



SHBP ENROLLMENT PORTAL

ADMIN EXPERIENCE (AGENCIES USING THE DATA SHARING TOOL) JOB AID

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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.

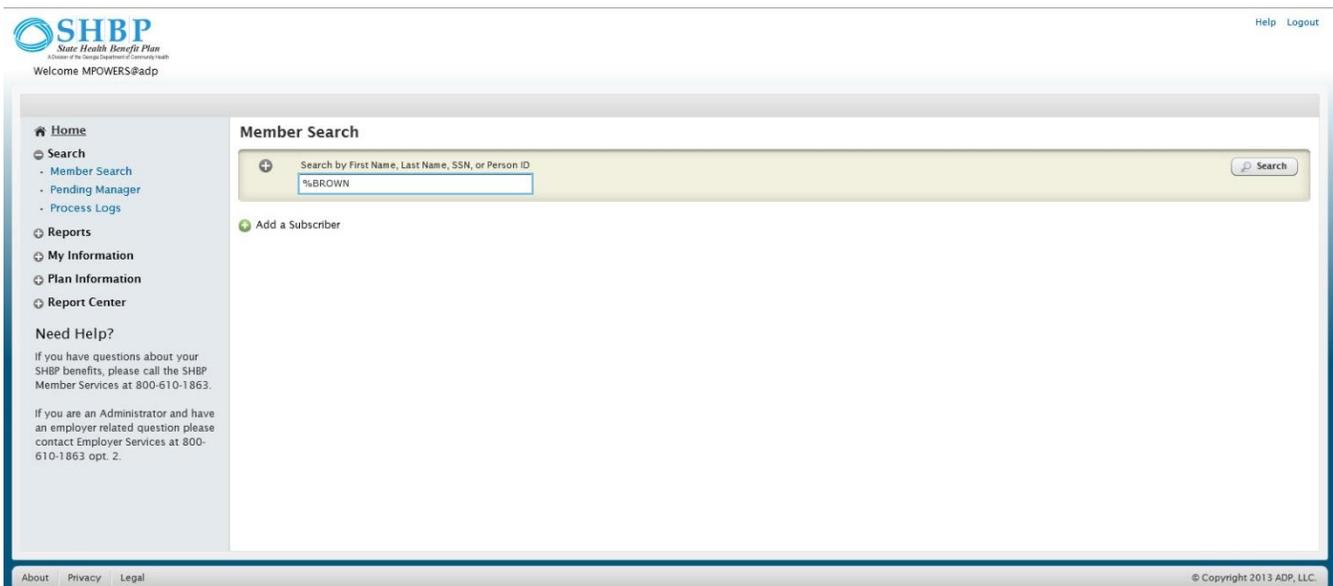
Note: Admins will only have access to the member population their security access has been set to.

1. Log on to the SHBP Enrollment Portal at <https://mySHBPga.adp.com>



2. Click + next to the Search button to expand. Choose Member Search. 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. **
 - Advance Search accepts full or partial first or last names as well as a complete SSN.

Enter member criteria to search. Click Search.



- The search results will display. Please note: Person ID is an ADP assigned number only; no impact to SHBP. 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.

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, and Review Current Enrollment and Employee Profile screens.

View employee change history navigates to the Employee Profile page, from which you can also view the Summary and Timeline pages for this member.

Update this employee navigates to the Data Sharing Tool which allows updates to add or edit member indicative data.

User Notations allows an Admin to enter notes on a member's record.

The screenshot shows the SHBP Member Search interface. The search bar contains 'SMITH'. A context menu is open over the first result, showing options: 'Act as this employee', 'View employee change history', 'Update this employee', 'User Roles', and 'User Notations'. The table below lists the search results.

	Last Name	Person ID	SSN	Status	Par Group	Hired/Promoted
Act as this employee	SMITH	4588ae61-cdde-406f-bdb7-c3c3d91a0938	XXXXX5689	Retired	Retiree	12/31/2012
View employee change history	SMITH	792a39f9-3ba4-4ae-aa5f-c9b44ee9bb9	XXXXX6573	Retired	Retiree	12/31/2012
Update this employee	SUSAN S.	13cfa865-43df-4c2a-9b5f-a796d77f98a9	XXXXX8117	Active	Active	12/31/2012
User Roles	ELEANER N	f9e5641d-5754-4e2a-a0c4-3d92d07190f2	XXXXX1678	Active	Active	12/01/2013
User Notations	WILLIE C	f76c0103-12b4-4726-abcd-f4b499d595e4	XXXXX1557	Retired	Retiree	12/31/2012
	FAYE D	d4e45682-5a05-4d7a-994e-7e4ae9a0e047	XXXXX6257	Retired	Retiree	12/31/2012
	TRAVIS S	08eca2ea-9d49-40c5-90a6-89deea5e8852	XXXXX2038	Active	Active	12/01/2013
	EVELINA H	85c07825-ad68-451f-92ed-d7c76f8d9ecbe	XXXXX7571	Retired	Retiree	12/31/2012
	JOANN	fa8f4e98-d0e6-400d-a246-fa5a99c54042	XXXXX8105	Retired	Retiree	12/31/2012
	MARVA DEMETRIA	e4928044-c28f-47e7-a818-ad04437fa6f8	XXXXX2218	Active	Active	12/31/2012
	KYANA	4d3936c6-fc18-47dd-47d7-506476e211c5	XXXXX9361	Active	Active	12/02/2013
	TEKSHIA MEYONA	7e1d80a6-e039-428a-ab7f-09e7f6146100	XXXXX0329	Active	Active	12/01/2013

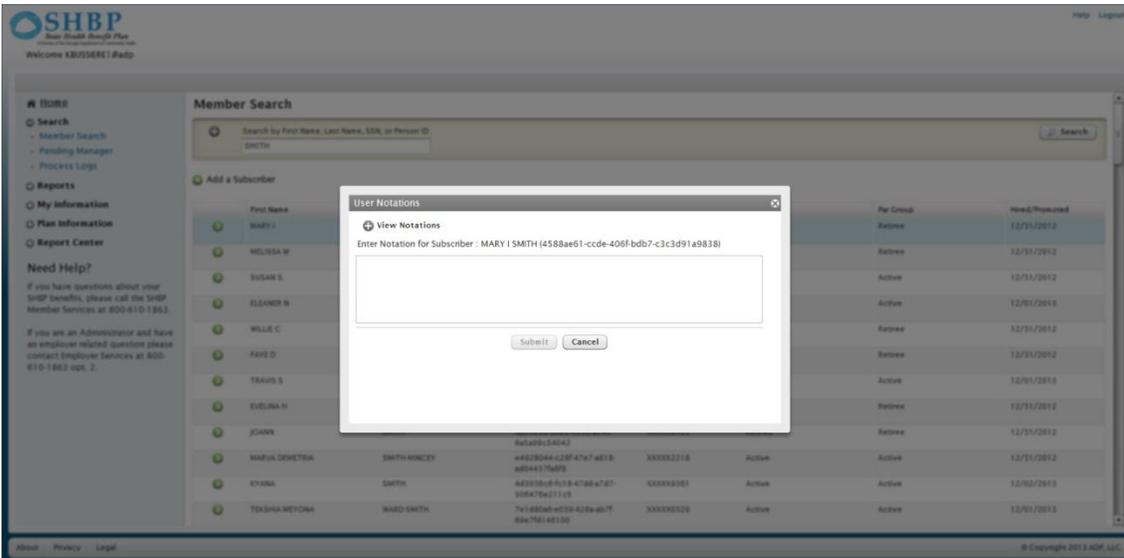
USER NOTATIONS

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

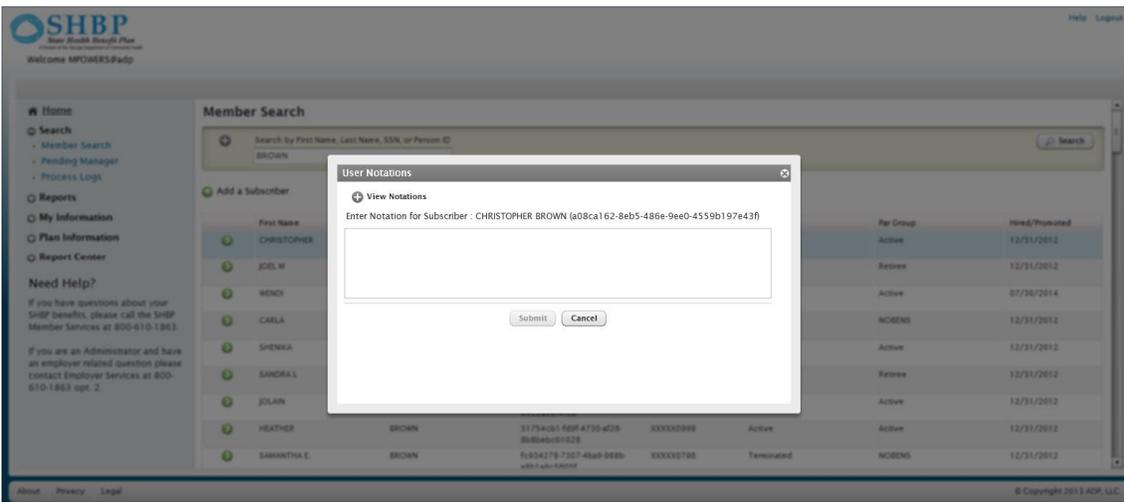
1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Use either one of two search types: basic or advanced. Enter member criteria. Click search. Search results will display. Click green arrow next User Notations. Note: The User Roles feature will not be seen by all Admins.

Choose User Notations, and enter the notes desired for the member. *4k Character Limitation.

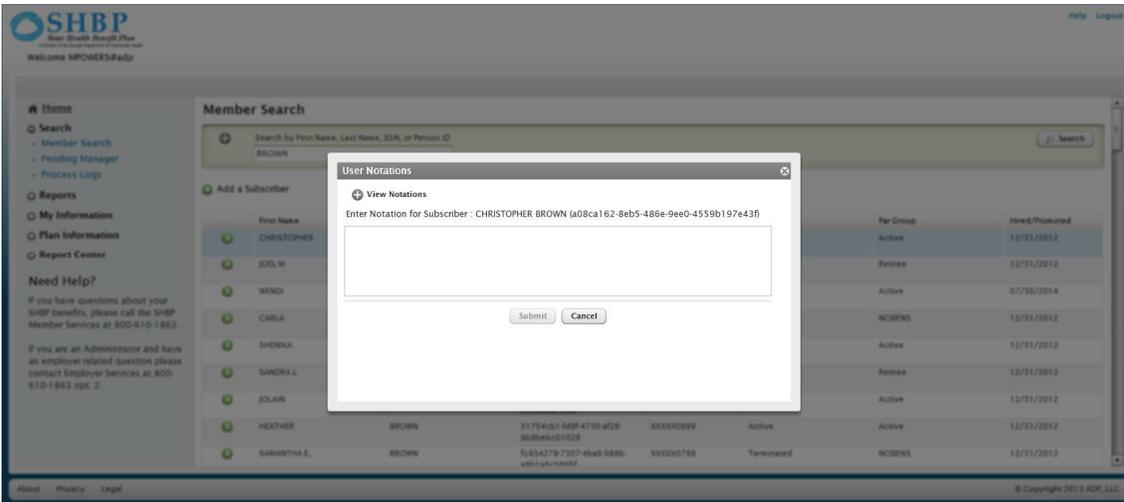
Click Submit to save comments to the system.



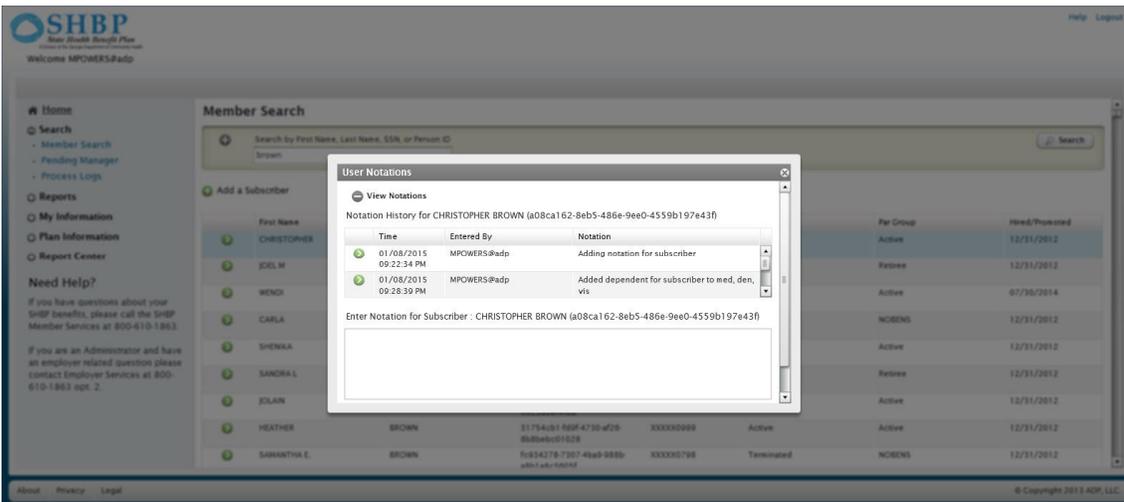
2. Confirmation of saved notation will display.



3. To view historical notes in the system, click View Notations, and expand the icon.



4. 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.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Use either one of two search types: basic or advanced. Enter member criteria. Click search. Search results will display. Click the green arrow.
2. There are two ways to View Employee Change History. Click the clock icon, or choose Option 2 to View employee change history/Audit. On left hand side of the screen, choose Audit Employee.

