

Hi, just a reminder that you're receiving this email because you have expressed an interest in the State Health Benefit Plan.

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August 13, 20



News and Information for SHBP Employee Benefit Coordinators

Welcome to our e-newsletter for SHBP Benefit Coordinators in payroll locations throughout Georgia. Each month, we'll provide benefit news and information to help you assist SHBP Members in your organization. We welcome your feedback and feel free to send any comments or questions to SHBPnews@dch.ga.gov.

Here are the August updates for Benefit Managers for the State Health Benefit Plan (SHBP)

UPDATE: SHBP ENROLLMENT PORTAL - PHASE 2 TRANSITION

The State Health Benefit Plan (SHBP) Enrollment Portal - Phase 2 is undergoing successful implementation. Agency Forum 1 was successfully delivered during June and July and the presentation is located on the SHBP Website at <http://dch.georgia.gov/benefit-coordinators>.

The new State Health Repository Tool (SHRT) was introduced. SHRT replaces ViewDirect and Georgia Technology Authority (GTA) E- Bill/Upload Site as of 10/1/14. Required agency testing began in July and is currently in process.

COBRA and Direct Pay for employees was successfully implemented on 8/1/14. COBRA election packets and payment invoices were generated by ADP and sent to members and dependents. Member payments will be made to ADP, LLC for August 1, 2014 premiums and after. Access to make online payments is available on the ADP site.

Eligibility (Dependent) Verification is scheduled to Go Live on 9/1/14. The Go Live date for SHRT is 10/1/14. SHRT implementation will include uploading, downloading, billing, accounting, and reporting for agencies.

System programming is under development for 'single sign on' from the SHBP Enrollment Portal. SHBP Member Services is available for all related member questions at 1-800-610-1863.

REQUIRED AGENCY TESTING: STATE HEALTH REPOSITORY TOOL (SHRT)

The implementation of Phase 2 of the SHBP Enrollment Portal with SHBP's partner ADP is underway. The first step in this transition requires agencies to verify access to the SHRT system; submitting downloaded/uploaded test files. Without your verification and submission of test files, your agency will not be ready to begin managing

transactions on 10/1/2014 for demographic data exchanges and reports exchanges (i.e. data load errors, premium reporting) between ADP and the agencies. Your verification of access and submittal of test files is required immediately.

SHRT instructions for agency access verification, including downloading and uploading instructions, may be accessed through the below hyperlink:

https://clients.spire.net/edelivery/wsc/shbp/SHBP_SHRT_Instructions_Download_Upload_FINAL.pdf

Should you have questions or concerns, send an email to SHBP.Benefits@adp.com. Use "Unable to perform SHRT activity" as the subject line in the email. Be sure to include your phone number. An ADP representative will contact you.

"FORGOT PASSWORD" - SHBP ENROLLMENT PORTAL

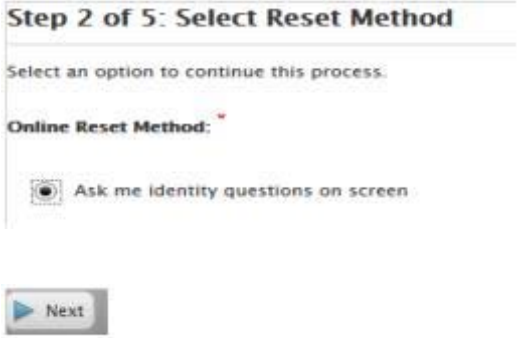



If you 'Forgot Your Password' or have been locked out of the SHBP Enrollment Portal, follow the five steps below.

Go to the SHBP Enrollment Portal site at mySHBPga.adp.com and click Forgot Password



Note: ADP logo appears on this screen. If you are locked out of the SHBP Enrollment Portal, close the current site window and open a new site window at mySHBPga.adp.com.

STEPS	SCREEN SHOT
<p>Step 1:</p> <ul style="list-style-type: none"> - Identify Yourself (Enter your User ID) - Click Next 	
<p>Step 2 :</p> <ul style="list-style-type: none"> * Click Reset Method <p>To have a temporary password sent, the member must have activated their phone or email. If an option is not available, it will be grayed and a Help Link will explain why.</p> <ul style="list-style-type: none"> - Click Next 	

<p>- Click Reset Method</p> <p>-Click Next</p>	
<p>Step 3 :</p> <p>* Verify Information</p> <p>- Click Next</p>	
<p>Step 4:</p> <p>- Reset Your Password</p> <p>Enter in a new password.</p>	
<p>Step 5:</p> <p>- Confirmation</p> <p>You will now be able to log on using your new password.</p>	

* Will cause error on MEMS if date is not the 1st of the month

** Gain of other Government coverage should always begin on the 1st of the month

*** No changes to coverage effective dates

Note: In general, a member can only enter a Qualifying Event (QE) once the event has occurred. Meaning, members cannot declare prior to the event.

