



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.

CERTIFICATES OF CREDIBLE COVERAGE

Per final regulations issued in 2014, HIPAA (Health Insurance Portability and Accountability Act) Certificates of Creditable Coverage are no longer required to be issued after December 31, 2014. See website provided for info: <http://www.gpo.gov/fdsys/pkg/FR-2014-02-24/pdf/2014-03809.pdf>. As background, HIPAA Certificates of Creditable Coverage were previously required to be provided automatically and free of charge by the plan or issuer when an individual loses coverage under the plan, becomes entitled to elect COBRA continuation coverage or exhausts COBRA continuation coverage. A certificate also had to be provided free of charge upon request while an individual had health coverage or anytime within 24 months after their coverage ended.

SHBP PREMIUM BILLING - PAYMENT DUE DATE

It has been previously communicated in error that the payment due date for Premium Billing was the 5th of each month. Please note that the payment due date for SHBP Premium Billing is the 5th *business day* of each month. The State Health Repository Tool (SHRT) Job Aid has been revised to reflect this revision and may be accessed on the SHBP website at <http://dch.georgia.gov/benefit-coordinators>.

STATE HEALTH REPOSITORY TOOL (SHRT) REVISED

Additional revisions and updates have recently been made to the State Health Repository Tool (SHRT) Job Aid regarding premium billing, premium billing Aid and new reports. The revised SHRT Job Aid may be accessed for use on the SHBP website at <http://dch.georgia.gov/benefit-coordinators>. SHRT may be accessed through the SHBP Enrollment Portal at <https://myshbpga.adp.com/shbp/>. Continue to check the SHBP website for job aid revisions and additional job aid postings throughout the year.

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.

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BCBSGa Mobile App

Using our mobile apps can help make it easier than ever to manage your health care. Find a doctor, hospital, urgent care center or pharmacy, and get directions from wherever you are. You can also carry a virtual version of your BCBSGa ID card wherever you go, so you're always prepared. To log in on your smartphone, you must be registered on our secure member site and have a username and password. If you're a member but haven't registered, go to bcbsga.com/shbp from your computer and select "Register Now". Click [here](#) to view our mobile app flier.

How Do I Download The BCBSGa Mobile App?

Go to the app store on your smart phone or mobile device.

1. Search for "Blue Cross and Blue Shield of Georgia".
2. Select the app. Start the free download.

Scan this QR code with either your Android® or iPhone® to download our app directly to your device.



United Healthcare (UHC)

UnitedHealthcare Advocate4MeSM: SHBP members can get answers to their health care questions with a call or email

Trying to understand health plan benefits can be confusing and time consuming, but not if you have an advocate on your side. UnitedHealthcare's Advocate4Me is a one-stop advocacy resource for a wide range of needs, including support and access to services across medical benefits, claims, health account balances, provider research, appointment scheduling, treatment cost estimation, disease management program enrollment and more.

Members can contact an advocate by:

- Calling the member phone number on their health plan ID card
- Or emailing Advocate4Me@uhc.com

Advocates are available 8 a.m. - 8 p.m. local time (Monday-Friday) or a member can call 24/7 to speak with a nurse. To help ensure privacy, members shouldn't include confidential information in their first email.

An advocate will respond to the question using a secure email system.

To read more, [click here](#).

KAISER PERMANENTE (KP)

Attention All SHBP members: Are you thriving?

The Kaiser Permanente Wellness Program will help guide you to better health plus you could score some big prizes! Join today.

1. Simply Log onto to my.kp.org/shbp
2. Complete a Total Health Assessment (THA) and at least one of the following activities:
 - Complete a biometric screening (body mass index, blood pressure, cholesterol).
 - Get the support you need to lose weight, quit tobacco, manage stress, move more and eat healthy with a KP wellness coach. Call 1-866-862-4295 to get started or to get help staying motivated.
 - Complete one online health education class. Learn more at kp.org/healthylifestyles
 - Get your annual flu shot.
 - Receive a preventative screening for breast, cervical or colorectal cancer.

To read more, [click here](#)

HEALTHWAYS - BE WELL SHBP

Help SHBP and Healthways to head off member confusion.

The Healthways member services team receives calls and emails every day from members who have questions about the Be Well SHBP well-being program. Through one-on-one conversations and referring them to the official program web page on the [www.BeWellSHBP.com website](http://www.BeWellSHBP.com), members get the answers they seek and continue to engage in the program. Sometimes a member will look elsewhere for the answer. For example, it's very common for a member to visit their employer's website first to locate health benefit information. Since these websites are managed by the employer, and not Healthways or SHBP, we would like your help to make sure the correct program information is posted.

Please forward the recommendations below to your employers and ask them to share it with their webmaster. Getting the right information into member's hands is a necessary first step to a positive member well-being program experience. A consistent message is essential.

To read more, [click here](#).

RESOURCES/CONTACT INFORMATION

VENDOR	MEMBER SERVICES	WEBSITE
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Medical - Blue Cross Blue Shield of Georgia Customer Service 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) K.P. Wellness Program Hours: Monday through Friday, 7 a.m. to 7 p.m. ET	855-512-5997	www.my.kp.org/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 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

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