The screenshot shows the SHBP Member Search interface. The search criteria is 'brown'. The results table is as follows:

	Last Name	Person ID	SSN	Status	Plan Group	Hired/Promoted
	BROWN	a08ca162-8eb5-486e-9ee0-4559b197e43f	XXXXXX3876	Active		12/31/2012
	BROWN	ab1f2a01-3c46-4f60-977a-05393e1356a4	XXXXXX3106	Retired	Retiree	12/31/2012
	BROWN	ad08821e-c8a5-4f01-9e28-395872ca8a05	XXXXXX4917	Active	Active	07/30/2014
	BROWN	70354ef6-72ac-4bec-9c59-2e9530b33923	XXXXXX1420	Terminated	NOBENS	12/31/2012
	BROWN	29082f34-d843-4e0b-a2e9-3f5633bc5a82	XXXXXX6923	Active	Active	12/31/2012
	BROWN	6418063f-424c-4b03-87a5-4ab309f9824b	XXXXXX1778	Retired	Retiree	12/31/2012
	BROWNELL	a0e5011c-05dc-4d7f-a1c6-05c3d0e4f0d6	XXXXXX1723	Active	Active	12/31/2012
	BROWN	31734cb1-fd9f-4730-af26-8ab8e6bc01928	XXXXXX0999	Active	Active	12/31/2012
	BROWN	fc03427b-7307-4ba9-9a8b-8rh1a8-c6a0cf	XXXXXX0798	Terminated	NOBENS	12/31/2012

3. 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. Click the Summary tab.

The screenshot shows the Employee Profile page for Christopher Brown. The page is divided into Personal Information and Company Information sections.

Personal Information

- Home Address: 107 CARRINGTON GREEN PARKWAY, MCDONOUGH, GA 30252, 4782799226
- Legal Id: XXXXXXXXX (Reveal)
- Date of Birth: XXXXXXXXXX (Reveal)
- Gender: Male
- Alternate ID: A229V9001
- AGID: G3HSE4BDAFKVCZJC
- Tobacco: No
- Wellness: (blank)
- Primary Language: ENGLISH
- Email Address: (blank)

Company Information

- Acquisition Date: (blank)
- Service Date: (blank)
- Employment Status: Active
- CoenVire Dt: 12/31/2012
- CoenOrig Hire Dt: 12/31/2012
- Weekly Hours: 40
- Payroll Location: 67512
- School Unit Code: 59
- Participation Group: Active
- Premium Type: 00

- The Summary tab lists recent activity on the left and current benefits and effective dates for the selected member and dependents on the right. Click View Event Details.

CHRISTOPHER BROWN (a00ca162-8eb5-486e-9ee0-4559b197e43f)

Employee Profile | **Summary** | Timeline

Recent Activity (within 120 days) | All Events | Work/Life Events | System Events | **Coverage as of Today** | Full Coverage Timeline >

AnnualEnrollment
Event Date: 01/01/2015
Declared on: 10/23/2014

View Event Details

Older Activity | All Events | Work/Life Events | System Events

Benefit	Description	Effective Date
Health Benefits	BCBS HMO - you	01/01/2015
Tobacco Surcharge	None	01/01/2013

Name	Relationship	Medical	Dental	Vision
KAYLA M BROWN	Spouse	X	X	X

- The View Event Details page opens a new page, and drills down to information about the benefit elections related to the event. (e.g., what the member changed *from* and then changed *to*). 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.

CHRISTOPHER BROWN (a00ca162-8eb5-486e-9ee0-4559b197e43f)

Employee Profile | Summary | Timeline | **AnnualEnrollment**

Event: **AnnualEnrollment** | Event Date: **01/01/2015** | Last Submitted on: **11/09/2014** | Status: **NotPended**

Election Windows | Transaction Details | User Comments | Data Changes

Activity Timeline | Sessions: 1 | Submissions: 1

Submission details for 11/09/2014 04:16:21 PM

Benefit Changes Made | Include 1 unchanged benefits

Benefit	Changed From	Changed To
Health Benefits	MEDICAL-B2 (you)	MEDICAL-B6 (you)

Session Details

Start Timestamp	11/09/2014 04:05:28 PM
End Timestamp	11/09/2014 04:16:21 PM
Session Duration	00:09:53
Session Activity	Confirmed

Dependent Changes Made | Include 1 unchanged dependents

Name	SSN	DOB	Relationship	Sex	Disabled	Student	Medical	Dental	Vision
------	-----	-----	--------------	-----	----------	---------	---------	--------	--------

6. Transaction Details shows what caused the change, such as an event or a file load.

Session Details Shows the amount of time a member is online.

Session Activity reflects Confirmed or Unconfirmed.

- Confirmed means the member saved their elections.
- Canceled without saving means the member or someone acting on the member's behalf 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 SHBP Member Services made the change.
- If HR ADMIN is listed as a 'user name' this means the election was made by someone with HR ADMIN access.

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

CHRISTOPHER BROWN (a98ca162-9eb5-486e-9ee0-4559b197e43f)

Employee Profile | Summary | Timeline | **Annual Enrollment**

Event: **Annual Enrollment** | Event Date: **01/01/2015** | Last Submitted on: **11/09/2014** | Status: **Not Pended**

Activity Timeline: 11/14/2014

Benefit	Changed From	Changed To
Health Benefits	MEDICAL-B2 (you)	MEDICAL-B6 (you)

Session Details: Start Timestamp: 11/09/2014 04:06:28 PM, End Timestamp: 11/09/2014 04:16:21 PM, Session Duration: 00:09:53, Session Activity: Confirmed

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

CHRISTOPHER BROWN (a98ca162-9eb5-486e-9ee0-4559b197e43f)

Employee Profile | Summary | Timeline | **Annual Enrollment**

Event: **Annual Enrollment** | Event Date: **01/01/2015** | Last Submitted on: **11/09/2014** | Status: **Not Pended**

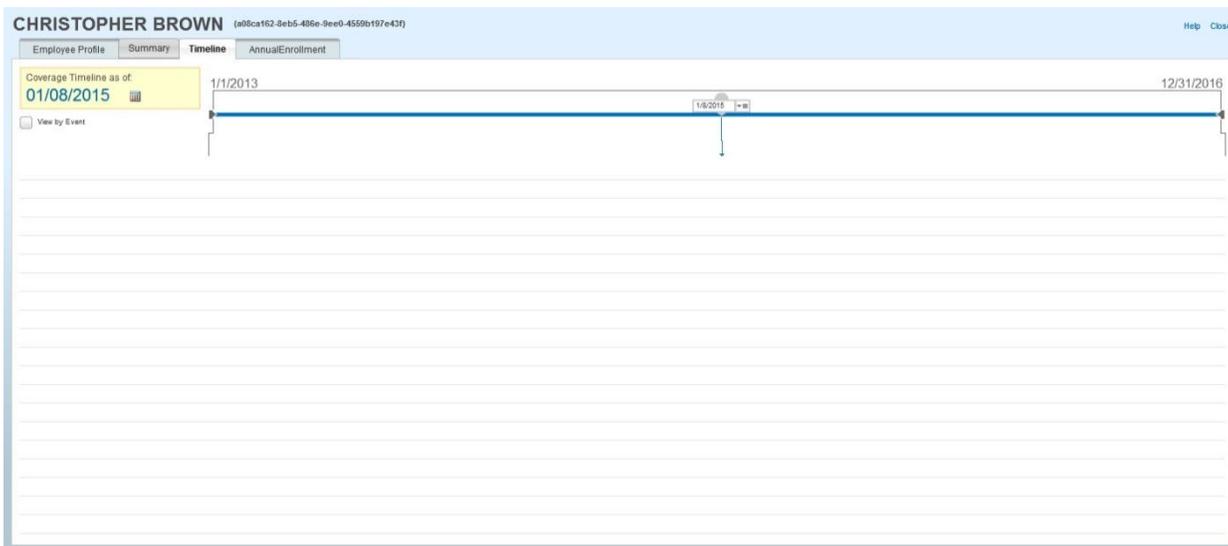
Activity Timeline: 10/27/2014

Source	Property	Before	After	Date
Subscriber	attributeList		survey.lobacco-use.s	01/01/2015
Medical - MEDICAL-B6	comment		Elected by Subscriber	01/01/2015
Medical - MEDICAL-B6	coverageLevel		you	01/01/2015
Medical - MEDICAL-B6	coverageLevelStartDate	2015-01-01	01/01/2015	01/01/2015
Medical - MEDICAL-B6	effectiveEndDate	9999-12-31	01/01/2015	01/01/2015
Medical - MEDICAL-B6	effectiveStartDate	2015-01-01	01/01/2015	01/01/2015
Medical - MEDICAL-B6	electionState	InitialState	Elected	01/01/2015
Medical - MEDICAL-B6	employeeAnnualCost	0	1568.88	01/01/2015
Medical - MEDICAL-B6	employeeMonthlyCost	0.00	130.74	01/01/2015
Medical - MEDICAL-B6	employeePayPeriodCo	0.00	130.74	01/01/2015
Medical - MEDICAL-B6	employeePreTaxAnnu	0	1568.88	01/01/2015
Medical - MEDICAL-B6	employeePreTaxMonth	0.00	130.74	01/01/2015
Medical - MEDICAL-B6	employeePreTaxPayPr	0.00	130.74	01/01/2015
Medical - MEDICAL-B6	enrollmentEvent		SubscriberBenefitEve	01/01/2015

Benefit Changes Made: Health Benefits changed from MEDICAL-B2 (you) to MEDICAL-B6 (you)

Session Details: Start Timestamp: 11/09/2014 04:06:28 PM, End Timestamp: 11/09/2014 04:16:21 PM, Session Duration: 00:09:53, Session Activity: Confirmed

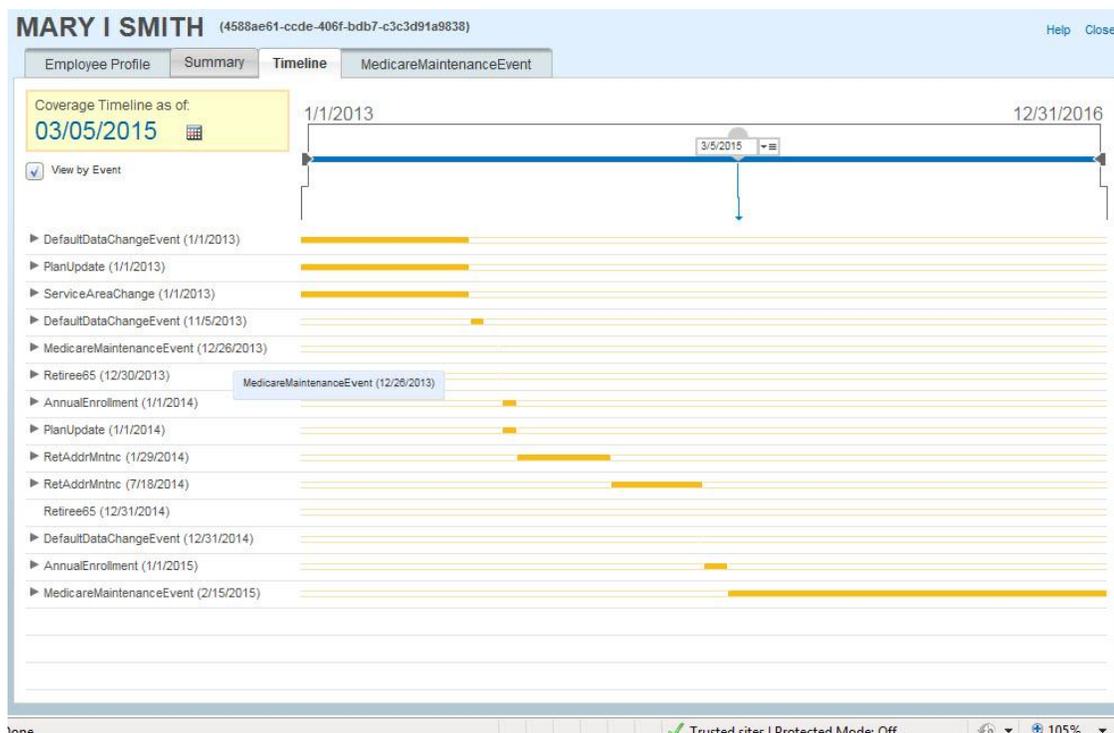
- The Timeline tab shows coverages as yellow bars, with the overall time determined by how the blue timeline is set at the top. The yellow bars are divided into sections if coverages changed. Clicking a section of yellow line displays the coverage details for the period of time defined by the narrow 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.



- Timeline: View by Event - When an employee has more than one event on their record 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.

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.



10. 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 Tool.

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 member's record.

Gwendylon P. Smith (6c5b4423-9c24-47ab-b007-f73bf2528fff) Help Close

Employee Profile **Summary** Timeline

Recent Activity (within 120 days)

[All Events](#) | [Work/Life Events](#) | [System Events](#)

DefaultDataChangeEvent

Event Date: 12/17/2014
Declared on: 01/24/2015

[View Event Details](#)

DependentAgeOutEvent

Event Date: 06/01/2018
Declared on: 01/24/2015

[View Event Details](#)

DependentAgeOutEvent

Event Date: 06/01/2018
Declared on: 11/14/2014

[View Event Details](#)

[Older Activity](#)

[All Events](#) | [Work/Life Events](#) | [System Events](#)

Coverage as of Today [Full Coverage Timeline >](#)

Benefit	Description	Effective Date	
Health Benefits	UHC HMO - youChild	01/01/2015	
Tobacco Surcharge	None	01/01/2013	

Name	Relationship	Medical	Dental	Vision	
JUANITA A SMITH	Child	✓	✗	✗	

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.

1. Log on to the SHBP Enrollment Portal. On the Home page, click + next to Reports. Report availability will display based on Security access.

SHBP
State Health Benefit Plan
A Division of the South Carolina Department of Commerce

Welcome MHamelUAT@adp

Help Logout

Home

Search

Reports

- New Hire Employees
- Benefit Enrollment
- Dependent Age Out
- Census
- Plan Migration
- Benefit Summary
- Enrollment Statistics
- Create Report
- Report Management

My Information

Plan Information

Report Center

Need Help?

If you have questions about your SHBP benefits, please call the SHBP Member Services at 800-610-1863.

If you are an Administrator and have an employer related question please contact Employer Services at 800-610-1863 opt. 2.

From this page you are able to:

- Search for and act as an employee to make benefit elections and declare events
- Look for recent Event activity and, if applicable, approve pending events
- Utilize the various reporting tools (Standard reports, Report Builder and Premium Billing)
- Access common forms, plan documents and FAQs

2. 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 list NAMES only; not numbers at this time.

Dependent Age Out: Displays data about dependents that are children are about to reach maximum age limits.