2013 HEALTH REIMBURSEMENT ARRANGEMENT (HRA) ROLL OVER DOLLARS

Effective June 1, 2014, United Health Care (UHC) and Cigna 2013 Plan Year HRA Roll Over Dollars were applied to BCBSGa HRA Dollars for Plan Year 2014.

Additional information regarding the 2014 Plan Year HRA may be accessed on the SHBP Website at <https://dch.georgia.gov/documents/summary-benefits-and-coverage>.

AGENCY CONSTANT CONTACT UPDATES

Agency communications have been consolidated with the implementation of the SHBP Newsletter for Benefits Coordinators, eliminating multiple communication mediums and senders. SHBP utilizes our most current Constant Contact listing for agencies for newsletter distribution via email. The Constant Contact listing is developed from agency email addresses provided on the SHBP ViewDirect Access Agreements and individual requests to be included on the SHBP Agency Email Distribution List.

Agencies should update their contact information with their dedicated AST Work Group. SHBP Newsletters for benefit Coordinators are also posted on the SHBP Website at <http://dch.georgia.gov/benefit-coordinators>.

BLUE CROSS BLUE SHIELD OF GEORGIA

Remind members to keep track of their HRA balances

Members can check their HRA balance by taking these steps:

1. Go to bcbsga.com/shbp.
2. Select the Benefits tab and then the HRA tab.
3. Scroll down to view all the transactions on the account to see all HRA dollars deposited by date and all claims processed by date.

Members without online access can call our Member Services line at 855-641-4862 for their HRA balance.

BCBSGa "Know Your Costs" 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 \$4,000 at a hospital. When you have to pay a percentage of that cost out of pocket, that's a huge difference! That's why it's so important that our members know about and use our "Know Your Cost" online tool.

Here's what BCBSGa members can 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.

To use the "Know Your Cost" tool, members can log in to www.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 by going to bcbsga.com/shbp.

Keep reminding members why it's so important to register at bcbsga.com/shbp.

The best way for your employees to get the most up-to-date information about their plans is to register online and follow these simple steps:

1. Go to bcbsga.com/shbp.
2. In the Member Log in area, select **Register Now** and follow the prompts.
3. Set up a username and password using the group number listed on their SHBP member ID card.
4. Be sure to provide an email address so we can send them important updates and information.

Once registered, BCBSGa members can:

- Get their HRA balances.
- Check the status of a claim.
- Compare costs for medical procedures at hospitals and facilities with the **Know Your Cost** tool.
- Review their claim recaps.
- Learn more about our **Personal Health Coach Programs**.
- Request a new member ID card and print a temporary one.

If members have problems signing in or technical problems they can call the BCBSGa Member Service line at 855-641-4862.

Members can nominate out-of-network providers to become part of the BCBSGa network.

If a member has a provider they like, but who is not part of our network, they can nominate that provider to become part of our network. To nominate a provider, members can fill out a Provider Nomination Form and submit a request. The Provider Nomination Form can be found on our website on the [Find A Doctor page](http://www.bcbsga.com/provider/noapplication/providerservices/downloadforms/notertiary/pw_e192779.pdf?refer=chpproviderbcbsga)*. <
http://www.bcbsga.com/provider/noapplication/providerservices/downloadforms/notertiary/pw_e192779.pdf?refer=chpproviderbcbsga>

**Nomination does not guarantee the provider will be added to the BCBSGa network.*

HEALTHWAYS - SHBP BE WELL

Coach and Win \$100

The Be Well SHBP Well-Being Coaching Sweepstakes continues through October 31, 2014. Members and covered spouses who complete a Well-Being Coaching call between June 18 and October 31 will be entered in a drawing for one of 50 \$100 Visa gift card. That's on top of \$240 for their HRA they can earn as part of the 2014 Well-Being Incentive by completing coaching.

