SHBP
State Health Benefit Plan

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

SHBP ENROLLMENT PORTAL: ADP USER GUIDE

ADMIN EXPERIENCE (AGENCIES SENDING AUTOMATED FILES)

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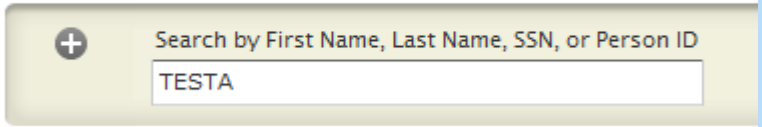
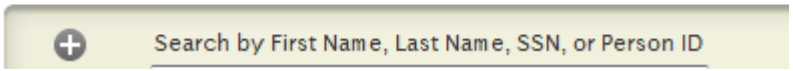
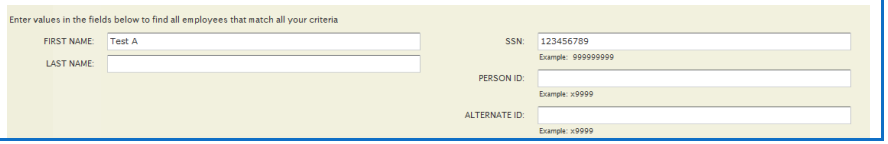
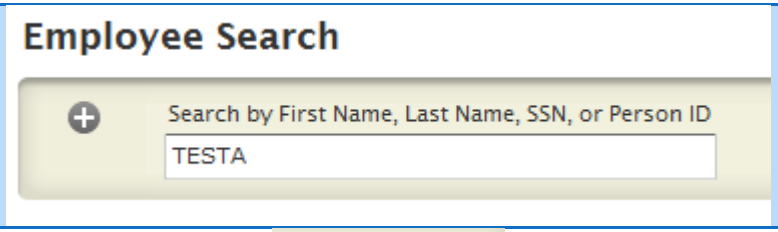
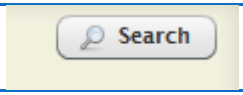
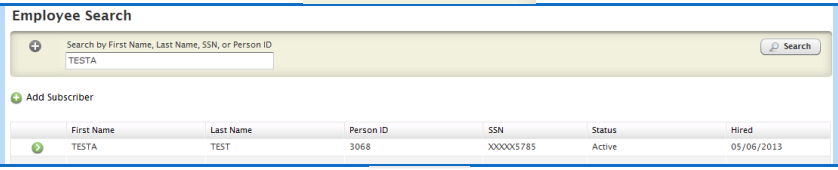
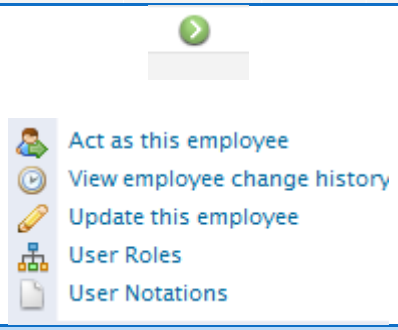
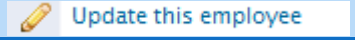
Note: Please ensure that you only have one instance of the SHBP Enrollment Portal site open at one time. Working on multiple instances will cause a system error.

MEMBER SEARCH

Member Search provides a brief overview on the function and types of searches that can be done in the system.
Note: Admins will only have access to the member population their security access has been set to.

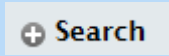
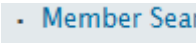
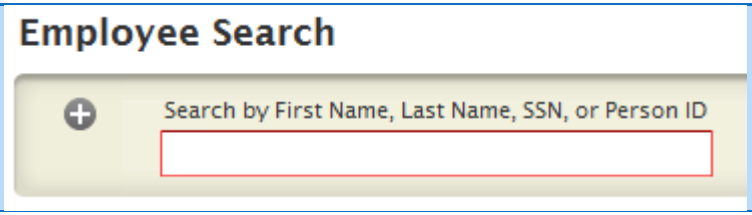
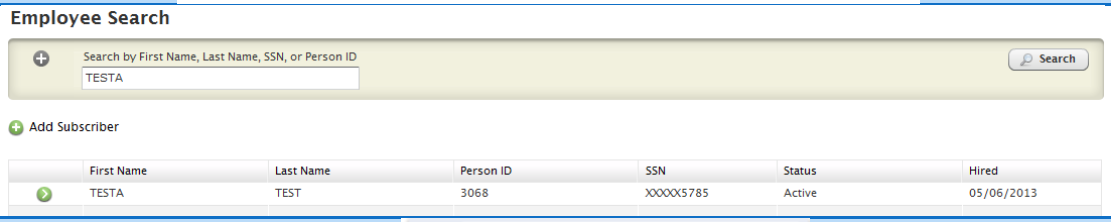
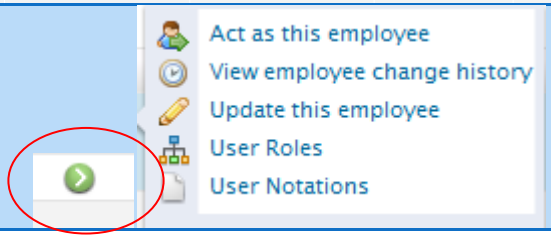
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **+** next to the **Search** button to expand.	Search
3	Choose **Member Search**.	• Member Search
4	There are two types of search available: • **Basic Search** accepts a full or partial last name (using % as a multi-character wild card, as needed) or a complete Social Security Number (SSN) **This User Guide uses the Basic Search type. **	Employee Search  Search by First Name, Last Name, SSN, or Person ID TESTA
5	The Second Search is the Advance Search. • **Advance Search** accepts full or partial first or last names as well as a complete SSN. In **Employee Search** click the **+** and then enter the details desired.	Member Search  Search by First Name, Last Name, SSN, or Person ID 