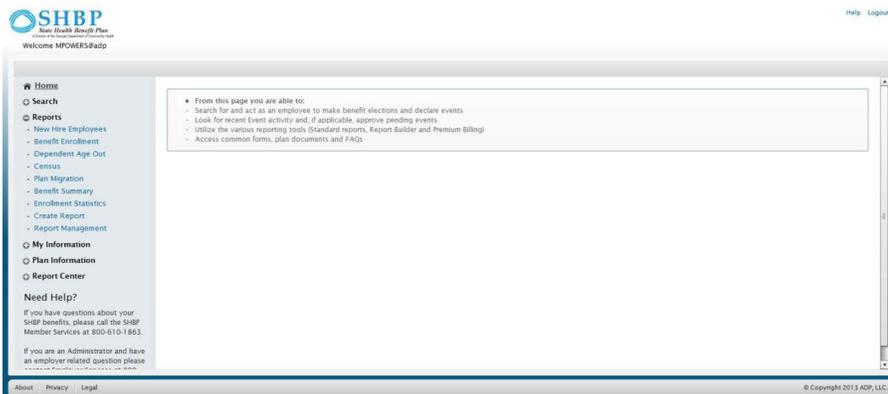
Census: Creates an off-line report containing a list of all employees, their dependents, and their benefits.

Plan Migration: Names the options that have changed as a result of a global event such as open enrollment, merger, or acquisition, counts the changes for each, and displays the subscribers for whom the options changed.

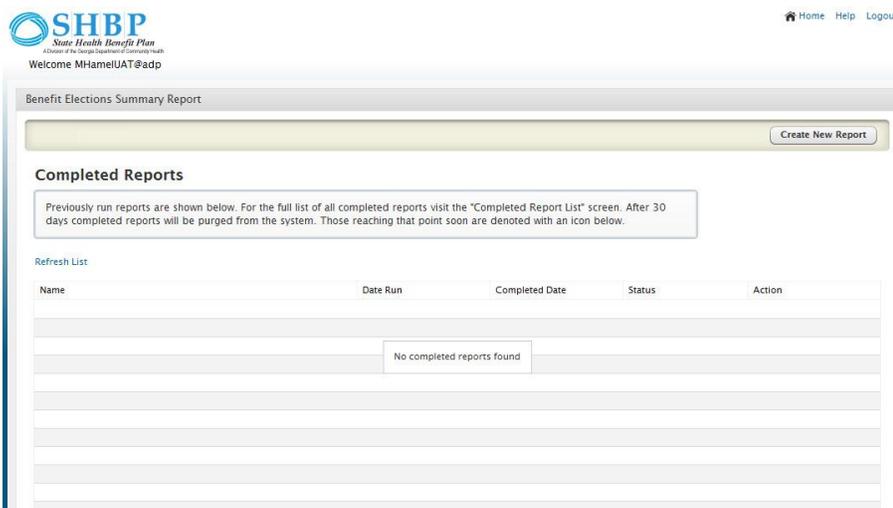
Benefit Summary: Displays the list of benefits, options, and coverage tiers elected by sets of subscribers and the number of subscribers for each coverage level displayed.

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.



3. To request a new report that is listed in the system, click on the name of the report and then choose Create New Report.



- 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 view. However all Locations will be listed; but reports generate based on the security of the Payroll Location/Cost Center.

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 complete. Click on Run Report. Status of the report will show at the bottom of the screen.

SHBP
State Health Benefit Plan
A Division of the Georgia Department of Community Health
Welcome MHamelUAT@adp

Home Help Logout

Benefit Elections Summary Report

For Date Ran... Mar 05, 2015 - Mar 05, 2015
Benefit ALL
Option ALL
Coverage Le... ALL

Location ALL
Department ALL
Division ALL

Create New Report

Note: Due to the size and complexity of this report, it may take some time for the report to finish. You will be notified when it is complete.

Report Name:
Email Address: Not Available

Save Report Schedule Report Run Report Cancel

Note: Reporting results dependent on availability of selected benefits / offerings during the specified reporting period.

Completed Reports

Previously run reports are shown below. For the full list of all completed reports visit the "Completed Report List" screen. After 30 days completed reports will be purged from the system. Those reaching that point soon are denoted with an icon below.

Refresh List

No completed reports found

Name	Date Run	Completed Date	Status	Action

5. 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.

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.

SHBP State Health Benefit Plan
A Division of the Oregon Department of Community Health
Welcome MHamelUAT@adp

Home Help Logout

Benefit Elections Summary Report

Run at 10:52:44 AM Create New Report

Date Range 03/05/2015 - 03/05/2015 | Benefit ALL | Option ALL | Coverage Level ALL | Location - Any - | Department - Any - | Company - Any - | Division - Any - | Union - Any - | Cost Center - Any - | [Change Parameters](#)

Completed Reports

Previously run reports are shown below. For the full list of all completed reports visit the "Completed Report List" screen. After 30 days completed reports will be purged from the system. Those reaching that point soon are denoted with an icon below.

Refresh List

Name	Date Run	Completed Date	Status	Action
* testreport	03/05/2015 10:52:45 AM		SUBMITTED (New)	<ul style="list-style-type: none"> Download as Excel View Report Delete Report

*dateRange: 2015-03-05 - 2015-03-05,emailAddress: marie.hamel@adp.com

6. 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.

SHBP State Health Benefit Plan
A Division of the Oregon Department of Community Health
Welcome MPOWERS@adp

Help Logout

Home

Search

Reports

- New Hire Employees
- Benefit Enrollment
- Dependent Age Out
- Census
- Plan Migration
- Benefit Summary
- Enrollment Statistics
- Create Report
- Report Management

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- Utilize the various reporting tools (Standard reports, Report Builder and Premium Billing)
- Access common forms, plan documents and FAQs

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7. Completed Reports:

If this tab is selected it will display all completed reports requested. Search by Name and Date Run to obtain desired reports.

The screenshot shows the 'Create New Report' interface in the SHBP portal. The left sidebar contains navigation links for Home, Search, Reports (with sub-links like New Hire Employees, Benefit Enrollment, etc.), My Information, Plan Information, and Report Center. Below the sidebar is a 'Need Help?' section with contact information. The main content area has tabs for 'Available Reports' and 'Completed Reports'. The 'Create New' form includes a 'Report Name' field, a 'Report Description' field, and two drag-and-drop areas: 'Add Columns to Report' and 'Configure Parameters'. A list of attributes is provided on the left, including Subscriber, Employee, and Dependent Attributes, as well as Waive Coverage options. Buttons for 'Cancel', 'Preview', 'Schedule Report', and 'Save Changes' are at the top right. A note at the bottom states: 'Reporting results dependent on availability of selected benefits / offerings during the specified reporting period.'

8. 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.

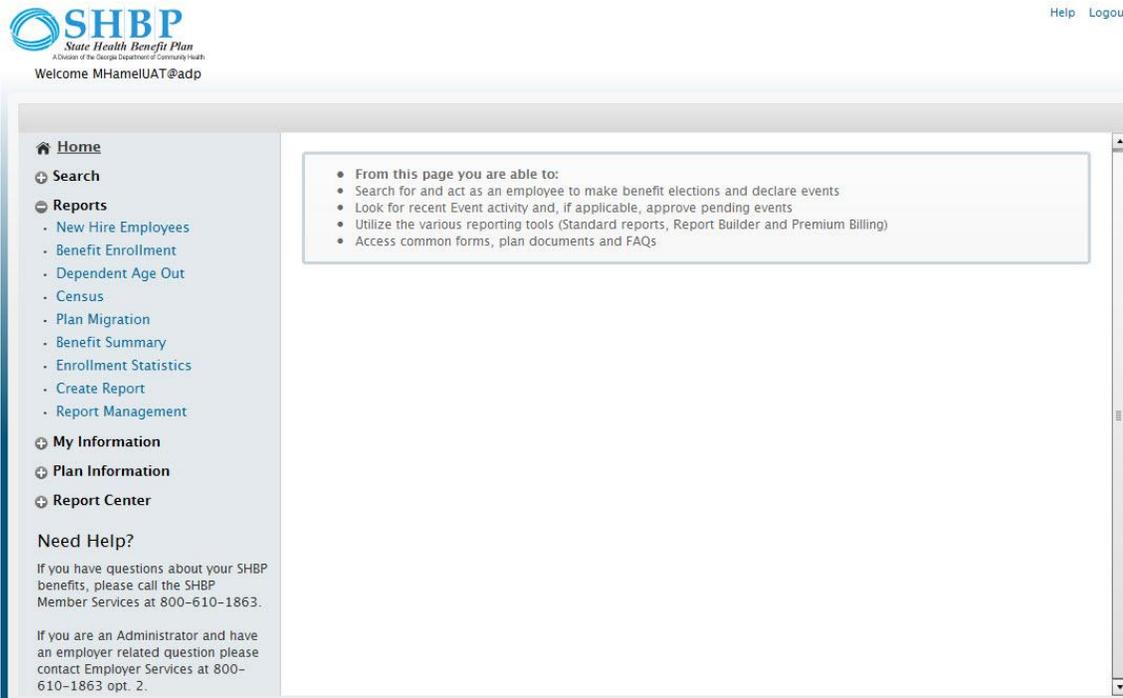
The screenshot shows the 'Public Reports' interface in the SHBP portal. The left sidebar is identical to the previous screenshot. The main content area has tabs for 'Available Reports' and 'Completed Reports (1 new)'. Below these is a 'Reports' section with sub-tabs for 'My Reports' and 'Public Reports'. A table is displayed with columns for 'Name', 'Creation Date', and 'Created By'. The table is currently empty. The 'Need Help?' section is also present at the bottom left.

CREATE REPORT

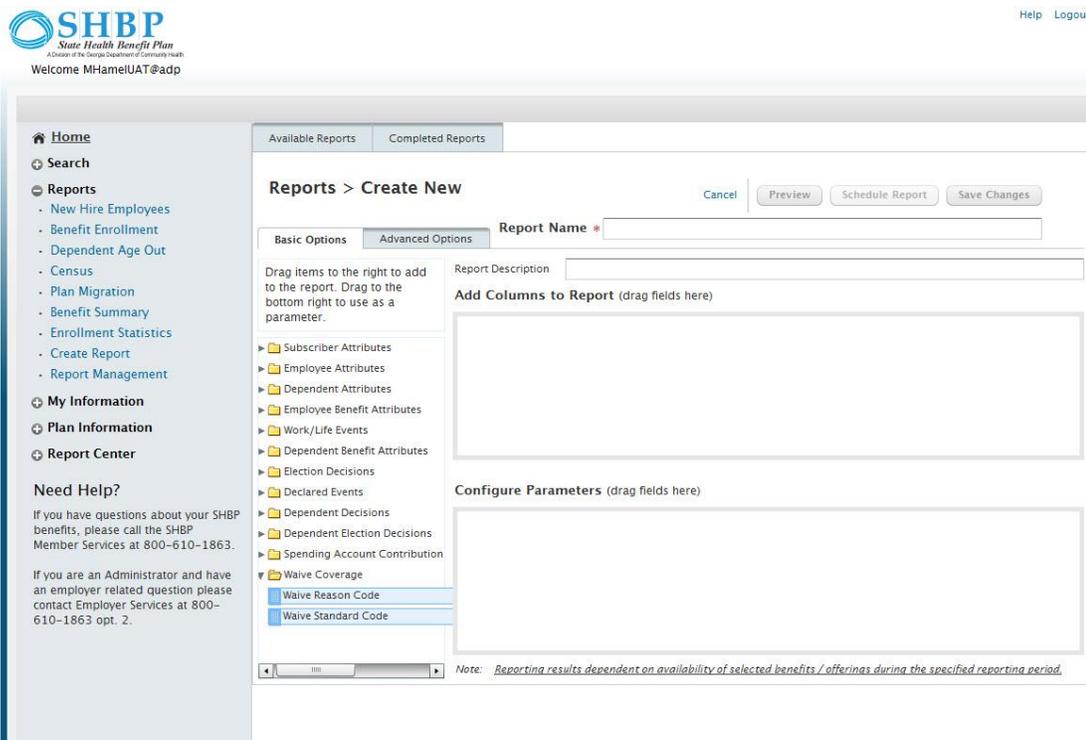
The “Create Report” function allows Admins to generate a custom report to meet SHBP needs.

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

1. Log on to the SHBP Enrollment Portal. Click + next to the Reports button to expand Choose Create Report.



2. On the Basic Options tab, there will be folders that will allow Admins to determine the parameters. The folders on the left hand side will expand and the detailed parameters to use will display.



- 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 needed click on it and drag it back to the left column.

Configure Parameters will be used when specific requirements are needed.

Configure Parameters will show the parameters that are set; this is viewable in the green box.

Report Name is a required field and must be filled out.

Add report description as needed.



Help Logout

4. To configure parameter double click on the green box. A separate box will open to define the parameters.

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



Help Logout

The screenshot shows the 'Reports > Create New' interface. A modal dialog titled 'Report Parameters: Employer Pay Period Cost' is open. It contains two radio buttons: 'Allow user to specify this parameter at run-time.' (unselected) and 'Do not allow user to specify this parameter at run-time.' (selected). Below the radio buttons, the 'Prompt' is 'Employer Pay Period Cost'. The 'Always Use' section has a dropdown menu with options: 'Equal To', 'Not Equal To', 'Greater than or Equal To', 'Less than or Equal To', and 'Between'. The 'Equal To' option is selected. There are 'Save' and 'Cancel' buttons at the bottom right of the dialog. The background interface shows a sidebar with navigation options like 'Home', 'Search', 'Reports', 'My Information', and 'Plan Information'. The main content area shows a list of available reports and a 'Report Description' field.

5. Once the parameters have been selected and the report is named, the report can be previewed, scheduled, save changes or canceled.
 - Preview- Report is configured to prompt for run-time parameters
 - Scheduled Report- Saves the parameters and puts the report on a schedule to run
 - Save Changes - Saves the report into the Reports Management
 - Cancel - This will return to the Home page

The screenshot displays the SHBP (State Health Benefit Plan) Reports Management interface. The top left corner features the SHBP logo and the text "State Health Benefit Plan A Division of the Georgia Department of Community Health" and "Welcome MHomeUAT@adp". The top right corner has "Help" and "Logout" links. The main navigation menu on the left includes "Home", "Search", "Reports" (with sub-items like "New Hire Employees", "Benefit Enrollment", "Dependent Age Out", "Census", "Plan Migration", "Benefit Summary", "Enrollment Statistics", "Create Report", "Report Management"), "My Information", "Plan Information", "Report Center", and "Need Help?".