- [View the postcard](#) mailed to members' homes.
- To learn more about the contest, visit www.BeWellSHBP.com/I-want/.
- Members interested in Well-Being Coaching should call 888-616-6411.

Make the Cut Challenge Recap

For eight weeks during the Make the Cut Challenge, SHBP members learned to cut food frills to lose weight. Members who met the goal to lose an average of 8 pounds or more over the challenge period were entered into a random drawing to win one of 50 Aria Wi-Fi Scales from Fitbit. Scales will be mailed directly to the winners in late July. Here are a few interesting Challenge stats:

- 4,411 total participants
- 10,429 total pounds lost
- 374 participants lost 8 or more pounds, qualifying them for the drawing
- For 55% of the participants, this is their first Be Well SHBP Challenge

Book an Onsite Presentation

Keep an eye out for the Healthways Health Promotion Specialists who may be in your area giving an onsite well-being focused presentation. The hot topic for August is "**Your Health Impacts Your Life - The Impact of Lifestyle and Health Screenings.**" Consider booking a presentation at your location in the upcoming months.

- View [a list of the current presentation](#) topics. (You'll need to use the special Ambassador access you were

granted.)

- To schedule a presentation, [click here](#).
- Not sure who your regional Health Promotions Specialist is? [Click here to locate](#).

2014 THIRD QUARTER AGENCY TRAINING

The 2014 Third Quarter Agency Training has been suspended. Quarterly agency training will resume during the fourth quarter of 2014. SHBP AST encourages our agencies to utilize this break in quarterly training for 'Phase 2 Transition Readiness'.

REMINDER: CHECK YOUR DAILY ERROR REPORT

Regarding transferring employees, SHBP has identified three main employee transfer errors on the 'Daily Agency Error Reports' (SHERRADP) from agency file loads. They are:

- Validate hire date. Confirm transfer is correct.
- Please validate hire date.
- Transfer Data Conflict.

Any of these three errors occur as a result of the SHBP/ADP transfer process not being completed correctly. To properly transfer an employee, the date of hire must be updated to the "transfer in" date and the new payroll location must be changed as well. When these error messages are received on the error report, it means the transfer action entered is reflecting as an error and did not load. In order for the transaction to load and update properly, the following actions are required:

- If the "Validate hire date. Confirm transfer is correct" error is reflected, you should update both the date of hire and payroll locations fields.
- If the "Please validate hire date" error is reflected, you should correct the hire date. It appears the date of hire was changed but it not correct based on the transfer action.
- If the "Transfer Data Conflict" error is reflected, it means the payroll location was updated but the date of hire was not.

The transaction error correction will feed over and load within a three business day period. Should you have questions or concerns, please feel free to contact SHBP AST at 1-800-610-1863; when prompted, select 'employer services', Monday through Friday, 8:30 a.m. to 5:00 p.m., ET.

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RESOURCES/CONTACT INFORMATION

VENDOR	MEMBER SERVICES	WEBSITE
Medical -- Blue Cross Blue Shield of Georgia Customer Service Hours: 8 a.m. - 8 p.m. ET; Monday - Friday	855-641-4862	www.bcbgsa.com/shbp
Wellness -- Healthways Customer Service Hours: 8 a.m. - 8 p.m. ET; Monday - Friday	888-616-6411 <i>Medicare Advantage (MA) plan members are ineligible for participation in Be Well SHBP.</i>	www.BeWellSHBP.com
Pharmacy -- ExpressScripts Customer Service Hours: 24 hours a day/7 days a week	877-841-5227 <i>The pharmacy benefit for Medicare Advantage (MA) plan members is provided through Blue Cross Blue Shield of Georgia, not Express Scripts. Contact Blue Cross Blue Shield of Georgia at 855-322-7060.</i>	www.express-scripts.com/GeorgiaSHBP
SHBP Call Center Hours: 8 a.m. - 5 p.m. ET; Monday - Friday	800-610-1863 (listen to the prompts, and choose employer services)	www.mySHBPga.adp.com
ADDITIONAL INFORMATION	MEMBER SERVICES	WEBSITE
Centers for Medicare & Medicaid (CMS) 24 hours a day/7 days a week	800-633-4227	www.medicare.gov
TRICARE Supplement	866-637-9911	www.asicorporation.com/ga_shbp
PeachCare for Kids	877-427-3224	www.peachcare.org

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