

October 27, 2014



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 October Open Enrollment updates for Benefit Managers of the State Health Benefit Plan (SHBP)

PRE-OPEN ENROLLMENT ACTIVITIES: SHBP 2015 PLAN YEAR

SHBP Open Enrollment (OE) for Plan Year 2015 is October 27, 2014, 12:01 a.m. through November 14, 2014, 5 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 2015 face-to-face 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 are still underway. Please encourage your employees to attend a Benefit Fair and/or access information about the SHBP 2015 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



EMPLOYEE ADDRESS VALIDATION

Employees should verify their mailing address listed on the SHBP Enrollment Portal prior to the start of OE. If correction is required, the active employee should contact their Human Resources Benefit Coordinator for correction; retirees may make updates using the SHBP Enrollment Portal. It is imperative that any discrepancies are resolved prior to the start of OE to ensure employees may be contacted at the correct address for mailings. This process also ensures their insurance identification card is mailed to the correct address.

EMPLOYEE EMAIL ADDRESS AND MOBILE PHONE NUMBER VALIDATION

It is critical employees verify and update their email address stored in the SHBP Enrollment Portal to receive enrollment confirmations, transitional communications, and other important benefits information. Most notices, unless required by law to be sent through the postal service, will be emailed. Provided email addresses are also used to deliver the activation code during registration on the SHBP Enrollment Portal.

Employees are also encouraged to update their mobile phone number. The stored mobile phone number may be used to deliver activation codes from ADP via text message. It may also be used when an employee forgets their login information; ADP can send a text message with the temporary password and/or user identification. ADP does not charge for this service, but standard text and data charges may apply from the mobile phone carrier.

OE DEPENDENT DATA UPDATES

When the employee is completing their OE election process on the SHBP Enrollment Portal, an 'OE Event' will open. Once opened, the employee should update their dependent data as needed.

NOT RECEIVING EMAILS?

If you are having issues receiving emails from ADP or SHBP at your agency, the emails may not be getting through your internal agency servers. Please contact your Information Technology staff for the removal of any firewalls preventing the receipt of these emails; and 'whitelist' ADP and SHBP to eliminate this issue.

IMPORTANT DATES AND INFORMATION

2015 PLAN YEAR DOCUMENTS

SHBP is dedicated to assisting employees in making informed decisions regarding their OE elections. The following 2015 Plan Year documents, presentations, and educational videos may be accessed at <http://dch.georgia.gov/state-health-benefit-plan-shbp>:

- 2015 Benefit Fair Schedule
- Education Session Schedule for Active and Pre-65 Retiree Members
- Education Session Schedule for Retiree Members
- 2015 Active Educational Session Presentation
- 2015 Active Employee Decision Guide
- 2015 Retiree Decision Guide
- 2015 State Health Benefit Plan Video
- 2015 Kaiser Permanente Benefits Video
- 2015 Blue Cross Blue Shield Benefits Video
- 2015 UnitedHealthcare Benefits Video
- Summary of Benefits and Coverage - FY 2015
- SHBP FY 2015 Legal Notices
- FAQ: State Health Benefit Plan 2015 Plan Design and Premiums

2015 OE TRAIN THE TRAINER SESSIONS AND SHBP ENROLLMENT PORTAL - PHASE 2 TRAINING

The 2015 Open Enrollment Train the Trainer - Phase II Schedule, Webinar Schedule for the 2015 Plan Year OE Train the Trainer Sessions, and SHBP Enrollment Portal - Phase II Training, including an additional training session on Capitol Hill for automated file agencies, may be accessed at <http://dch.georgia.gov/state-health-benefit-plan-shbp>.

| 2015 OE Train the Trainer - Phase II Schedule | | |
|---|---|-------------------------|
| Date and Time | Location | Participants |
| October 21, 2014 1 to 3 p.m. | 200 Piedmont Avenue 5th Floor (Capitol Hill) Room 512 Atlanta, Ga 30334 | Automated File Agencies |

The webinar schedule for the 2015 Plan Year OE Train the Trainer Sessions and SHBP

Enrollment Portal - Phase II Training are listed below. The Live Meeting Access Information will be emailed to the specific participant group (Automated File Agencies or Indicative Data Management [IDM] Agencies) within two business days of each scheduled webinar.

| Webinars with Live Meeting Access | | |
|---|-------------------------|---|
| Date and Time | Participants | Audio Dial-In Information |
| October 23, 2014 2:30 to 4 p.m. | Automated File Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |
| October 24, 2014 1:30 to 3 p.m. | Automated File Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |
| October 27, 2014 11 a.m. to 12:30 p.m. | IDM Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |
| October 29, 2014 3 to 4:30 p.m. | IDM Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |
| October 30, 2014 10 a.m. to 11:30 a.m. | Automated File Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |
| October 31, 2014 10 to 11:30 a.m. | IDM Agencies | Dial-in Number: 800-377-0237 Passcode: 573593# |