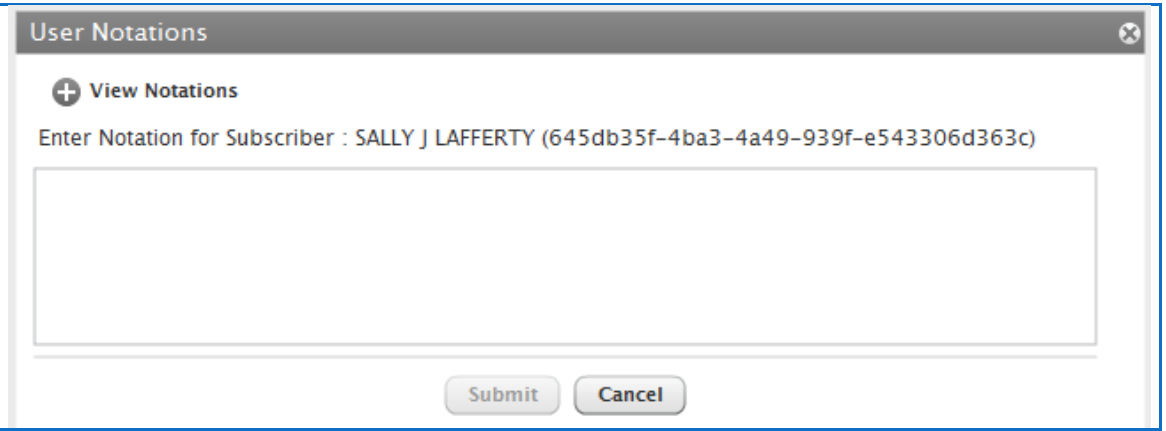
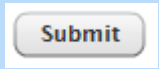
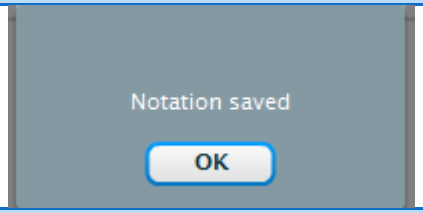
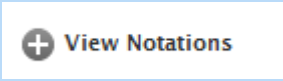
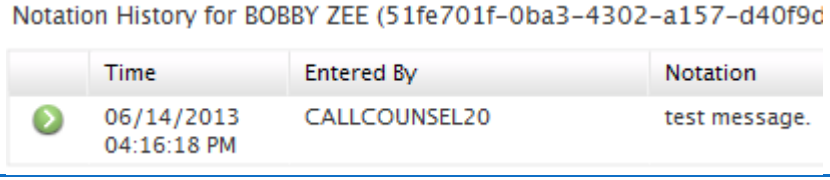
6	Enter member criteria to search. **This User Guide uses the Basic Search type. **	
7	Click **Search**.	
8	The search results will display. Please note: **Person ID** is an ADP assigned number only; no impact to SHBP.	
9	Click the green arrow in front of the desired member, and several options will display. Note: **User Roles** feature will not be seen by all Admins.	
10	**Act as this employee** returns you to the Welcome page with the notice that you are "Acting as <member name>". This enables you to: - Make elections on behalf of the member - Declare Life Events - Review **Current Enrollment** and **Employee Profile** screens	
11	**View employee change history** Navigates to the **Employee Profile** page, from which you can also view the **Summary** and **Timeline** pages for this member.	
12	**Update this employee**	

	Navigates to the **Data Sharing Tool** which allows updates to add or edit member indicative data.	
13	**User Notations** Allows an Admin to enter notes on a member's account.	User Notations

User Notations

The **User Notations** feature allows an Administrator to enter notes on a member's account.

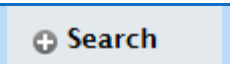
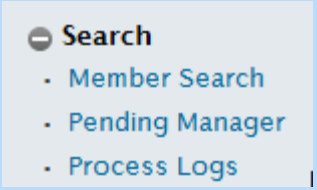
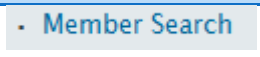
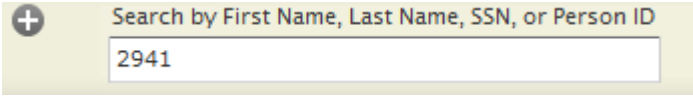
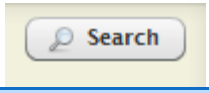
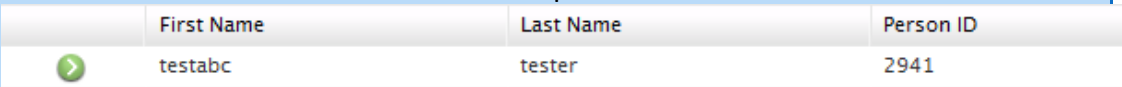
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	
3	Choose **Member Search** from the drop down box.	
4	Enter the appropriate member details.	
7	The search results will display.	
8	Click the green arrow, and several options will display. Note: The **User Roles** feature will not be seen by all Admins.	

9	Choose **User Notations**, and enter the notes* desired for the member. *4k Character limitation.	
10	Choose **Submit** to save comments to the system.	
11	Confirmation of saved notation will display.	
12	To view historical notes in the system, click **View Notations**, and expand the icon.	
13	Previous notes will display.	

VIEW EMPLOYEE CHANGE HISTORY > AUDIT FEATURE

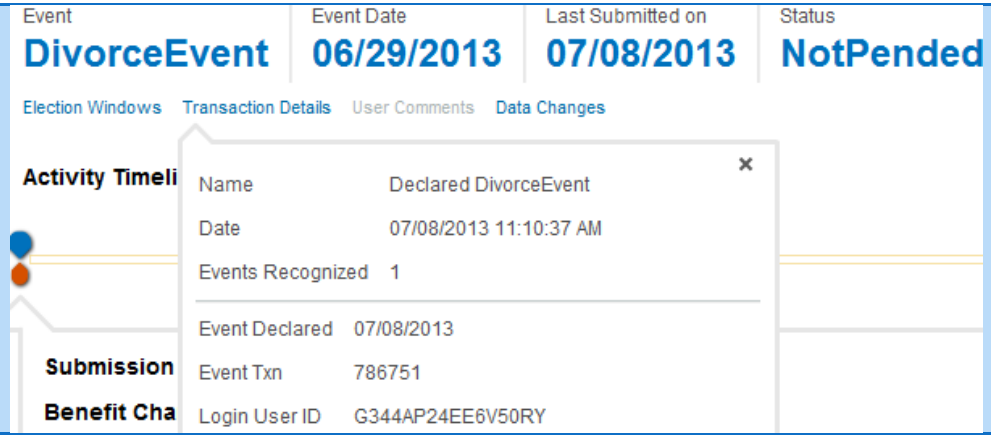
The **Audit Feature** navigates to the **Employee Profile** page, from which Administrators only also view the **Summary** and **Timeline** pages when acting as a member.

Critical: Only Admins can use **Audit** capabilities.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **+** next to the **Search** button to expand.	 
3	Choose **Member Search**, and enter the member criteria that you want to review. Click **Search**. Note: Basic Search feature is utilized in screen shot.	 Example:  
4	Search results will display.	Example: 

5	Click the green arrow in front of the desired member.	
6	There are two ways to View Employee Change History. Option 1 to click the clock icon.	View employee change history
7	OR choose Option 2 to **View employee change history/Audit.** On left hand side of the screen, choose **Audit Employee**.	Home Acting as: testabc tester [Stop] Audit Employee
8	Regardless of what option is chosen, the first page that displays is **Employee Profile**. This will house all of the employee demographic information. Note: The **Employee Profile** is also available to the member from the right-hand navigation bar.	Employee Profile Summary Timeline
9	Click the **Summary** tab.	Summary
10	The **Summary** tab lists recent activity on the left and current benefits and effective dates for the selected member and dependents on the right.	Recent Activity (within 120 days) DivorceEvent Event Date: 06/29/2013 Declared on: 07/08/2013 View Event Details Coverage as of Today Benefit / Description / Effect Health Benefits / UHC HMO Wellness - youChild / 01/01 Tobacco Surcharge / None / 01/01

11	Click **View Event Details**.	View Event Details
12	The **View Event Details** page opens a new page, and drills down to information about the benefit elections related to the event (i.e. what the member changed *from* and then changed *to*).	**Dependent Changes Made** Name: BRIAN W POLK; SSN: XXXXX4137; DOB: 06/06/1975; Relationship: Spouse; Sex: M; Disabled: N; Student: N; Medical: Y →N
13	This page shows all user activity (changes) related to the selected event, even if the user did not complete a benefit election. The colored icons represent the following: *Red icon* — Refers to the number of sessions recorded in the web application, whether or not the election was submitted. *Blue icon* — Refers to activity recorded and then election submitted. This page also includes **Data Changes,** which shows what benefits were changed by this event, with the change indicated in Before and After columns. *Calendar* – Will take the Admin to the Timeline feature in the Audit screen.	Sessions: 1 | Submissions: 1

14	**Transaction Details** shows what caused the change, such as an event or a file load.	
15	**Session Details:** Shows the amount of time a member is online for specific Qualifying Events. **Session Activity**: Confirmed means the member saved their elections. **Session Activity**: Canceled without saving means the member went online in an existing/open Qualifying Event and did not save the changes after entering the event. **HR Admin**: This will show who processed the enrollment. • If HR ADMIN is listed as Call Counselor; this means the ADP Call Center Team made the change. • If HR ADMIN is listed as a 'user name' this means the election was made by someone with HR ADMIN access.	**Session Details** Start Timestamp 07/08/2013 11:10:40 AM End Timestamp 07/08/2013 11:13:38 AM Session Duration 00:02:58 Session Activity Confirmed HR Admin agravesUAT@adp Session Activity Canceled without saving

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Data Changes shows what benefits were changed by this event, with the change indicated in Before and After Columns.