The main content area is titled "Reports > Create New" and includes buttons for "Cancel", "Preview", "Schedule Report", and "Save Changes". Below this, there are tabs for "Basic Options" and "Advanced Options". The "Report Name" field is empty. A "Report Description" field is also present. The "Add Columns to Report" section contains four blue buttons: "Spending Account Contribution - Employee Annual Cost", "Spending Account Contribution - Employee Pay Period Cost", "Spending Account Contribution - Employer Annual Cost", and "Spending Account Contribution - Employer Pay Period Cost". The "Configure Parameters" section contains four green buttons: "Spending Account Contribution - Employer Pay Period Cost", "Spending Account Contribution - Employer Annual Cost", "Spending Account Contribution - Employee Pay Period Cost", and "Spending Account Contribution - Employee Annual Cost". A note at the bottom states: "Note: Reporting results dependent on availability of selected benefits / offerings during the specified reporting period."

6. 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.

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.

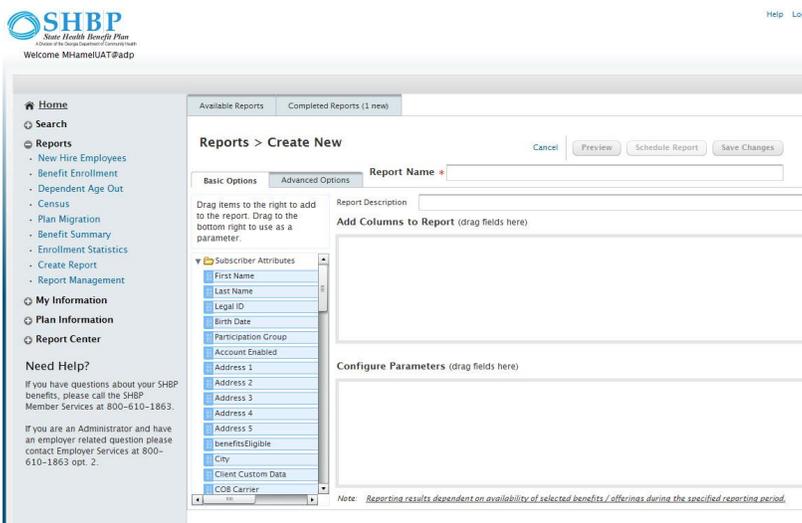
Icons on the right side will allow the ADMIN to manage the reports quickly. Definitions of each icon are listed by the icon.

The screenshot displays the SHBP State Health Benefit Plan portal. The header includes the SHBP logo, the text 'State Health Benefit Plan A Division of the Oregon Department of Community Health', and the user name 'Welcome MHamelUAT@adp'. The navigation menu on the left lists sections: Home, Search, Reports (with sub-items: New Hire Employees, Benefit Enrollment, Dependent Age Out, Census, Plan Migration, Benefit Summary, Enrollment Statistics, Create Report, Report Management), My Information, Plan Information, and Report Center. The main content area shows 'Completed Reports (1 new)' with a table containing one report entry: 'testreport' with a 'Date Run' of '03/05/2015 10:52:44 AM' and a 'Completed Date' of '03/05/2015 11:22:59 AM'. The status is 'COMPLETED (New)'. A dropdown menu is open over the 'Action' column, showing 'Download as Excel', 'View Report', and 'Delete Report' options. Below the table, there is a 'Refresh List' button and some technical details like '*dateRange: 2015-03-05 - 2015-03-05' and '*emailAddress: marie.hamel@adp.com'.

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.

Subscriber Attributes:	
<ul style="list-style-type: none"> • First Name • Last Name • Legal ID • Birth Date • Participation Group • Account Enabled • Address 1 • Address 2 • Address 3 • Address 4 • Address 5 • Benefits Eligible (<i>Use when looking for grandfathered groups</i>) • City • Client Custom Data • 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 • Is Benefits Eligible? • Is Disabled? • Is Expatriate? 	<ul style="list-style-type: none"> • 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 Date • 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 (<i>Use when looking for any employee who is currently eligible</i>) • State • Subscriber Type • System of Record • User Name • Wellness • Work State • Zip



Note: The above is not a full screen shot.

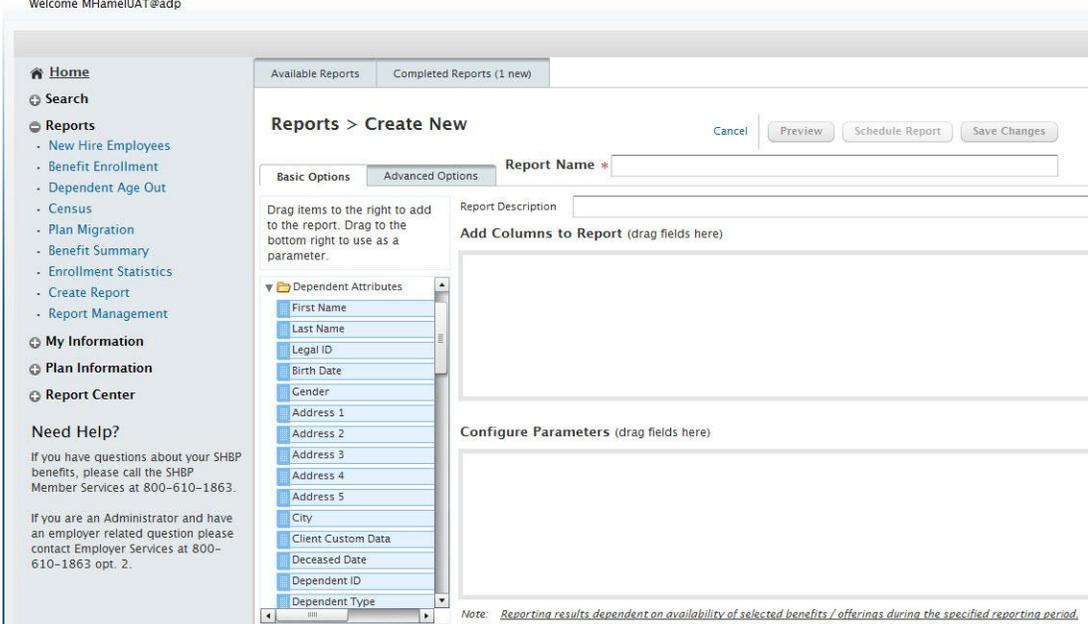
Employee Attributes:

- First Name
- Last Name
- Legal ID
- Hire Date
- Aca
- Bariatric
- Birth Date
- Client Custom Data
- 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
- File Number
- 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
- 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

Note: The above is not a full screen shot.

Dependent Attributes

- First Name
- Last Name
- Legal ID
- Birth Date
- Gender
- Address 1
- Address 2
- Address 3
- Address 4
- Address 5
- City
- Client Custom Data
- 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 #
- 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



Available Reports | Completed Reports (1 new)

Reports > Create New Cancel Preview Schedule Report Save Changes

Basic Options | Advanced Options | Report Name *

Report Description

Drag items to the right to add to the report. Drag to the bottom right to use as a parameter.

Add Columns to Report (drag fields here)

Configure Parameters (drag fields here)

Dependent Attributes

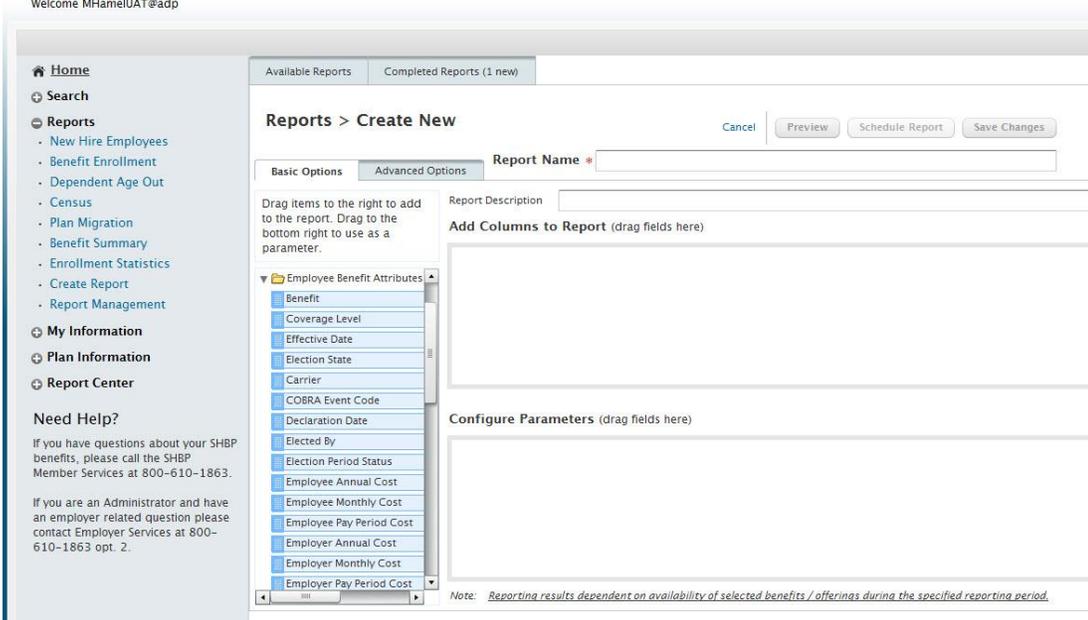
- First Name
- Last Name
- Legal ID
- Birth Date
- Gender
- Address 1
- Address 2
- Address 3
- Address 4
- Address 5
- City
- Client Custom Data
- Deceased Date
- Dependent ID
- Dependent Type

Note: Reporting results dependent on availability of selected benefits / offerings during the specified reporting period.

Note: The above is not a full screen shot.

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
- Employee Pay Period Cost
- Employer Annual Cost
- Employer Monthly Cost
- Employer Pay Period Cost
- Event Descriptions
- 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



Available Reports | Completed Reports (1 new)

Reports > Create New

Cancel | Preview | Schedule Report | Save Changes

Basic Options | Advanced Options | Report Name *

Report Description

Drag items to the right to add to the report. Drag to the bottom right to use as a parameter.

Add Columns to Report (drag fields here)

Configure Parameters (drag fields here)

Note: Reporting results dependent on availability of selected benefits / offerings during the specified reporting period.

Note: The above is not a full screen shot.

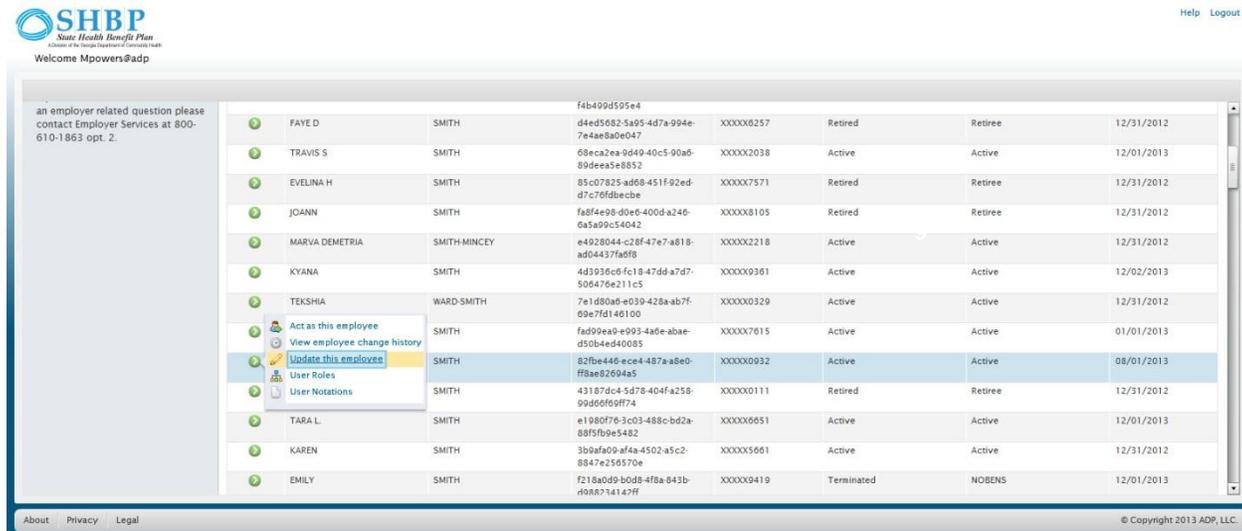
EMPLOYEE INDICATIVE DATA CHANGES: ACTIVE AND RETIRED EMPLOYEE

Agencies with access to Data Sharing Tool

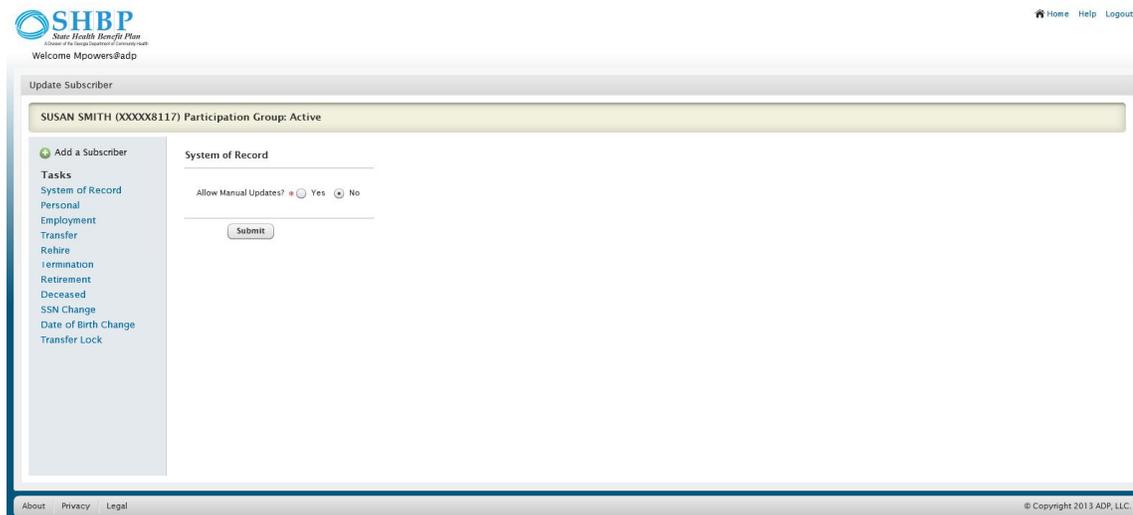
This allows user with appropriate security level access to update indicative data (i.e. spelling of name, birth date, address, SSN changes) for an active or retired member. There may be Admins who can READ the Data Sharing Tool, but will not have WRITE or access to update member data.

