep in mind that there will always be slight timing differences between the monthly premium billing and your actual payroll deductions for the month depending on when the change

was actually updated in the system. Whenever possible, please pay as billed and document any differences as a discrepancy for ADP to research. BUT do not adjust your bill or you will have to keep doing this until the corrections balance out. It is understood that you cannot pay for records that are not yours or that have terminated, and it would be okay for you to adjust your bill to deduct those amounts from your payment; however we still need you to report them as discrepancies, so that we can correct our system to reflect the termination.

It is also recommended that you check the ADP enrollment portal for any changes to ensure that they are reflected correctly within that system. If the change you are expecting is not showing there, please reach out to your SHBP Administrative Solutions Team for assistance in getting this corrected. If the record was updated within a week of the premium billing reports being posted to the SHRT site this is most likely a timing issue and will be reflected correctly on the following premium billing cycle. Again, it is the recommendation of ADP that you pay as billed to prevent any unnecessary work and identify and monitor discrepancies so we can ensure they are corrected before the next premium billing cycle.

Note: All discrepancies will be researched and responded to before the following month's billing cycle as long as they are reported to ADP by the 4th of the current month to allow time to research the issues.

The complete SHRT Job Aid may be accessed on the SHBP Website at <http://dch.georgia.gov/benefit-coordinators>.

PAYROLL COMPARISON AND RECONCILIATION REPORT DISCREPANCIES

The below Payroll Comparison/Reconciliation Report Discrepancies chart contains all discrepancy conditions appearing on the Payroll Comparison/Reconciliation Report located on the State Health Repository Tool (SHRT). This chart includes discrepancy reference number, error (description), error instructions (the action to be taken), and any issues identified by the locations related to the discrepancy and what action, if any, ADP will be taking to resolve the situation(s) are listed in the Issue Reported by Location & Action to be Taken by ADP column. The Payroll Comparison/Reconciliation Report will be updated as discrepancies are reported by the locations and may be access on SHRT at <https://myshbpga.adp.com/shbp/>.

Reference Number	Error	Error Instructions	Issue Reported by Location & Action to be Taken by ADP
A01	<p>Social security number is not on the membership file.</p> <ol style="list-style-type: none"> ADP has a member with this SSN in the OBA system. The same SSN is not present on the PUF file. 	<ol style="list-style-type: none"> Determine the correct name of the member. Update the member's record at ADP or at the payroll location. 	<p>Issue → Participants are appearing as a discrepancy on the report even though they are not enrolled for medical benefits and not included on the PUF file from location.</p> <p>Action by ADP → ADP will make an update to the program so that participants without medical are bypassed by the discrepancy process. It's expected that this will be adjusted for the reports produced starting 2/1/15.</p>

Reference Number	Error	Error Instructions	Issue Reported by Location & Action to be Taken by ADP
A02	<p>The social security number is on the membership file but has no active coverage records.</p> <ol style="list-style-type: none"> 1. Member is on the PUF file but does not have benefits. 2. Member is in OBA and has active benefit (non-waive) coverage. 	<ol style="list-style-type: none"> 1. Validate that the benefit coverage at ADP is correct. 2. If the participant has incorrect benefits coverage, update benefits accordingly within ADP. 3. If the participant has correct benefits coverage, research payroll system to determine why benefits are waived and update benefits accordingly. 	(No issues reported yet)
A04	<p>No current membership records for this member. Coverage terminated prior to this payroll deduction.</p> <ol style="list-style-type: none"> 1. Member is on the PUF file with a deduction > \$0.00 AND the DATE_OF_LAST_DEDUCTION is null. 2. Member is in OBA with cancelled benefits. 	<ol style="list-style-type: none"> 1. Research when the participant's coverage was terminated at ADP and when the DATE_OF_LAST_DEDUCTION record was sent to ADP. 2. Determine why the coverage was not terminated in the payroll system. 3. If the coverage was incorrectly cancelled, reinstate benefits accordingly within ADP. 4. If the coverage was correctly cancelled, terminate accordingly within the payroll system. 	(No issues reported yet)