Click **Data Changes**.
This will enable an Admin to review quickly the before and after of the specific event saved.

Data Changes

Changes Show all | Event only

Source	Property	Before	After	Date
Subscriber	benefitEvent	true	false	06/29/2013
Subscriber	dependent	false	true	06/29/2013
Medical - MEDICAL-C4	defaultForEvent		false	06/29/2013
Medical - MEDICAL-C4	eligible	true	false	06/29/2013
Medical - MEDICAL-C4	offered	true	false	06/29/2013
Medical - MEDICAL-U4	defaultForEvent		false	06/29/2013
Medical - MEDICAL-U4	eligible	true	false	06/29/2013
Medical - MEDICAL-U4	offered	true	false	06/29/2013
Medical - MEDICAL-U3	defaultForEvent		false	06/29/2013
Medical - MEDICAL-U3	eligible	true	false	06/29/2013
Medical - MEDICAL-U3	offered	true	false	06/29/2013
Medical - MEDICAL-C1	defaultForEvent		false	06/29/2013
Medical - MEDICAL-C1	eligible	true	false	06/29/2013
Medical - MEDICAL-C1	offered	true	false	06/29/2013

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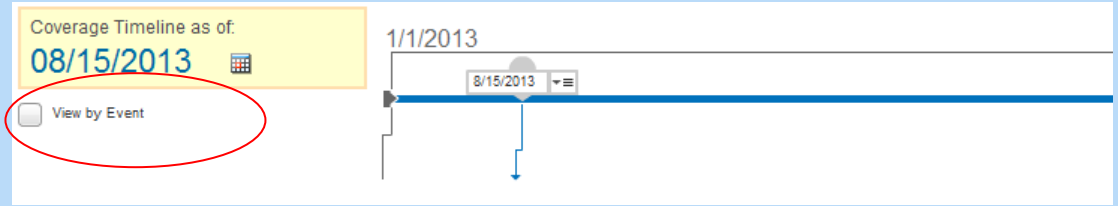
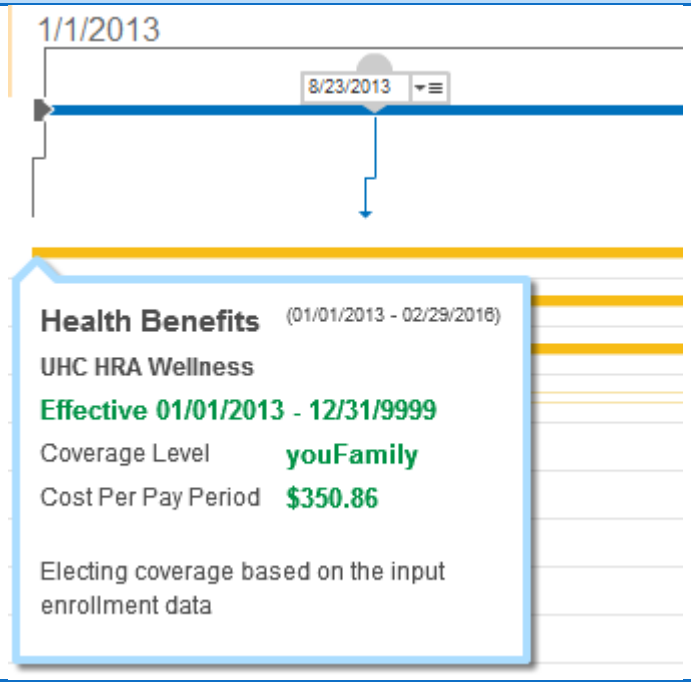
The **Timeline** tab shows coverages as yellow bars, with the overall time determined by how the blue timeline is set at the top. The yellow bars are divided into sections if coverages changed. Clicking a section of yellow line displays the coverage details for the period of time defined by the narrow white lines dividing the yellow bar. The coverages displayed depend on what was checked to the right of **Coverage Timeline as of <date>** in the **Summary** tab.

Employee Profile | Summary | Timeline

Coverage Timeline as of:
08/15/2013

View by Event

1/1/2013
8/15/2013

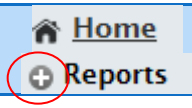
18	**Timeline: View by Event** When an employee has more than one event on their account select View by Event. Select **View by Event** to review events on an individual basis. After checking the box all applicable events for the member will populate.	
19	**Timeline > View By Event> Coverage Start and End Date** By hovering over an event a pop up box will appear with additional details included Coverage start and End date that has been recorded into the system.	

20	**Note:** Summary Tab > Default Data Event This event encompasses items that are not defined by specific qualifying events (i.e. Birth, Marriage) but are sent to ADP via the normal Input file or use of Data Sharing Too. Examples of items that do not fall into a Qualifying Event. i.e. Email Change, Name Change. Utilize the Data Changes screen to view what changed on the account.	DefaultDataChangeEvent Event Date: 01/01/2013 Declared on: 07/04/2013 View Event Details

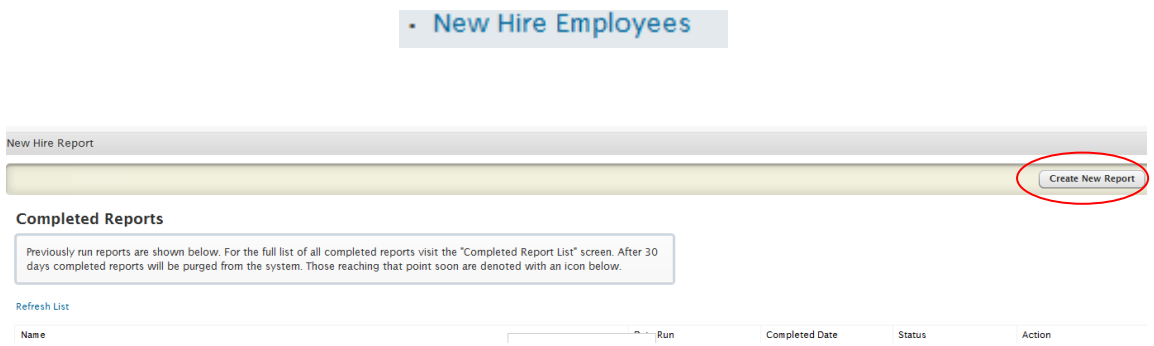
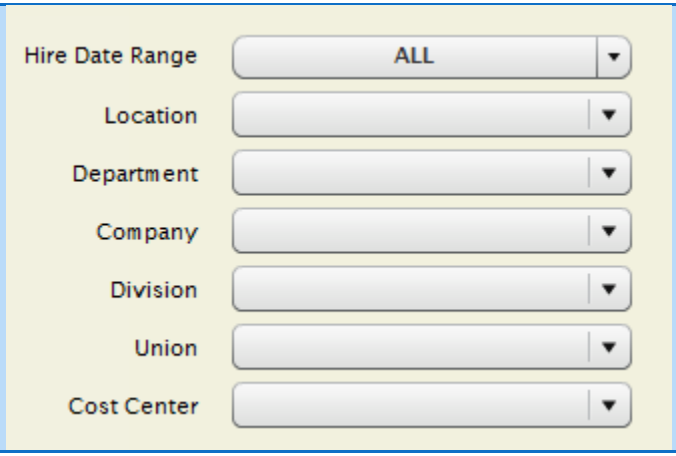
REPORTS