Note: Retirees are able to update their address on their OWN after logging onto the ADP System.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Use either one of two search types: basic or advanced. Enter member criteria. Click Search. Search results will display. Click the green arrow, and several options will display. Choose Update this employee.



2. On the Update Subscriber screen, choose Personal.



Enter the effective date into system using the calendar feature icon. Click Submit to have changes sent to the SHBP Enrollment Portal. Note: The date cannot be prior to 1/1/13.

Critical: If there is more than ONE change to indicative data, each item has to be submitted separately. (i.e. Name change and Address change would have to be submitted separately).

Note: Review all changes prior to submission in order to ensure the accuracy of data entry.

Critical for SSN Corrections: Please see the Data Sharing Tool >SSN Changes

If an employee has an incorrect SSN in the system and is entered via the Data Sharing Tool with the correct SSN, the person will then be in the SHBP Enrollment Portal twice. Please contact the SHBP Administrative Solutions Team with the employee details and the SHBP Administrative Solutions Team will work with ADP to update the record.

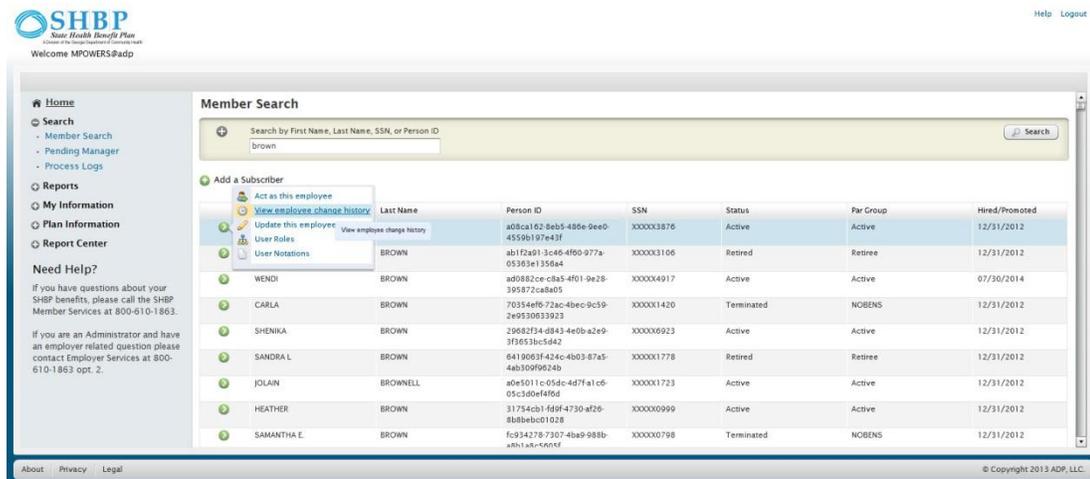
ADP email communication

No ADP email communication

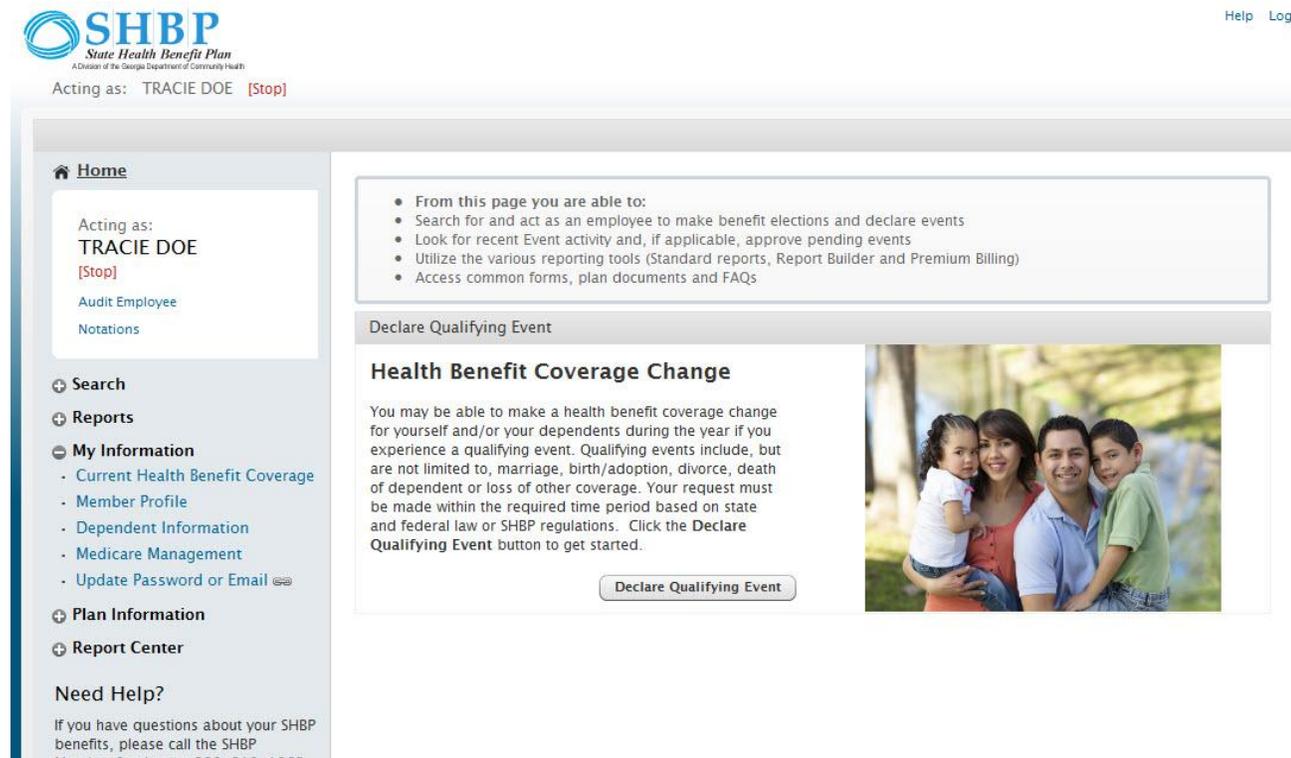
DEPENDENT INDICATIVE DATA CHANGE

Qualifying Events are available for Members to declare and take action on their own via the SHBP Enrollment Portal.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Use either one of two search types: basic or advanced. Enter member criteria. Click Search. Search results will display. Click the green arrow, and several options will display. Choose Act as this employee.



2. Click Dependent Information to access the Dependent screen.



3. Click the pencil icon to edit the dependent.

SHBP State Health Benefit Plan
A Division of the Georgia Department of Community Health
Welcome AJA ARTHUR CORLEY

Home Help Logout

Birth

Step 1 Review Your Information Step 2 Make Your Elections Step 3 Review and Confirm Changes

Event Date: 02/18/2015 Jump to Review Your Dependents

Review Your Dependents Please take a moment to review your dependents on file.

Add a Dependent You will now have the opportunity to enter information on the dependent(s) (*spouse, child*) you wish to add to your health benefit coverage. Let's begin the process.

To add a dependent click the **Add a Dependent** button.

Actions	Name	Relationship	Date of Birth	Health Benefit Coverage
	Test Child CORLEY	Child	XXXXXXXXXX Reveal	No

= View/Update Details

Go to Review Your Current Elections Go to Make Your Elections Exit without Saving

4. Update dependent information as needed. Click Submit.

SHBP State Health Benefit Plan
A Division of the Georgia Department of Community Health
Acting as: PAUL S VARNADOE [Stop]

Home Help Logout

Dependent Information

Update Dependent Information

Dependent Information

First and Middle Name * JENNIFER S

Middle Name

Last Name and Suffix * VARNADOE

Social Security Number XXXXXXXXXX (XXXXXXXXXX) [Reveal](#)

Date of Birth * XXXXXXXXXX (MM/DD/YYYY) [Reveal](#)

Gender * Female Male

Relationship * Spouse

Is this dependent Disabled?

Temporary Disability (MM/DD/YYYY)

PeachCare

Temp Guardian Expire (MM/DD/YYYY)

Spouse Wellness

Dependent Address

If your dependent's address is different from yours, please select the checkbox and complete the address information below. If your e-mail is invalid, in order to add your dependent, please go to the home page and select "Update Password or Email". Click on "Update/Activate your email address". After this step is completed, the email will be updated and the dependent can be added.

Country * United States

Address Line 1 * 752 WEEPING WILLOW DR

Address Line 2

City * ATHENS

State * Georgia

Zip Code * 30605-7076

Email pvarn06@hotmail.com

Phone Number 7065487281

QMCSO Information

Please select appropriate QMCSO benefits for this dependent. You may optionally enter end dates for the court orders.

Required Benefits Health Benefits

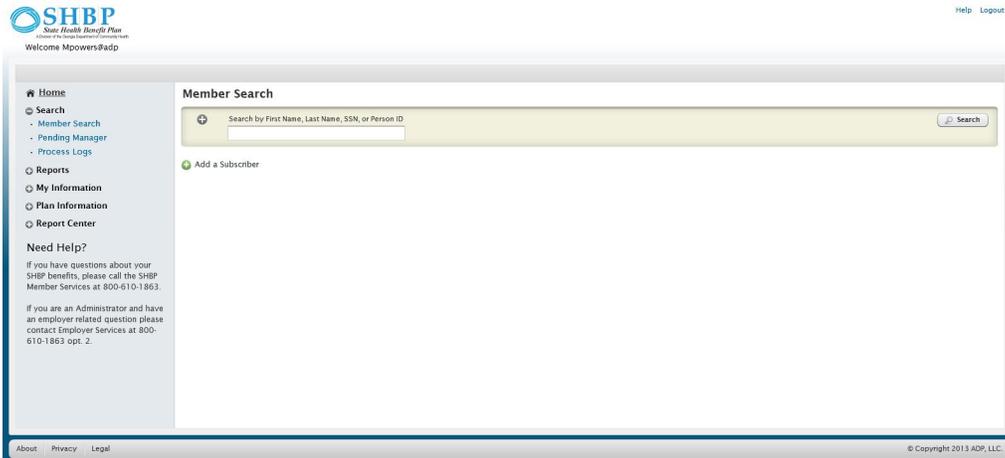
Submit Cancel

DATA SHARING TOOL > ADD SUBSCRIBER/NEW HIRE DATA ENTRY

This allows a user with appropriate security level access to enter a new hire directly into the ADP system as opposed to updating the data through an input file. The only type of member that should be entered is an ACTIVE member (no contractors, not retirees).

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

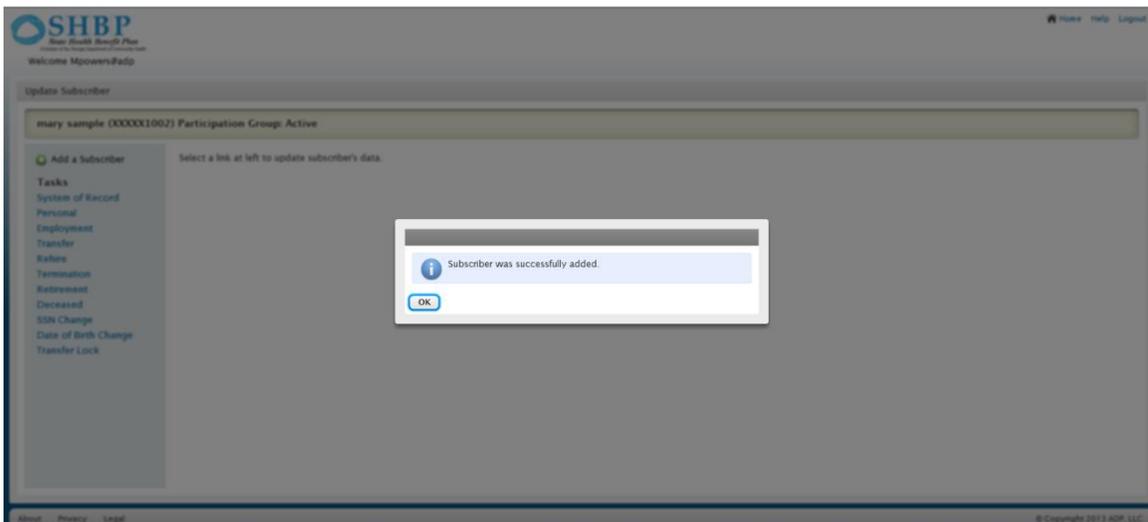
1. Log on to the SHBP Enrollment Portal. Click Search. Choose Member Search. Enter the appropriate member details. Search for the member to ensure their employment data is not already in the SHBP Enrollment Portal Site. If member is not within the system, click Add a Subscriber.



- The Add a Subscriber page displays. Enter any field that has an asterisk next to it. These are required fields. If not entered, the record creation of the member record will fail. Note:
 - Depending on the field type, select text from a drop down list or select from the data picker.
 - Benefit eligibility rules are enforced by the ADP system. To minimize any member impact for enrollment opportunity, ensure accuracy of data entry.

If at all possible, enter an email address for the member. This will ensure the new member notified with a “New Enrollment” notification email. After all required fields are entered, click: Submit.

- Confirmation of the newly added member appears.



Note: An Admin may do a search and not see an existing record on file due to visibility restrictions. If you try to add a member that already exists, an error message will appear.

This means the member is in the SHBP Enrollment Portal already; however you do not have access to the member's paygroup.

NEXT STEP: Contact SHBP Administrative Solutions Team to coordinate access and the transfer.