Reference Number	Error	Error Instructions	Issue Reported by Location & Action to be Taken by ADP
A05	<p>The member has no current coverage in this payroll location.</p> <ol style="list-style-type: none"> 1. Member is on the PUF file with covered benefits. 2. The PAYROLL_LOCATION on the PUF file is not the same as the payroll location in the ADP system. 3. The reconciliation report provides the ADP benefits on the error report for the payroll location that we have in OBA. 	<ol style="list-style-type: none"> 1. Verify that the member is currently active in your payroll location. 2. If the member is correctly in your payroll location, determine if and when the member was sent to ADP. 3. If the member should not be active within your payroll location, terminate accordingly within the payroll system. 	(No issues reported yet)
B01	<p>No payroll record.</p> <ol style="list-style-type: none"> 1. Member is on SHBP PUF file with \$0 or blank deduction. 2. Member is in the ADP system with a deduction amount. 	<ol style="list-style-type: none"> 1. Determine the last date a payroll deduction was made for the member. 2. If the employee is terminated, update member's record at ADP via file submission or directly through ADP, if applicable. 3. If a deduction was not made due to an error at the payroll location, the error should be corrected 4. Validate that this error does not appear on the next month's reconciliation report. 	<p>Issue → Participants are appearing as a discrepancy on the report because they are on leave and paying for their premiums directly to the location.</p> <p>Action by ADP → None - Locations will need to disregard this discrepancy as there is no way to prevent these from appearing on the report.</p>

Reference Number	Error	Error Instructions	Issue Reported by Location & Action to be Taken by ADP
C01	<p>The names do not match.</p> <p>Member name on SHBP PUF file is different from member name in OBA.</p>	<ol style="list-style-type: none"> 1. Determine the correct name of the member. 2. Update the member's record at ADP or at the payroll location. 	<p>Issue → Participants are appearing as a discrepancy on the report because their name is in a different format on the PUF file provided by the location vs. the value in the enrollment portal (i.e. middle initial has period on PUF file but this period does not exist in enrollment portal or 'Jr'. appears as part of name on enrollment portal but is in a separate field in payroll system and does not appear on PUF file).</p> <p>Action by ADP → None - Locations will need to disregard this discrepancy as there is no way to prevent these from appearing on the report without the location taking action to send an update on the input file or through IDM to get the participant's information to be consistent.</p>
F01	<p>Deduction amounts do not match.</p> <p>The deduction amount on SHBP PUF file is different from the deduction amount in OBA.</p>	<ol style="list-style-type: none"> 1. Validate the benefit coverage at ADP. 2. Determine the reason that your deduction differs from the premium at ADP and change your payroll records accordingly. 	<p>Issue → Participants are appearing as a discrepancy on the report because either:</p> <ul style="list-style-type: none"> - The locations sent two records for a participant and the second record is \$0, so the discrepancy is being reported incorrectly for the \$0 record. - The locations pay the participant multiple times during the month and the records aren't consolidated on the PUF file <p>Action by ADP → ADP is investigating how to consolidate these records. It's expected that this will be adjusted for the reports produced starting 2/1/15.</p>

BLUE CROSS BLUE SHIELD

Website Registration Reminder

Your membership in the Blue Cross and Blue Shield of Georgia health plan is current and your benefits are active. If you haven't yet registered on the health plan website, please do it now.

- Go to bcbsga.com/shbp and click on the "Register Now" link on the right side of the page.

Registration is important because it makes vital information and benefit updates easily available to you. It also gives you access to tools and resources that can help you get the high quality of care you deserve at an affordable price.

Registration takes just a minute. Once you register, you can log in to:

- View your personal, secure health account summary
- Check the status of a claim
- Request a new member ID card and print a temporary one
- Find a doctor or hospital
- Get 24/7 access to additional resources like discounts, personal health coaching services
- Compare cost and quality information with the "Know Your Cost" tool

If members have problems accessing member registration, they can call the BCBSGa Member Services line at 855-641-4862.

Our "Know Your Cost" online tool helps members save big on all kinds of medical services.

Many people don't realize that the cost for certain medical procedures can vary greatly depending on where you get them. For example, an MRI could cost \$400 at an imaging center and \$4000 at a hospital. That's why it's so important that our members know about and use our "Know Your Cost" online tool.

To access the "Know Your Cost" tool, members can log in to bcbsga.com/shbp choose the "Know Your Cost" tab, enter their information and follow the directions. They can also learn more about this online tool with the "Know Your Cost" tool flier.

Here's what the tool allows members to do:

- **Compare** in-network doctors and medical services in their areas based on the price and quality of care.
- **See personalized cost estimates** before going to the doctor that take into account their health plan benefits and whether they've already met their deductibles.
- **Get recommendations** about ways to save money and find high-quality care.

Preventive Care

Preventive benefits are 100% covered when you see an in-network provider. Services must be properly coded by your provider as preventive care under the Patient Protection and Affordable Care Act. Once the claim is filed, the claim will be processed based on how your provider coded the claim. To see what preventive care you or your family need, view our [Preventive Care Guidelines](#) flier posted on our Health & Wellness page at bcbsga.com/shbp.