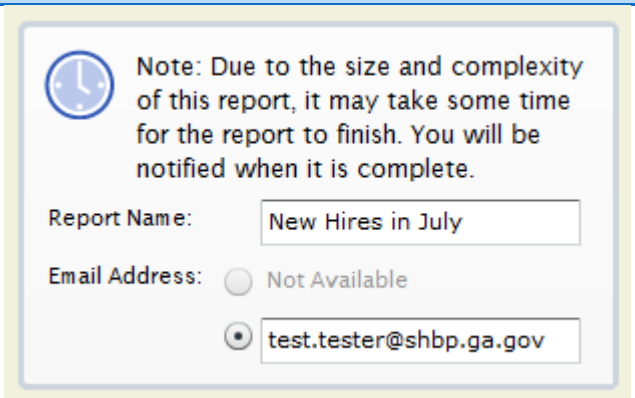
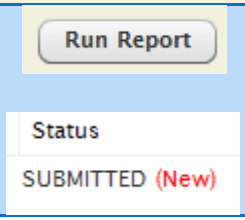
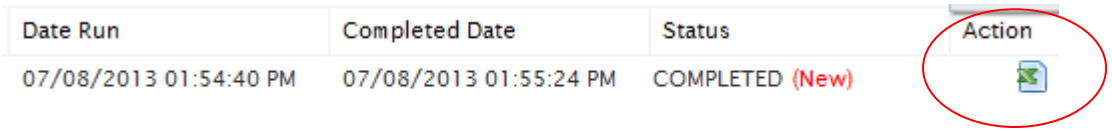
An Admin user with the appropriate security access will be able to run reports and view completed reports that they generated; the user cannot see reports generated by other users.

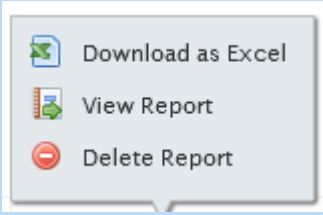
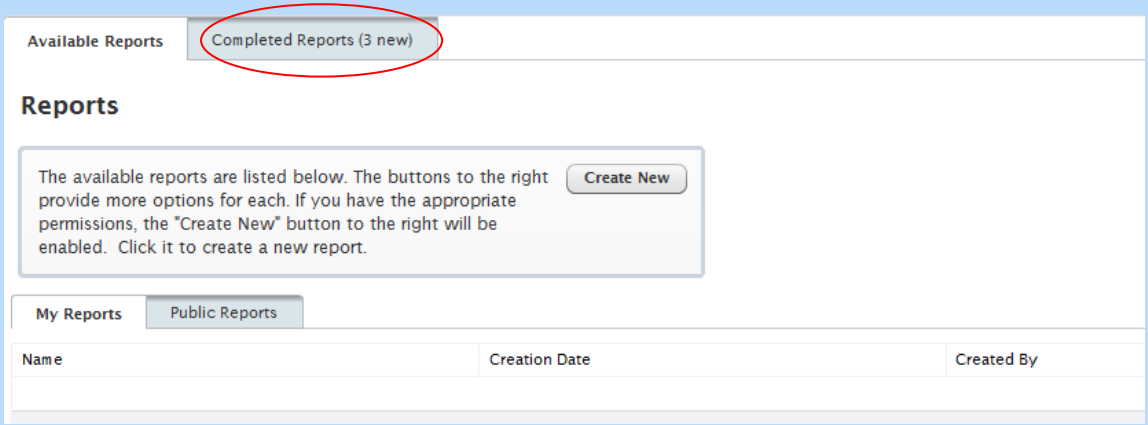
Note: This section will also define each report.

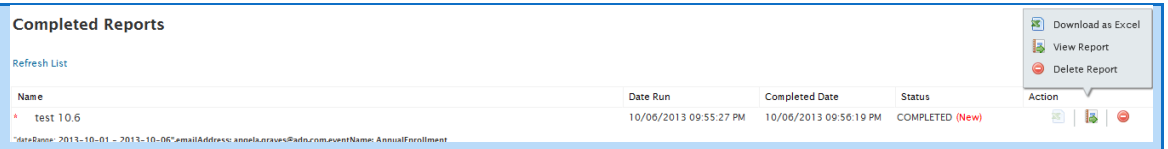
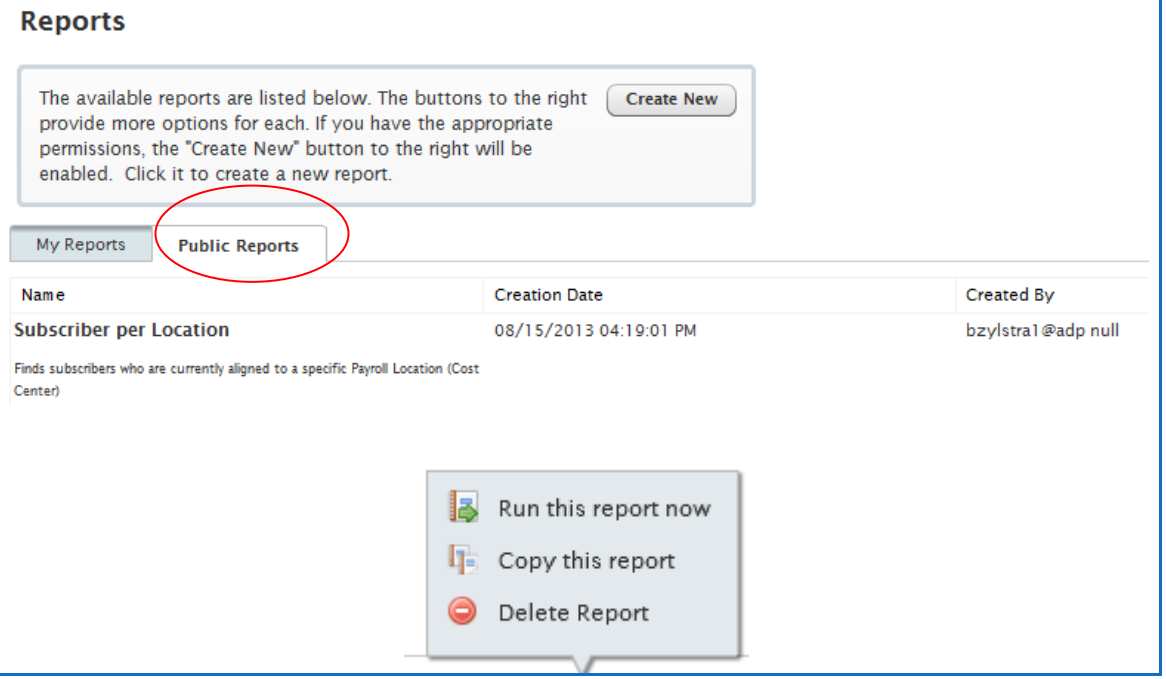
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	On the Home page, click **+** next to **Reports**.	
3	Report availability will display based on Security access.	