System Timing

After confirmation that the member was added, the member can log in online, register and make their enrollments.

ADP email communication

New Hire Window email will be sent if email address is on file

DATA SHARING TOOL > SYSTEM OF RECORD

This allows an Admin the ability to update a member record via the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click Search. Choose Member Search. Enter the appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee. Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

The screenshot shows the SHBP Enrollment Portal interface. At the top left is the SHBP logo and the text 'State Health Benefit Plan' and 'Member of the Georgia Department of Community Health'. Below this is a welcome message 'Welcome Mpowers@adp'. At the top right are links for 'Home', 'Help', and 'Logout'. The main content area is titled 'Update Subscriber' and shows details for 'SUSAN SMITH (XXXXX8117) Participation Group: Active'. On the left is a sidebar with 'Add a Subscriber' and a list of 'Tasks' including 'System of Record', 'Personal', 'Employment', 'Transfer', 'Rehire', 'Termination', 'Retirement', 'Deceased', 'SSN Change', 'Date of Birth Change', and 'Transfer Lock'. The 'System of Record' section has a label 'System of Record' and a question 'Allow Manual Updates?' with radio buttons for 'Yes' (which is selected) and 'No'. A 'Submit' button is located below the radio buttons. At the bottom of the page are links for 'About', 'Privacy', and 'Legal', and a copyright notice '© Copyright 2013 ADP, LLC.'.

2. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

This screenshot is identical to the one above, showing the 'Update Subscriber' page for SUSAN SMITH. The only difference is in the 'System of Record' section, where the 'No' radio button is now selected, indicating that manual updates are disabled.

DATA SHARING TOOL > PERSONAL

This allows a user with an appropriate security level access to update certain indicative data for members (i.e., first and last name, gender etc).

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool. **Critical:** If there is more than ONE change to indicative data, each item has to be submitted separately. I.e. Name change and Address change would have to be submitted separately.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

2. The Update Subscriber page displays. Under Tasks, choose Personal. Enter the effective date of the change. Note: Typically, this is the date of hire or date of address change, for example. Update the desired personal indicative data changes. Grandfather Question must be answered. The definition of Grandfather means that a member is 'automatically' benefits eligible, and does not look at DOH or location to determine eligibility.

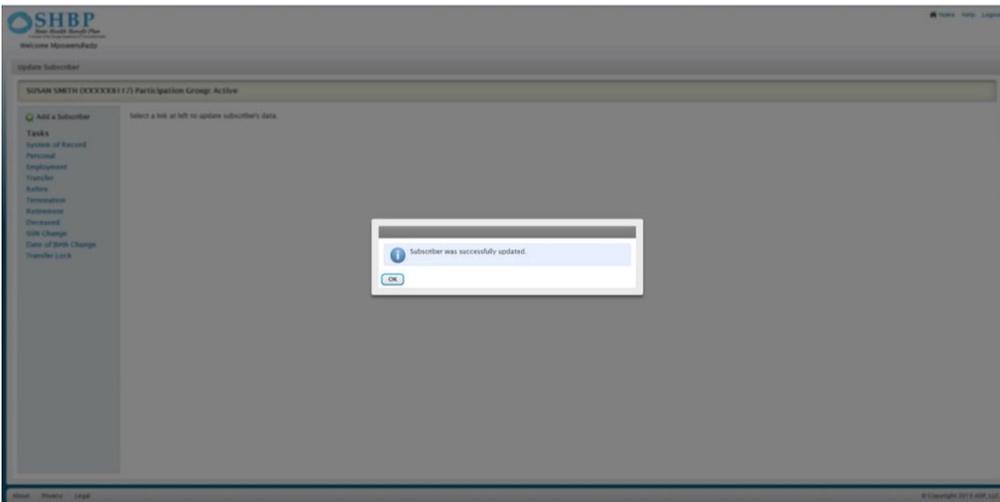
Note:

- Depending on the field type, select text from a drop down list or select from the data picker.
- Benefit eligibility rules are enforced by the ADP system. To minimize any member impact for enrollment opportunity, ensure the accuracy of data entry.

After all required fields are entered click: Submit.

The screenshot displays the 'Update Subscriber' interface for SUSAN SMITH (XXXXXXXX117) in the 'Active' participation group. The 'Personal Information' section is active, showing fields for name, SSN, alternate ID, birthdate, gender, ethnicity, grandfathered status, benefits eligibility, primary language, wellness, address, city, country, state, ZIP code, and telephone. A 'Submit' button is located at the bottom of the form. The left sidebar lists various tasks, and the top navigation includes 'Home', 'Help', and 'Logout'.

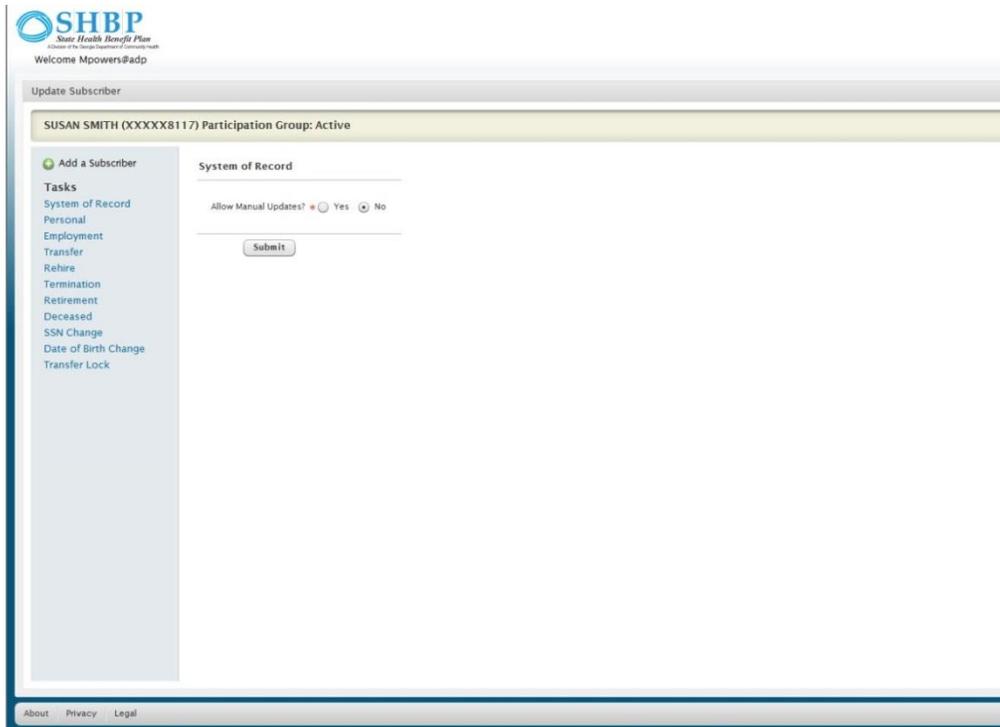
3. Confirmation of changes added displays.



4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the system of record back to No.

System Timing

After confirmation that the change was added, the member can log in online and view the changes.



- ADP email communication
- No ADP email communication

DATA SHARING TOOL > EMPLOYMENT

This allows a user with appropriate security level access to update specific employment data for members: (i.e., employment status, scheduled hours, hire date, compensation and Payroll Location).

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

2. The Update Subscriber page displays. Under Tasks, choose Employment. Enter the effective date of the change. Note: Typically, this is the date of hire or date of address change, for example. Update the desired employment data changes.
 - Monthly compensation
 - Weekly Hours
 - Premium Type for Retirees

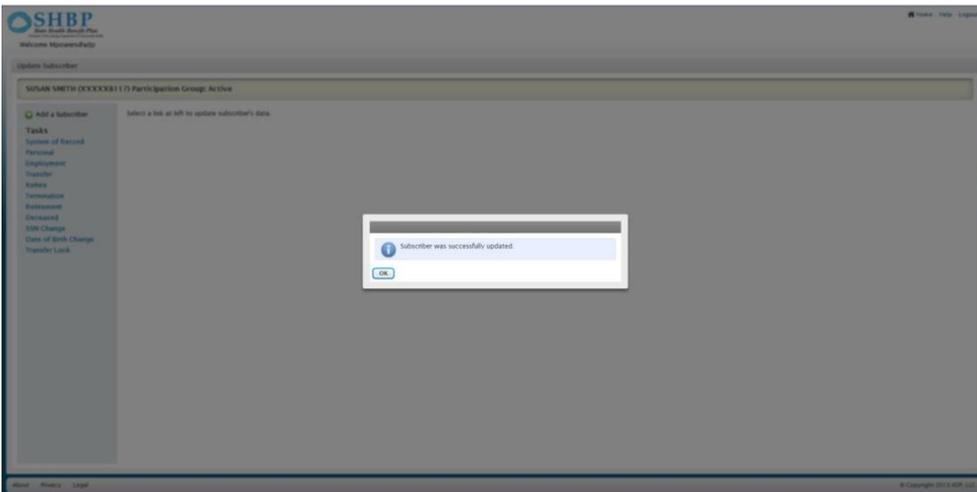
Note:

- Depending on the field type, select text from a drop down list or select from the data picker.
- Hire Date and Original Hire Date functionality may be revised; these items will only be visible.

After all required fields are entered, click Submit.

The screenshot shows the 'Update Subscriber' page for SUSAN SMITH (XXXXXX8117) with a Participation Group of Active. The left sidebar lists tasks: Add a Subscriber, System of Record, Personal, Employment, Transfer, Rehire, Termination, Retirement, Deceased, SSN Change, Date of Birth Change, and Transfer Lock. The main content area is titled 'Employment Information' and includes a date picker for 'Show/Update information as of:' set to 02/11/2015. The form fields are: Employment Status (Active), Payroll Location (60812), Premium Type (00), Unit School Code (0107), Executive (Yes/No), Hire Date (12/31/2012), Original Hire Date (12/31/2012), and Weekly Hours (40.00). A 'Submit' button is located at the bottom of the form.

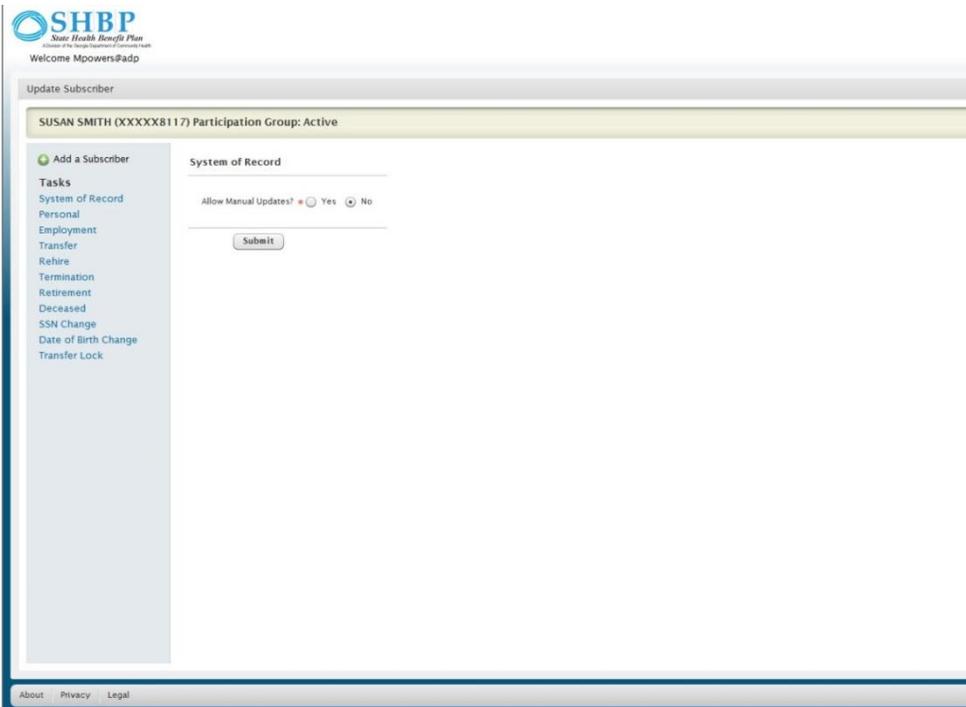
3. Confirmation of changes added displays.



4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

System Timing

After confirmation that the change was added, the member can log in online and view the changes.



ADP email communication
No ADP email communication

DATA SHARING TOOL > TRANSFER

This event will be utilized by SHBP Admins with the appropriate access to update a member's record if they are part of a transfer to a new agency/Payroll Location.

Note:

- Agency Admins will only be able to process transfers on members they have security access to see.
 - If the member's hire date is greater than the previous hire date, and the agency sends a file, the Data Sharing Tool should not be used and you should contact your assigned SHBP AST representative for support.
1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

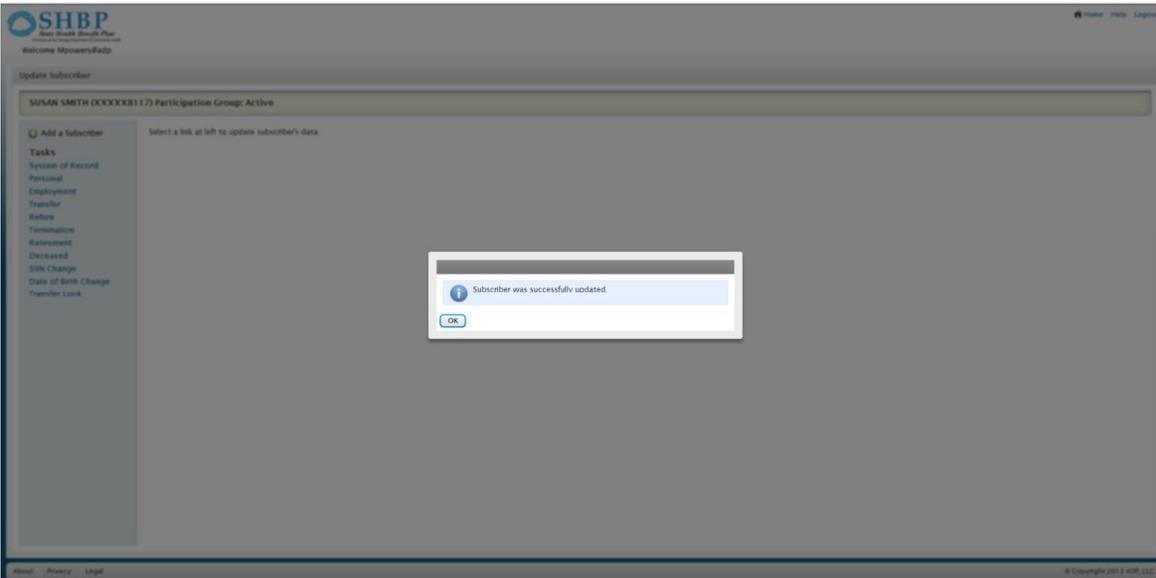
2. Click Transfer. The following fields must be updated:
 - Effective Date (as date of the transfer)
 - Payroll Location (verify accuracy)
 - Benefits Eligible
 - Weekly Hours

Note: The transfer effective date is the date the member joined the new Payroll Location/ Agency.