Take care of yourself Remember to get preventive care

Getting regular checkups and exams can help you stay well and catch problems early. It may even save your life.

Our health plans cover 100% payment of the services listed in this preventive care flier. When you get these services from doctors in your plan's network, you don't have to pay anything out of your own pocket. You may have to pay part of the costs if you use a doctor outside the network.

Preventive versus diagnostic care

What's the difference? Preventive care helps protect you from getting sick. Diagnostic care is used to find the cause of existing illnesses.

For example, say your doctor suggests you have a colonoscopy because of your age when you have no symptoms. That's preventive care. On the other hand, say you have symptoms and your doctor suggests a colonoscopy to see what's causing them. That's diagnostic care.

Here's a listing of the types of preventive services we cover. See your benefit plan to learn more.
Child preventive care (birth through 18 years, unless otherwise noted)

Preventive care physical exams are covered. So are the screenings, tests and vaccines listed here. The preventive care services listed below may not be right for every person. Ask your doctor what's right for you.

Preventive physical exams and screening tests (depending on your age) may include:

- Behavioral screening and counseling to promote a healthy diet
- Blood pressure
- Cervical dysplasia screening
- Cholesterol and lipid level
- Depression screening
- Development and behavior screening
- Type 2 diabetes screening
- Fluoride supplements for children from birth through 6 years old
- Hearing screening
- Height, weight and body mass index (BMI)
- Hemoglobin or hematocrit (blood count)
- HPV screening (female)
- Iron supplements for children 0-12 months
- Lead testing
- Newborn screening
- Screening and counseling for obesity
- Oral (dental health) assessment when done as part of a preventive care visit
- Screening and counseling for sexually transmitted infections
- Vision screening when done as part of a preventive care visit

Immunizations:

- Diphtheria, tetanus and pertussis (whooping cough)
- Haemophilus influenza type b (Hib)
- Hepatitis A
- Hepatitis B
- Human papillomavirus (HPV)
- Influenza (flu)
- Measles, mumps and rubella (MMR)
- Meningococcal (meningitis)
- Pneumococcal (pneumonia)
- Polio
- Rotavirus
- Varicella (chickenpox)

Adult preventive care (19 years and older, unless otherwise noted)

Preventive care physical exams are covered. So are the screenings, tests and vaccines listed here. The preventive care services listed below may not be right for every person. Ask your doctor what's right for you.

Preventive physical exams and screening tests and services (depending on your age) may include:

- Aortic aneurysm screening (men who have smoked)
- Blood pressure
- Bone density test to screen for osteoporosis
- Breast cancer, including exam and mammogram
- Breast-feeding support, supplies and counseling (female) Cholesterol and lipid (fat) level
- Colorectal cancer, including fecal occult blood test, barium enema, flexible sigmoidoscopy, screening colonoscopy and CT colonography (as appropriate)
- Depression screening
- Type 2 diabetes screening
- Eye chart test for vision
- Hearing screening
- Height, weight and BMI
- HIV screening and counseling
- HPV screening (female)
- Intervention services (includes counseling and education):
 - Behavioral counseling to promote a healthy diet
 - Counseling related to aspirin use for the prevention of cardiovascular disease, including aspirin for men ages 45-79 and women ages 55-79

- Counseling related to genetic testing for women with a family history of ovarian or breast cancer, including genetic testing for BRCA 1 and BRCA 2 when certain criteria are met
 - Counseling related to chemoprevention for women with a high risk of breast cancer
 - Folic acid for women 55 years old or younger
 - Primary care intervention to promote breast-feeding
 - Screening and behavioral counseling related to alcohol misuse
 - Screening and behavioral counseling related to tobacco use including tobacco cessation products
 - Screening and counseling for interpersonal and domestic violence
 - Screening and counseling for obesity
 - Vitamin D for women over 65
- Pelvic exam and Pap test, including screening for cervical cancer
 - Prostate cancer, including digital rectal exam and PSA test
 - Screenings during pregnancy (including, but not limited to, gestational diabetes, hepatitis, asymptomatic bacteriuria, Rh incompatibility, syphilis, iron deficiency anemia, gonorrhea, chlamydia and HIV)
 - Screening and counseling for sexually transmitted infections

Immunizations

- Diphtheria, tetanus and pertussis (whooping cough)
- Hepatitis A
- Hepatitis B
- HPV
- Influenza (flu)
- Meningococcal (meningitis)
- MMR
- Pneumococcal (pneumonia)
- Varicella (chickenpox)
- Zoster (shingles)