4	**Definition of each Report:** **New Hire Employees:** Lists current data about new hires and how many days remain for them to enroll. **Benefit Enrollment/Benefit Elections Summary**: Displays list of benefits, options, and coverage tiers, and start dates elected by a set of subscribers. Note: For this report the Payroll Location will lists NAMES only; not numbers at this time. **Dependent Age Out:** Displays data about dependents that are children or students and are about to reach maximum age limits. **Census:** Creates an off-line report containing a list of all employees, their dependents, and their benefits. **Plan Migration:** Names the options that have changed as a result of a global event such as annual enrollment, merger, or acquisition, counts the changes for each, and displays the subscribers for whom the options changed. **Benefit Summary**: Displays the list of benefits, options, and coverage tiers elected by sets of subscribers and the number of subscribers for each coverage level displayed.	

	Enrollment Statistics: Retrieves aggregate data about eligible subscribers, percentages enrolled, and other tracking data. **Report Management:** Pending security access, this feature will list completed reports and allow for public reports to be utilized.	
4	To request a new report that is listed in the system click on the name of the report and then choose "Create New Report". Screen shot is example.	
5	Use the drop down boxes for the information that you would like to search; each report will have specific criteria. Critical: HR ADMINS should select the Payroll Location in the Cost Center field to pull their specific Agency Reports. Note: The HR Admin running the report will only see Payroll Locations that they have security access to. However all Locations will	

	be listed; but reports generate based on the security of the Payroll Location/Cost Center.	
6	Enter in the name of the report you would like to generate and enter an email in the next box. An email will be sent once the report is completed.	
7	Click On "**Run Report**". Status of the report will show at the bottom of the screen.	
8	Reports can be accessed in two ways. **Viewing Reports- Option 1**: If you have not moved off the report screen, the report will be visible on the same Report screen. The system will send an email once the report is generated.	

9	**Viewing Reports- Option 1**: **How to access the Report:** The report can be exported into excel or it can be viewable on the web or if need be can be deleted.	
10	**Viewing Reports Option 2 Report Management**: Pending Security Access, Report Management can be utilized. If you have moved off the reporting screen you were using – Select Report Management and go to Completed reports. The newly requested report will list there.	
11	**Viewing Reports Option 2 Report Management**: Pending Security Access, Report Management can be utilized. **Completed Reports:** If this tab is selected it will display all completed reports requested. Search by Name and Date Run obtain desired reports.	

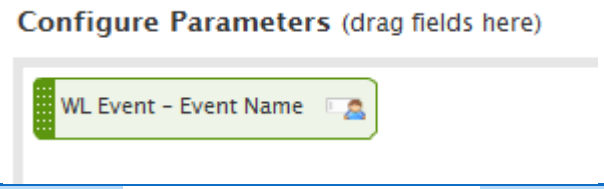
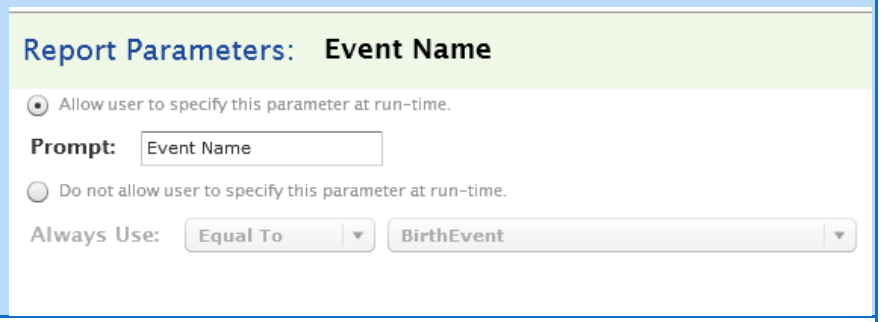
		
12	**Viewing Reports Option 2**: Pending Security Access, Report Management can be utilized. **Public Reports:** Public reports are reports that are previously established and can be requested by the Admin to be run automatically. If the Public Report tab is selected it will list all the reports that are published and can be leveraged as needed by agencies. If a specific report needs to be 'run', the ADMIN would select the report and select the appropriate icon to **Run this report now**. *Do not select Delete Report.*	

CREATE REPORT

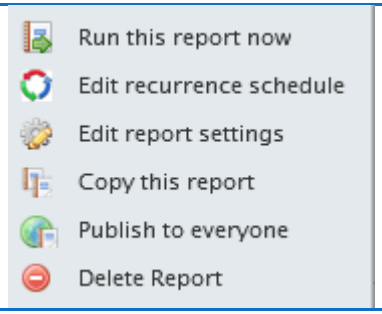
The "Create Report" function allows Admins to generate a custom report to meet SHBP needs.

Note: Admins will only have access to the population based on their security permissions.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **+** next to the **Reports** button to expand.	Reports
3	Choose **Create Report**.	Create Report
4	On the Basic Options tab, there will be folders that will allow Admins to determine the parameters.	Basic Options
5	The folders on the left hand side will expand and the detailed parameters to use will display.	Subscriber Attributes Employee Attributes Dependent Attributes Employee Benefit Attributes Work/Life Events Dependent Benefit Attributes Election Decisions Declared Events Dependent Decisions Dependent Election Decisions Spending Account Contributio Subscriber Attributes First Name Last Name Legal ID Birth Date Participation Group Account Enabled
6	Once the folders are expanded and the detailed parameters are viewable, click on the parameter and drag it in to the box labeled **Add Columns to Report.** Note: If the parameter used in the Add Columns to Report box is not	Add Columns to Report (drag fields here) Subscriber - First Name Subscriber - Last Name Subscriber - Legal ID Subscriber - Birth Date Subscriber - Participation Group

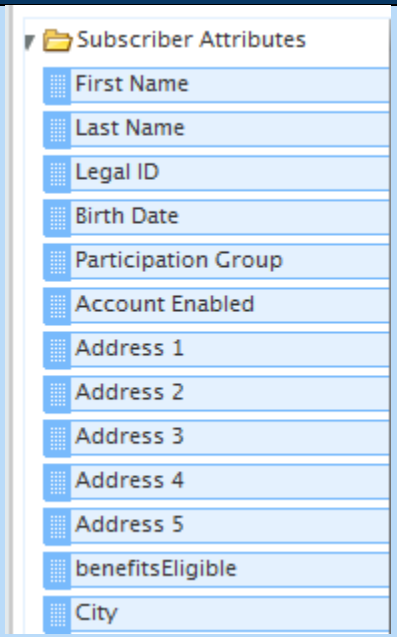
	needed click on it and drag it back to the left column.	
7	**Configure Parameters** will be used when specific requirements are needed. *This box is below the **Add Columns to Report.***	
8	To configure parameter double click on the green box. A separate box will open to define the parameters.	 
9	**Report Parameters:** **Prompt**: Will require that anytime the report is generated it will require this field to be populated. **Always Use:** Will define the specific parameter to be used and will always be used when running this report. • Equal To: Exact Match • Not Equal To: Does Not Match • Begins with: Search will have word match, but at the beginning • Contains: Has a word match, but not exact • Ends with: Word is at the end of the request • In List: List formation, numerical values	

