



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.

OPEN ENROLLMENT ACTIVITIES: SHBP 2017 PLAN YEAR

SHBP Open Enrollment (OE) for Plan Year 2017 will be held October 17, 2016, 12:00 a.m. through November 4, 2016, 11:59 p.m. OE elections for active and retired employees may be made online at www.mySHBPga.adp.com.

Employee Benefit Coordinators are encouraged to participate in a Plan Year 2017 Train the Trainer educational session, training webinar and/or access the posted educational session and information regarding OE at dch.georgia.gov/shbp. Educating yourself will enable you to assist employees with the successful completion of the OE election process.

Benefit fairs for employees will begin on September 19th. Please encourage your employees to attend a Benefit Fair and/or access information about the SHBP 2017 Plan Year for active and retired employees at dch.georgia.gov/shbp prior to making their OE election.

MEMBERS SHOULD UPDATE THEIR SHBP ENROLLMENT PORTAL PASSWORD BEFORE OPEN ENROLLMENT

The SHBP Enrollment Portal password expires every 45 days. Follow these directions for password updates:

- Access the SHBP Enrollment Portal at mySHBPga.adp.com
- Login using the current password
 - If it has been over 45 days since the last log in, a prompt to create a new password (which will expire every 45 days) will display

If the member doesn't know their current User Name or Password:

- Click the Forgot User ID? or Forgot Password? from the Login page
- Links are located to the right of the User Name and Password blocks



2017 OE TRAIN THE TRAINER WEBINAR SEPTEMBER SESSIONS SCHEDULE

The webinar schedules for the 2017 OE Train the Trainer are listed below:

The Georgia Department of Community Health invites you to attend a web seminar using WebEx.

Topic: Invitation to Web seminar: SHBP 2017 Open Enrollment Train the Trainer September 19, 2016 Session

Host: GA Department of Community Health

Date and Time: Monday, September 19, 2016 10:00 am, Eastern Daylight Time (New York, GMT-04:00)

Event number: 667 706 546

[Continue here ...](#)

BLUE CROSS AND BLUE SHIELD OF GEORGIA

Co-Pay/Co-Insurance Waiver Program

This program gives eligible SHBP members an opportunity to get certain prescription drugs at no cost. Once you sign up with a BCBSGa Personal Health Coach (PHC), you may be eligible for the Pharmacy Co-Pay/Co-Insurance Waiver Program. If you're an eligible State Health Benefit Plan (SHBP) member, this program waives your pharmacy co-pay/co-insurance for certain prescription drugs that help with your asthma, diabetes or CAD. That means you won't have to pay any co-pay/co-insurance. It's all about helping you take charge of your condition and your overall health. A list of medications for the Pharmacy Co-Pay/Co-Insurance Waiver Program is located bcbsga.com/shbp.

Call the BCBSGa PHC team to learn more. Find out today if you are eligible for the Pharmacy Co-Pay/Co-Insurance Waiver Program. **Call 866-901-0746, option 3, from 8 a.m. to 6 p.m. ET, Monday - Friday.**

United Healthcare (UHC)

Is Your House an Asthma Trigger?

Information and tips on how to control the environment to prevent asthmatic attacks. Does a furry pet live in your home? Do you have wall-to-wall carpeting? What's in our environment - including inside our homes - may have a lot to do with a growing asthma epidemic in America, researchers say.

Cockroaches, dust mites, animal dander, mold and secondhand smoke have been blamed for making asthma worse, particularly in children. Now researchers are calling on the federal government to declare a "war on asthma" by zeroing in on environmental triggers in both indoor and outdoor air that contribute to asthma's development and severity.

The Pew Environmental Health Commission at the Johns Hopkins School of Public Health concluded that the number of people with asthma will more than double in the next 20 years, striking 29 million Americans, or one in five families.

Child asthma rates soar

Asthma rates have been going up dramatically throughout the years, according to Johns Hopkins researchers, who found, between 1980 and 1994, asthma rates increased 75 percent - and by 160 percent for those younger than four (this is the most recent information on asthma increases). Asthma is the number one cause of school absenteeism.

To read the full article and learn more about asthma triggers click [here](#).