The system will accept the transfer date and update the new Payroll Location as long as the date entered is greater than the previous date of hire that is in the system for the employee (under their old Payroll Location). The prior agency will no longer have access to the employee after the transfer is complete. The old location will be termed the day before the new effective date of the new location. Once completed, click Submit.

The screenshot shows the SHBP Enrollment Portal interface. At the top left is the SHBP logo and the text 'State Health Benefit Plan' and 'Welcome Mpowers@adp'. Below this is a navigation menu with options like 'Add a Subscriber', 'Tasks', 'System of Record', 'Personal', 'Employment', 'Transfer', 'Refire', 'Termination', 'Retirement', 'Deceased', 'SSN Change', 'Date of Birth Change', and 'Transfer Link'. The main content area is titled 'Update Subscriber' and shows details for 'SUSAN SMITH (XXXXX8117) Participation Group: Active'. The 'Transfer' section is highlighted and contains the following fields: 'Transfer Effective Date' (12/31/2012), 'Payroll Location' (60812), 'Premium Type' (00), 'Benefits Eligible' (Yes), 'Unit School Code' (0107), 'Weekly Hours' (40.00), and 'Executive' (No). A 'Submit' button is located at the bottom of the form.

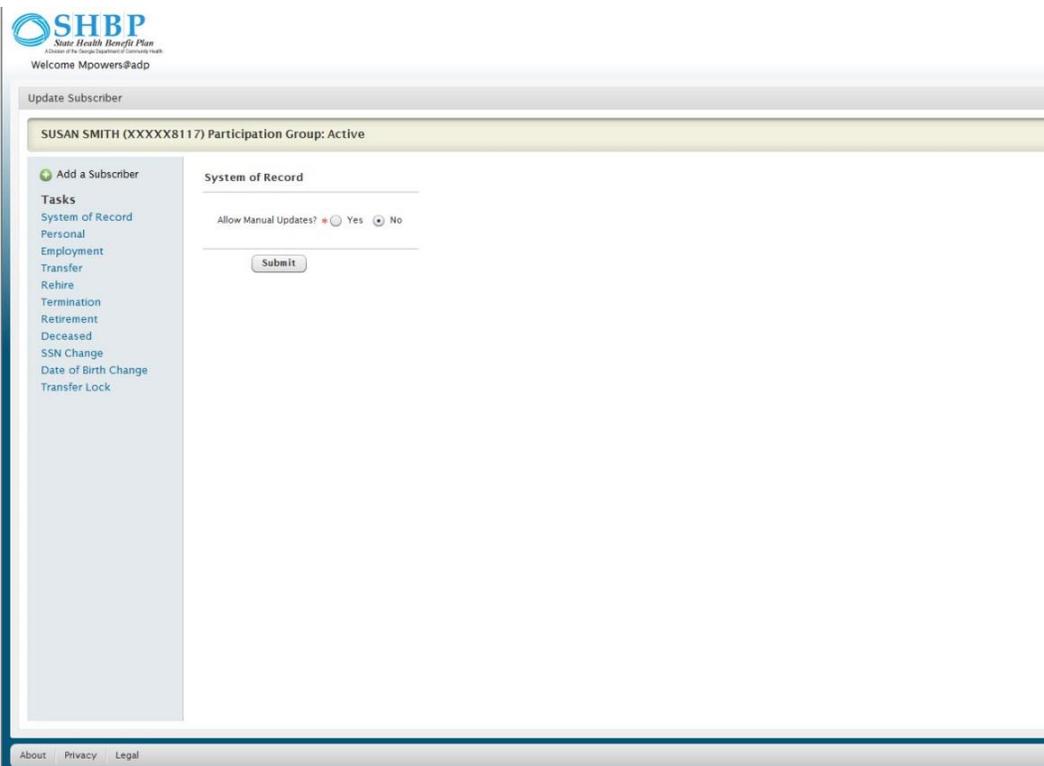
3. Confirmation of the update displays.



4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

System Timing

After confirmation that the change was added, the system will recalculate benefits and rates. The member can log in online, and view the changes immediately.



ADP email communication
No ADP email communication

DATA SHARING TOOL > REHIRE

This allows a user with appropriate security level access to update specific Rehire data for Members.

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

2. The Update Subscriber page displays. Under Tasks, choose Rehire. On the Rehire Information screen, enter the rehire date in the Adjusted Hire Date field.

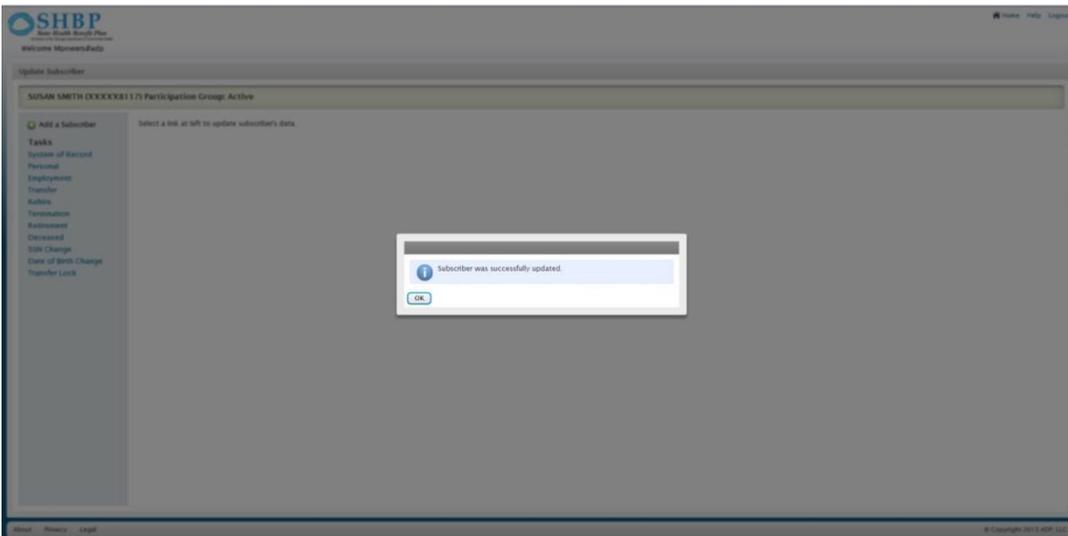
Note:

All required fields must be updated with the employee's NEW Rehire Information.

Previous Employee details will auto-populate in this screen. After all required fields are entered, click Submit.

The screenshot shows the SHBP Enrollment Portal interface. At the top left is the SHBP logo and the text "State Health Benefit Plan A Division of the Georgia Department of Community Health". Below this is a welcome message "Welcome Mpowers@adp". The main heading is "Update Subscriber". Underneath, it identifies the member as "MARY I SMITH (XXXXX5689) Participation Group: Retiree". On the left side, there is a navigation menu with "Add a Subscriber" at the top, followed by "Tasks" and a list of options: "System of Record", "Personal", "Employment", "Transfer", "Rehire", "Termination", "Retirement", "Deceased", "SSN Change", "Date of Birth Change", and "Transfer Lock". The "Rehire" option is highlighted. The main content area is titled "Rehire Information" and contains several input fields: "Rehire Date" with a calendar icon and the value "12/31/2012" (format MM/DD/YYYY), "Employment" section with "Payroll Location" (dropdown menu showing "09990"), "Unit School Code" (text input), "Weekly Hours" (text input with value "1.00"), "Benefits Eligible" (radio buttons for "Yes" and "No", with "Yes" selected), and "Premium Type" (dropdown menu showing "00"). A "Submit" button is located at the bottom of the form. At the very bottom of the page, there are links for "About", "Privacy", and "Legal".

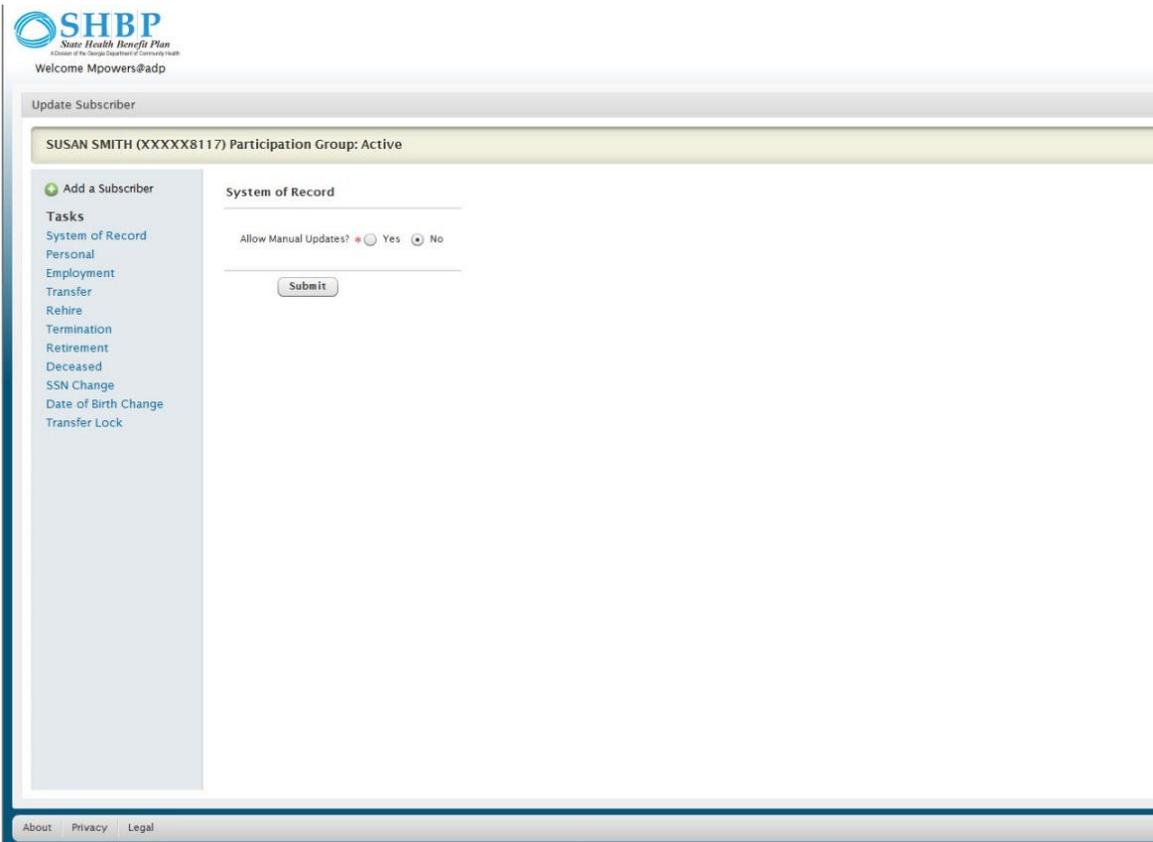
3. Confirmation of the updates made displays.



4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

System Timing

After confirmation that the change was added, the member can log in online, and view the changes.



ADP email communication

If the member is hired within 31 days and has an email address on file, the New Hire email will be sent

DATA SHARING TOOL > TERMINATION

This allows a user with an appropriate security level access to update specific termination data for members.

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

2. The Update Subscriber page displays. Under Tasks, choose Termination. On the Termination Information screen, enter the Termination date and the coverage end date. Select the Termination Reason from the drop down box.

Term Date = the first day no longer employed

Last day worked = Last day working

Date of Last Deduction = Last paycheck with a deduction

The screenshot shows the SHBP Enrollment Portal interface. At the top left is the SHBP logo and the text "State Health Benefit Plan" and "A Division of the Georgia Department of Community Health". Below this is a welcome message: "Welcome Mpowers@adp". The main content area is titled "Update Subscriber" and shows the member name "SUSAN SMITH (XXXXX8117) Participation Group: Active". On the left side, there is a "Tasks" menu with options: "Add a Subscriber", "System of Record", "Personal", "Employment", "Transfer", "Rehire", "Termination", "Retirement", "Deceased", "SSN Change", "Date of Birth Change", and "Transfer Lock". The "Termination" option is selected. The main area displays "Termination Information" with the following fields: "Terminated Status Begins" (date field), "Last Date Worked" (date field), "Date Of Last Deduction" (date field), and "Termination Reason" (dropdown menu). The dropdown menu is open, showing the following options: "Termination of Insured contract and Coverage", "CMS Termination", "Deceased", "Discontinued Coverage", and "Killed in the Line of Duty". At the bottom of the page, there are links for "About", "Privacy", and "Legal".

3. After all required fields are entered, click: Submit.

The screenshot shows the SHBP portal interface. At the top left is the SHBP logo and the text "State Health Benefit Plan" and "Welcome Mpowers@adp". Below this is a header "Update Subscriber" and a sub-header "SUSAN SMITH (XXXXX8117) Participation Group: Active". On the left is a sidebar with a "Add a Subscriber" button and a list of "Tasks": System of Record, Personal, Employment, Transfer, Rehire, Termination, Retirement, Deceased, SSN Change, Date of Birth Change, and Transfer Lock. The main content area is titled "Termination Information" and contains four input fields: "Terminated Status Begins" (with a calendar icon and "(MM/DD/YYYY)" format), "Last Date Worked" (with a calendar icon and "(MM/DD/YYYY)" format), "Date Of Last Deduction" (with a calendar icon and "(MM/DD/YYYY)" format), and "Termination Reason" (a dropdown menu). A "Submit" button is positioned below these fields. At the bottom of the page are links for "About", "Privacy", and "Legal".