	• Not In List: Not in a list formation	
10	**Configure Parameters** will show the parameters that are set; this is viewable in the green box.	WL Event – Event Name (Equal To | BirthEvent)
11	Report Name is a required field and must be filled out. Add report description as needed.	Report Name * Basic Birth Event Report Description Pull Basic Birth Events buy employee legal id
12	Once the parameters have been selected and the report is named, the report can be previewed, scheduled, save changes or canceled. a. Preview- Report is configured to prompt for run-time parameters. b. Scheduled Report- Saves the parameters and puts the report on a schedule to run. c. Save Changes- Saves the report into the Reports Management. d. Cancel- This will return to the Home page.	Cancel Preview Schedule Report Save Changes
13	To obtain the report that was just created: Go back to the **Reports** page and go to **Report Management** the report that was just created will be saved in this location.	Report Management
14	**My Reports** tab has custom reports viewable only by the Admin that created the report. **Public Reports** tab has custom reports viewable to all Admins.	My Reports Public Reports
15	Icons on the right side will allow the ADMIN to manage the reports	

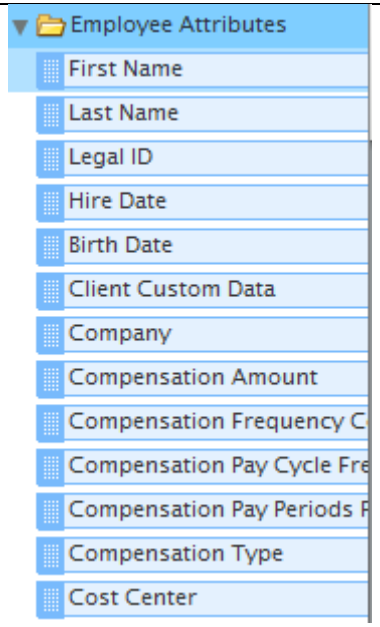
	quickly. Definitions of each icon are listed by the icon.		

CREATE REPORT > ATTRIBUTE FOLDERS

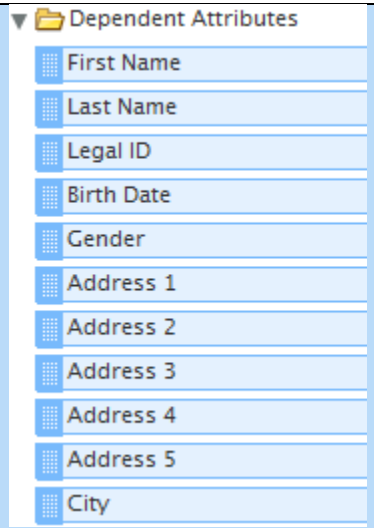
In order to **Create a Report** successfully, the Admin will need to determine where to locate the details (attributes) that will assist with obtaining results. Specific attributes are in different Attributes folders. This section outlines where to locate specific parameters.

Steps	Process Flow Instructions	Screenshot
1	**Subscriber Attributes:** • First Name • Last Name • Legal ID • Birth Date • Participation Group • Account Enabled • Address 1 • Address 2 • Address 3 • Address 4 • Address 5 • Benefits Eligible (*Use when looking for grandfathered groups.)* • City • COB Carrier • COB Coverage Holder • COB Group Number • COB Plan ID • COB Plan Sponsor • County • Deceased Date • E-mail Address • E-mail Preference • Fax # • Gender • HICN	 Note: The above is not a full screen shot.

	• Is Benefits Eligible? • Is Disabled? • Is Expatriate • Is Smoker • Is Veteran • Leave Reason • Marital Status • Medicare Eligible Reason • Medicare ESRD Date • Medicare Part A Effective Date • Medicare Part B Effective Date • Medicare Part D Effective Date • Medicare Signature • Middle Name • Mobile # • Opt Out of Paper Communications • Other Email Address • Other Coverage • Pager # • PDP Date • Person ID • Phone # • Primary Language • RDS Reason Code • SHBP Eligible *(Use when looking for any employee who is currently eligible.)* • Stat • Subscriber Type • System of Record • User Name • Wellness • Work State • Zip	

2	**<u>Employee Attributes:</u>** • First Name • Last Name • Legal ID • Hire Date • Birth Date • Company • Compensation Amount • Compensation Frequency Code • Compensation Pay Cycle Frequency Code • Compensation Pay Periods Per Year • Compensation Type • Cost Center • Currency Code • Deceased Date • Department • Division • Employee Group • Employee Group Type • Employee Status Type • Employment Level • Fair Labor Standards Act • Gender • Is Call Center Member • Is Executive • Is New Hire • Job Title • Last Date Paid • Last Date Worked (Leave) • Last Date Worked (Termination) • Leave Date • Leave Reason • Leave Type	 Note: The above is not a full screen shot.

	• Location • Marital Status • Middle Name • Minority Code • Original Hire Date • Person ID • Premium Type • Retirement Date • Return to Work Date • Salary Type • Scheduled Return to Work Date • Shift Type • Termination Date • Termination Reason • Type of Hire • Union • Voluntary • Weekly Hours • Years of Service	

3	**<u>Dependent Attributes:</u>** • First Name • Last Name • Legal ID • Birth Date • Gender • Address 1 • Address 2 • Address 3 • Address 4 • Address 5 • City • Deceased Date • Dependent ID • Dependent Type • E-Mail Address • Fax # • HICN • Is Disabled • Is Student • Is Veteran • Marital Status • Medicare Eligible Reason • Medicare ESRD Date • Medicare Part A Effective Date • Medicare Part B Effective Date • Medicare Part D Effective Date • Medicare Signature Date • Middle Name • Mobile # • Pager # • PDP Date • Peach Care • Phone #	 Note: The above is not a full screen shot.

	• QMSCO Benefits • QMSCO State Agency Address Line 1 • QMSCO State Agency Address Line 2 • QMSCO State Agency City • QMSCO State Agency Name • QMSCO State Agency Representative Name • QMSCO State Agency Representative Phone Number • QMSCO State Agency State • QMSCO State Agency Zip • RDS Reason Code • Spouse Wellness • State • Temp Disabled Expire • Temp Guardianship Exp • Verified • Zip	
4	**<u>Employee Benefit Attributes:</u>** • Benefit • Coverage Level • Effective Date • Election State • Carrier • COBRA Event Code • Declaration Date • Elected By • Election Period Status • Employee Annual Cost • Employee Monthly Cost • Employee Pay Period Cost • Employer Annual Cost • Employer Monthly Cost • Employer Pay Period Cost • Event Descriptions	Employee Benefit Attributes Benefit Coverage Level Effective Date Election State Carrier COBRA Event Code Declaration Date Elected By Election Period Status Employee Annual Cost Employee Monthly Cost Note: The above is not a full screen shot.