If you or someone in your family has asthma and you are not participating in SHBP's copay waiver program, please call your UHC Customer Care Advocate 888.364.6352.

KAISER PERMANENTE (KP)

KP Now: A new alternative for access to care

With KP Now (telemedicine), members can get care from a doctor, at home, work or almost any other location. KP Now allows members to have a telephone or video visit with a Kaiser Permanente physician on their computer, tablet or smartphone.

The physician will be able to view their medical records, prescribe medicine, order lab tests and X-rays and make appointments with a specialist or at an urgent care center. Members can call 855-512-5997 to request a KP Now appointment. [Learn more](#).

Note: Only adults (18 and over) can schedule KP Now telephone or video visits - often the same day - with no additional charge or co-pay.

Members still have time to participate in the 2016 Wellness Program

This month, we are reminding members that there is still time left* to earn their wellness incentive reward. Once they complete four simple activities, they will earn a Visa® prepaid card worth \$240 - up to \$480 per household**. Get more information.

*The program ends on November 30, 2016.

** The Wellness Program is open to State Health Benefit Plan members (18 years of age and older) enrolled under Kaiser Permanente and their covered spouses.



Flu shots at no additional cost: It's getting close to flu season, so Kaiser Permanente is making sure members know where they can get their flu shots at no additional cost. See the flu flyer here.



Thanks to our members, J.D. Power ranked us "Highest Member Satisfaction" among Commercial Health Plans in the South Atlantic Region.

Kaiser Foundation Health Plan of Georgia received the highest numerical score among commercial health plans in the South Atlantic region in the proprietary J.D. Power 2010-2016 Member Health Plan Studies. The 2016 study, based on 31,867 total member responses, measures eight plans in the South Atlantic region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed October-December 2015. Your experience may vary. Visit jdpower.com for more information.

HEALTHWAYS - BE WELL SHBP

All unused well-being incentive credits earned by members who participate in the 2016 Be Well SHBP program (administered by Healthways) will roll over to 2017. SHBP members can choose ANY of the available plan options for 2017 (Blue Cross and Blue Shield of Georgia, UnitedHealthcare or Kaiser Permanente) and their unused credits will follow them. But members have to earn them first and the deadline to earn credits is fast approaching. Members (BCBSGa and UHC) must complete actions by December 15, 2016.

For a refresh on the program, actions and credits visit:

- PDF - [2016 Well-Being Program Overview Flyer \(with incentives outlined\)](#)
- PDF - [How Well-Being Incentive Credits Work](#)

DEPARTMENT OF COMMUNITY HEALTH ON SOCIAL MEDIA

Did you know you can access the latest SHBP news and updates via Facebook and Twitter?

The Georgia Department of Community Health (DCH) frequently posts agency news and updates, including news on SHBP and the Be Well SHBP wellness incentive program, on its social media channels. Be sure to join the conversation!

Follow DCH on Facebook at <https://www.facebook.com/gadepth.communityhealth> and Twitter at [@GADCH](#) for the latest SHBP news and updates today.

RESOURCES/CONTACT INFORMATION

VENDOR	MEMBER SERVICES	WEBSITE
Medical - Blue Cross Blue Shield of Georgia (BCBSGa) Member Services Hours: 8 a.m. - 8 p.m. ET; Monday - Friday	855-641-4862	www.bcbsga.com/shbp
Medical - UnitedHealthcare Member Services: Monday through Friday, 8 a.m. to 8 p.m. ET	888-364-6352	www.welcometouhc.com/shbp

Medical - Kaiser Permanente Member Services 24 hours a day/7 days a week (Appointment Scheduling, Prescriptions and Nurse Advice) KP Wellness Program Hours: Monday through Friday, 7 a.m. to 7 p.m. ET	855-512-5997	www.my.kp.org/SHBP
VENDOR	MEMBER SERVICES	WEBSITE
Wellness - Healthways Member Services 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 Member Services 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 UnitedHealthcare, not ExpressScripts. Contact UnitedHealthcare at 877-246-4190.</i>	www.express-scripts.com/GeorgiaSHBP
SHBP Call Center Hours: 8 a.m. - 5 p.m. ET; Monday - Friday	800-610-1863 <i>(listen to the prompts, and choose employer services)</i>	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