	• Event Name • Event State • Event Type • Evidence Required Type • First Election Date • Is COBRA Qualifying Event • Is Eligibility Override • Is Eligible • Is Employer Provided • Is Evidence Required • Is in Effect • Last Election Date • Occurred Date • Option • Override Reason	

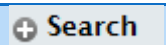
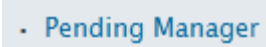
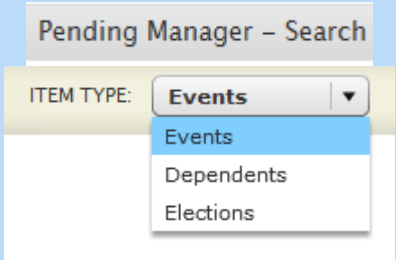
Pending Manager

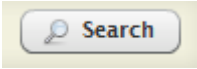
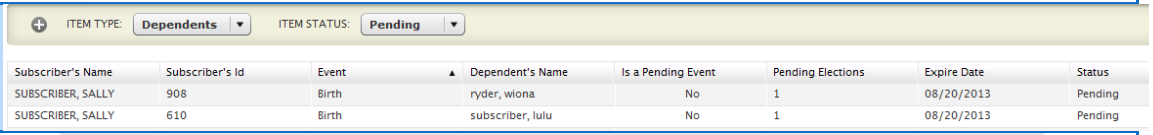
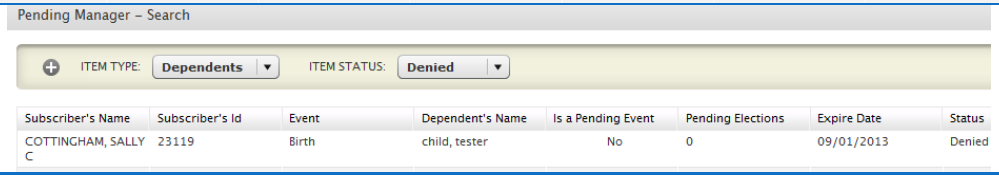
HR Admin users can use Pending Manager search to do the following:

- Search based on status: Pending, Approved, Denied, Cancelled (or all for the selected pending type)
- Search based on specific member
- View details of the actions in Pending status
- Approve, deny, extend, or make notes about the pending action

HR Admins are able to search for any pending activity based on selection parameters and then act on the pending activity.

Searching for Pending Activity via Status

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	
3	Select **Pending Manager** in the drop down box.	
4	An HR Admin user can use **Pending Manager** to search for pending activity based on the following: • **Item Type** of Event, Dependents, or Elections. • **Item Status** of All, Pending, Approved, Denied, Cancelled, Expired, or Ineligible. As with **Member Search**, **Pending Manager** provides both basic and advanced search capabilities including search by subscriber name, SSN, and Person ID, as well as by event name. **Note: Elections** (as an Item Type) does not apply to SHBP. **Events** and **Dependents** do.	

5	After choosing the **Item Status**, select **Search**.	
6	This is an example of **Pending Status**.	
7	This is an example of **Denied Status**.	

Pending Manager

Searching for Pending Activity via a specific member

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	Search
3	Select **Pending Manager** in the drop down box.	Pending Manager
4	At the **Pending Manger- Search** screen, choose the plus button.	Pending Manager – Search
5	This opens a screen for you to enter specific search criteria.	ITEM TYPE: Events ITEM STATUS: All Search Enter values in the fields below to find all employees that match all your criteria FIRST NAME: LAST NAME: EVENT NAME: SSN: Example: 999999999 PERSON ID: Example: x9999 ALTERNATE ID: Example: x9999
6	After entering the data elements, (i.e. member first and last name), click **Search**.	Search
7	Search result display on next screen. Screen shot only shares one member's result. Pending search criteria, multiple members will display on the same screen.	Subscriber's Name: COTTINGHAM, SALLY C Subscriber's Id: 23119 Event: Birth Dependent's Name: child, tester Is a Pending Event: No Pending Elections: 0 Expire Date: 09/01/2013 Status: Denied

CHANGES: ACTIVE AND RETIRED EMPLOYEES > FOR AGENCIES USING AUTOMATED FILES.

Allows **users with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, address, Social Security Number (SSN) changes) for an active or retired member.

Note:

- *Agencies who send automated files should continue to make changes via automated files that they do today.*
- *There may be Admins who can READ the Data Sharing Tool, but cannot WRITE or access to update member data.*
- *Retirees are able to update their address on their OWN after logging onto the ADP System.*

Critical for SSN Corrections:

If an employee has an incorrect SSN in the system and is sent again with the correct SSN, the person will then be in the SHBP Enrollment Portal Twice. Please contact the SHBP Staff with the employee details and the SHBP Staff will work with ADP to update remove the incorrect account in the system.

Steps	Process Flow Instructions	Screen Shot
1	Refer agency to follow the normal file process to update member indicative data.	

Dependent Indicative Data Change

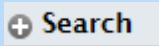
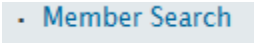
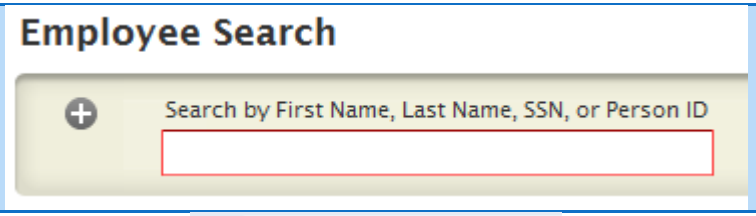
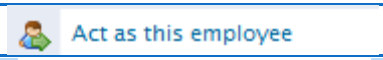
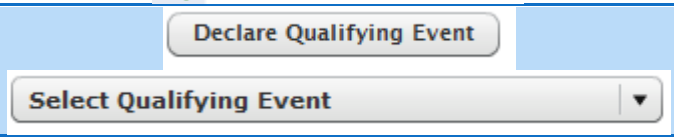
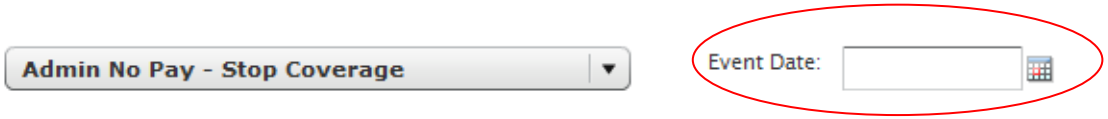
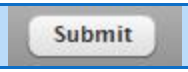
This allows **user with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, SSN changes) on a dependent.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	Search
3	Choose **Member Search** from the drop down box.	Member Search
4	Enter the appropriate member details.	Employee Search Search by First Name, Last Name, SSN, or Person ID
5	Choose **Act as this employee**.	Act as this employee
6	**Declare Qualifying Event** as an **SHBP IT ONLY /Admin Event** and enter in the appropriate **Event Date**. **Note:** If SHBP IT ONLY/ Admin Event is used to make corrections, the dependent will not pend.	Declare Qualifying Event Select Qualifying Event Admin Event Event Date:
7	On the **Welcome** page, click **Accept Terms and Conditions**.	Accept Terms and Conditions
8	On the **Review Your Information** page, click **Review Your Dependents**.	Review Your Dependents
9	Select the red circle next to the dependent that requires the indicative data update.	

	This will remove the dependent from the record.	
10	Click **Yes** to confirm the dependent should be removed.	Are you sure you want to remove childb test? Yes No
11	Next, add the dependent back into the system with the appropriate details by clicking **Add a Dependent**.	Add a Dependent
12	The **Add Dependent Information** screen displays with required fields noted. Verify data entry as complete.	Dependent Information First and Middle Name * This field is required. Last Name and Suffix *
13	Click **Submit** at the bottom of the screen.	Submit
14	Move through the following screens and confirm changes. **Note:** Do not make enrollment changes to medical unless needed.	Go to Make Your Elections Go to Tobacco Surcharge Question Go to Review and Confirm Changes
15	Complete the enrollment by clicking **Finish**.	Finish
	ADP email communication: No ADP email communication.	

ADMIN NO PAY –STOP COVERAGE

This allows a user with appropriate security level access to discontinue coverage elections due to non-payment for direct bill. A survey is included so that a user must declare a **Leave Reason** to identify the purpose/intent of why the event was declared.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	
3	Choose **Member Search** from the drop down box.	
4	Enter the appropriate member details.	
5	Choose **Act as this employee**.	
6	Click **Declare a Qualifying Life Event**, and **Select Qualifying Event**.	
7	Choose **Admin No Pay - Stop Coverage**, and enter the **Event Date**. Note: The **Event Date** should be the first day after coverage ends.	
8	Click **Submit**.	

9	Review the **Current Enrollment** screen, and move through the following screens reviewing details on each.	Go to Review Your Dependents Go to Review Medicare Info Go to Make Your Elections Go to Tobacco Surcharge Question Go to Health Benefits
10	Make necessary enrollment change for health benefits. (i.e., tier level change, drop coverage etc.)	
11	Click **Go to Leave Reason**.	Go to Leave Reason
12	Answer the survey questions following SHBP guidelines.	SHBP State Health Benefit Plan Acting as: SALLY SUBSCRIBER [Stop] Admin No Pay – Stop Coverage Step 1 Review Your Information · Step 2 Make Your Elections · Step 3 Review and Confirm Changes Step 2 of 3: Make Your Elections Event Date: 05/30/2013 Leave Reason Survey Instructions... Please provide the Leave Reason information for this member. For example it may be: • Maternity • LTD • Military • Workers Comp * Leave Reason
13	After the **Leave Reason** is entered, click **Go to Review and Confirm Changes**.	Go to Review and Confirm Changes

14	Complete the enrollment by clicking **Finish**.	Finish
	ADP email communication: No email communication sent. **File Timing:** Daily changes sent to SHBP.	

AUTOMATED FILES > LEAVE OF ABSENCE

Leave of Absence is not managed in the Data Sharing Tool or SHBP Enrollment Portal. The SHBP Enrollment Portal will never reflect a member on a Leave of Absence status.

STANDARD EMAIL COMMUNICATIONS > CONFIRMATION

Distributed to:	Any member who has a change to their health plan or rates related to a work, qualifying life or system event and has an email address on file.
Frequency:	Email sent immediately after a member saves an election on the SHBP Enrollment Portal.
Email Text:	**To:** <Employee - Email Address> **From:** SHBP Member Services **Subject:** Review your State Health Benefit Plan (SHBP) Confirmation Statement This message confirms a recent change to your SHBP health benefits. You may review your benefits confirmation statement online at the SHBP Enrollment Portal at mySHBPga.adp.com. Your benefit elections will remain in effect through December 31, <current benefit plan year>unless you experience a Qualifying Event. We recommend that you download or print a copy of your elections to retain for your records. **Important Reminder:** SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage. **Questions or need more information?** Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time. *This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health*

	Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.

STANDARD EMAIL COMMUNICATIONS > EVENT WINDOW OPEN

Distributed to:	New Hires
Frequency	Sent on a daily basis after a new hire is sent and loaded into the ADP system.
Email Text	**To:** Employee - Email Address **From:** SHBP Member Services **Subject:** Enroll in your State Health Benefit Plan (SHBP) coverage Welcome! Now is the time to enroll in your SHBP coverage. Your health benefits become effective the first of the month following one full calendar month of employment. If your hire date is concurrent with the first of the month, your coverage is effective on the first of the following month. You must enroll by <enrollment window end date>. To enroll in your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password. Once logged in, follow the prompts to elect your health benefits and add dependents. Be sure to click **FINISH** when you are done to confirm your election. Your elections will not be saved until you click **FINISH**. You will receive an email confirmation that your benefits have been submitted. **Important Reminders:** Once you confirm your election, you will not be able to discontinue, change or enroll in health benefits until the next Open Enrollment period, unless you experience a Qualifying Event such as marriage, divorce, birth, adoption or change in work status. SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of Hire Date. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.

	Questions or need help? If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time. *This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.*

STANDARD EMAIL COMMUNICATIONS > AGE 65; MEDICARE PART B ENROLL

Distributed to:	Actives and retirees turning age 65 or with covered dependent reaching 65
Frequency:	90 days prior to DOB
Email Text:	**To:** Employee - Email Address **From:** SHBP Member Services **Subject:** Review your State Health Benefit Plan (SHBP) coverage As you may know, your health plan option and premium changes when you or a covered dependent [reach age 65][attain Medicare Part B coverage]. Now is the time to review your new coverage and to make changes, if applicable. If you wish to make any changes, you must do so by <enrollment window end date>. To review or make changes to your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password. Once logged in, follow the prompts to elect your health benefits. Be sure to click FINISH when you are done to confirm your election. Your elections will not be saved until you click **FINISH**. You will receive an email confirmation that your benefits have been submitted. **Important Reminders:** Once you confirm your election, you will not be able to change health benefits until the next Retiree Option Change Period, unless you experience a Qualifying Event. **Questions or need help?** If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time. *This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set*

	forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.

STANDARD EMAIL COMMUNICATIONS > DEPENDENT AGE OUT CONFIRM/REMINDER

Distributed to:	Any employee who has a dependent who will age out (turn 26) in 31 days.
Frequency:	Email is sent 31 days prior to event.
Email Text:	**To:** <Employee - Email Address> **From:** SHBP Member Services **Subject:** Changes to Your State Health Benefit Plan (SHBP) This message confirms an upcoming change to your SHBP health benefits. A dependent currently covered on your State Health Benefit Plan will reach age 26 and will no longer be covered at the end of the month in which the child reaches age 26. If this is the only child under your plan the coverage tier will be change and your premium reduced. If your dependent was disabled prior to their 26 birthday, he/she may be eligible for continuation of coverage under the disabled dependent provision of the Plan. A disabled dependent questionnaire can be downloaded at http://dch.georgia.gov/eligibility-forms within 90 days of the child's loss of coverage under the Plan to request continuation. Your dependent will not have coverage until documentation is received and approved. If coverage is approved it will be updated back to the expiration date. If your tier was changed, additional premiums will be due and must be submitted before coverage is updated. Your dependent child who does not qualify under the disabled dependent provision may enroll in Temporary Extended Coverage by paying the full cost of coverage under COBRA. You must contact SHBP at 800-610-1863-COBRA Option within 60 days of your dependent's coverage termination to request an application **Important Reminder:** For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. **Questions or need more information?** Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.

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OPEN ENROLLMENT EMAIL COMMUNICATIONS > OPEN ENROLLMENT CONFIRM

Distributed to:	Any employee who makes an election during Open Enrollment (OE).
Frequency:	Email sent immediately after a member saves an OE election on the SHBP Enrollment Portal site.
Email Text:	To: <Employee - Email Address> From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) Open Enrollment Confirmation Statement This message confirms that your 20XX Open Enrollment health benefits election has been submitted. You may review your benefits confirmation statement online at the SHBP Enrollment Portal at https://mySHBPga.adp.com. Your elections will become effective January 1, <current benefit plan year>, and will remain in effect through December 31, <current benefit plan year>, unless you experience a Qualifying Event. We recommend you download or print a copy of your elections to retain for your records. Important Reminder: SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage. Questions or need more information? Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.

Email Text	*This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which is posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.*