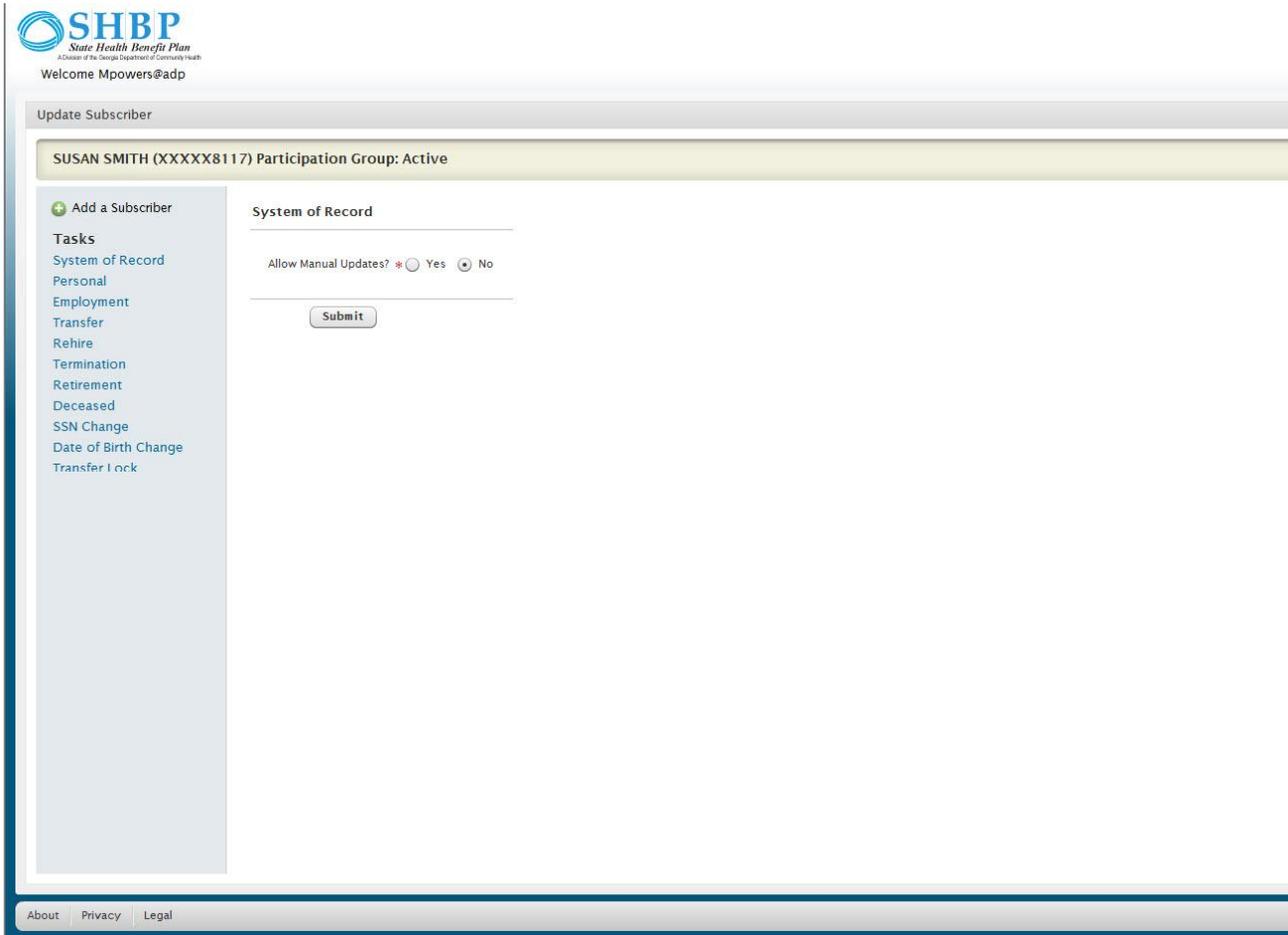
4. Confirmation of the changes added displays.

The screenshot shows the same SHBP portal interface as the previous one, but with a confirmation message displayed in the center. The message is a white box with a blue header and contains the text "Subscriber was successfully updated." and an "OK" button. The background of the page is dimmed, showing the "Update Subscriber" page for SUSAN SMITH. The sidebar and navigation elements are visible but faded. At the bottom right of the page, there is a small copyright notice: "© Copyright 2013 ADP, LLC".

5. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

System Timing

After confirmation that the change was added, the Admin can log in online, and view the changes.



ADP email communication
No ADP email communication

DATA SHARING TOOL > RETIREMENT

This allows a user with an appropriate security level access to update retirement data for members.

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee.

Click System of Record. System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

Note: If the Data Sharing Tool is used on an escalated situation, and the member is normally sent on a file, the location's system of record must be updated as well to ensure data is not overwritten.

2. The Update Subscriber page displays. Under Tasks, choose Retirement. Update all required fields (notated by the asterisk) on the Retirement page. Update Payroll Location and Premium type to appropriate Retiree data points. Click Submit.

The screenshot shows the SHBP Enrollment Portal interface. At the top, there is a navigation bar with 'Home', 'Help', and 'Logout' links. Below the header, the user is logged in as 'MHamelUAT@adp'. The main content area is titled 'Update Subscriber' and displays the member's name 'SUSAN SMITH (XXXXX8117)' and 'Participation Group: Active'. On the left, there is a sidebar with a 'Tasks' menu. The 'Retirement' task is selected, and the corresponding form is displayed. The form includes the following fields: 'Retirement Date' (required, MM/DD/YYYY), 'Confirm Retirement Date' (12/31/2012, MM/DD/YYYY), 'Payroll Location' (60812), and 'Premium Type' (00). A 'Submit' button is located at the bottom of the form. The footer contains 'About', 'Privacy', 'Legal', and '© Copyright 2013 ADP, LLC.'.

3. Confirmation of changes added displays.

The screenshot shows the same SHBP Enrollment Portal interface as the previous one, but with a confirmation message displayed in the center. The message is a blue box with a white border, containing the text 'Subscriber was successfully updated.' and an 'OK' button. The background is dimmed, showing the 'Update Subscriber' page with the 'Retirement' task selected. The footer contains 'About', 'Privacy', 'Legal', and '© Copyright 2013 ADP, LLC.'.

4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

The screenshot shows the SHBP (State Health Benefit Plan) portal interface. At the top left is the SHBP logo with the text "State Health Benefit Plan" and "A Division of the Georgia Department of Community Health". Below the logo is the user greeting "Welcome Mpowers@adp". The main heading is "Update Subscriber". Below this, a yellow bar displays "SUSAN SMITH (XXXXX8117) Participation Group: Active". On the left side, there is a sidebar with a "Tasks" section containing a list of links: "System of Record", "Personal", "Employment", "Transfer", "Rehire", "Termination", "Retirement", "Deceased", "SSN Change", "Date of Birth Change", and "Transfer Lock". The main content area is titled "System of Record" and contains a form with the question "Allow Manual Updates?" followed by radio buttons for "Yes" and "No". The "No" radio button is selected. Below the form is a "Submit" button. At the bottom of the page, there are links for "About", "Privacy", and "Legal".

ADP email communication
New Retiree email is sent if email address is on file

DATA SHARING TOOL > DECEASED

This allows a user with appropriate security level access to update specific death data for members.

Note: Only Agencies that do NOT send Automated Files will have access and should use the Data Sharing Tool.

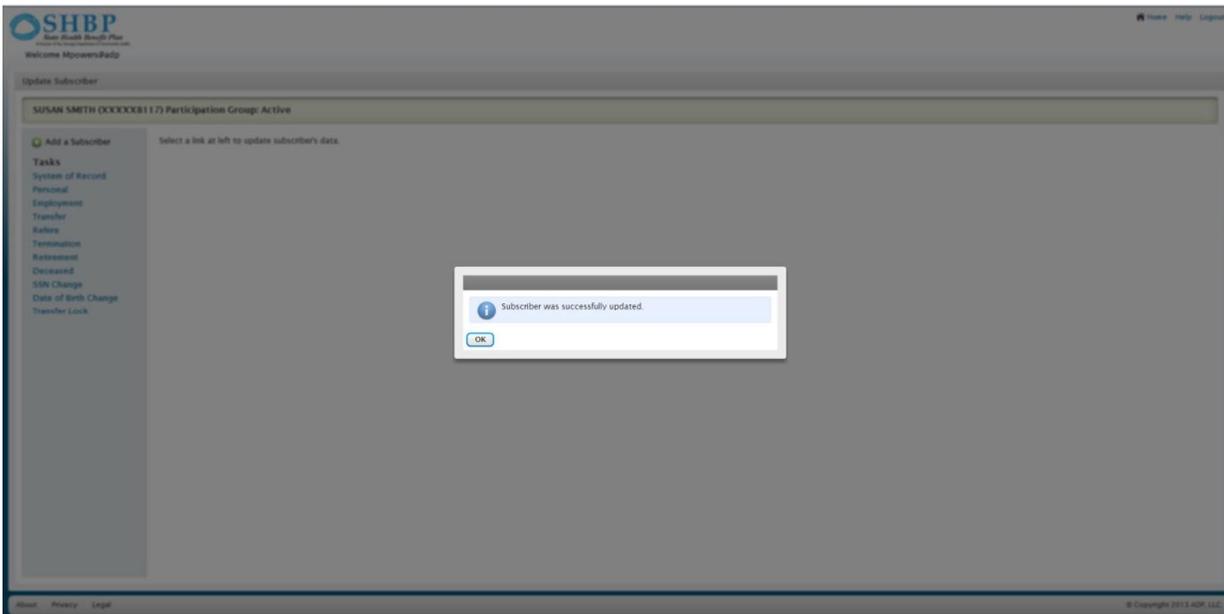
1. Log on to the SHBP Enrollment Portal. Click "+" next to Search. Choose Member Search. Enter appropriate member details. Next to Member Name, click the green arrow, and choose the 'pencil' to Update this employee. Click System of Record.

System of Record must be listed as Yes in order for the record to be updated via the Data Sharing Tool.

2. The Update Subscriber page displays. Under Tasks, choose Deceased. Enter the Deceased Date for the subscriber. After all required fields are entered, click Submit.

The screenshot shows the SHBP Enrollment Portal interface. At the top left is the SHBP logo with the text "State Health Benefit Plan" and "A Division of the Georgia Department of Community Health". Below the logo is the text "Welcome Mpowers@adp". The main heading is "Update Subscriber". Below this is a yellow bar with the text "SUSAN SMITH (XXXXX8117) Participation Group: Active". On the left side, there is a navigation menu with the following items: "Add a Subscriber", "Tasks", "System of Record", "Personal", "Employment", "Transfer", "Rehire", "Termination", "Retirement", "Deceased", "SSN Change", "Date of Birth Change", and "Transfer Lock". The "Deceased" item is highlighted. The main content area is titled "Death of Subscriber" and contains a "Deceased Date" input field with a calendar icon and the format "(MM/DD/YYYY)". Below the input field is a "Submit" button. At the bottom of the page, there are links for "About", "Privacy", and "Legal".

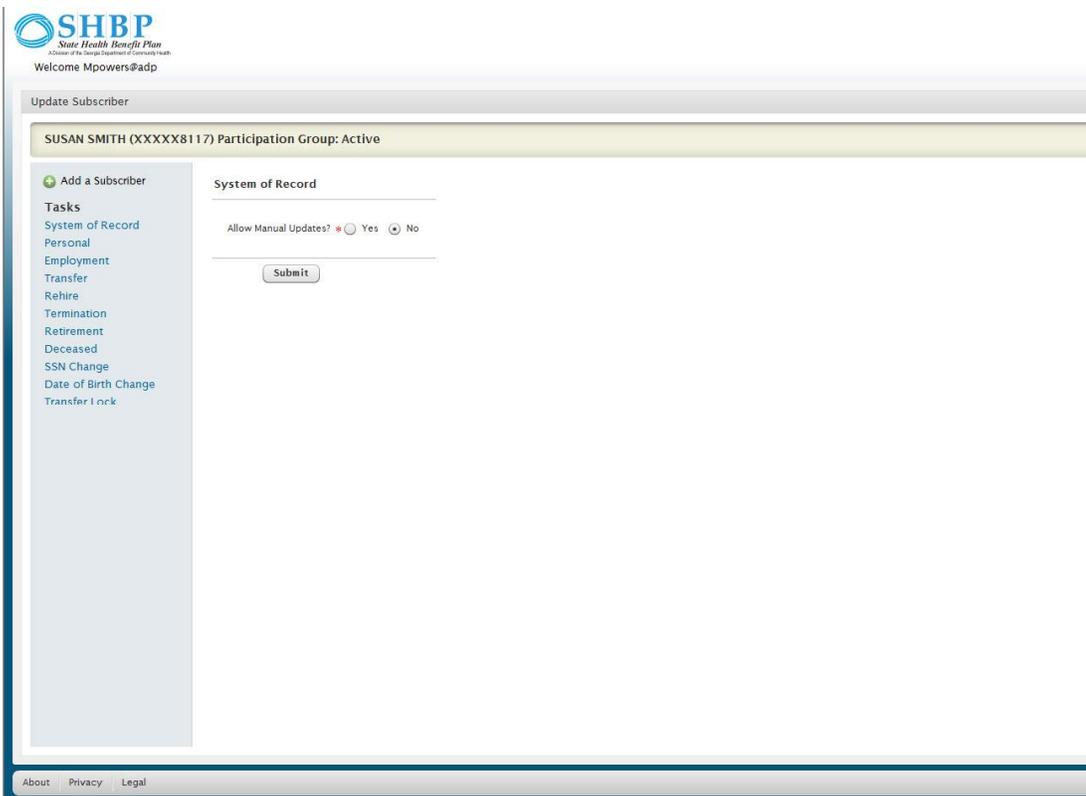
3. Confirmation of the changes added displays.



4. After making changes in the Data Sharing Tool, go back to System of Record, and click No to ensure record is locked. This will set the System of Record back to No.

System Timing

After confirmation that the change was added, the Admin can log in online, and view that the status of the member is now deceased.



ADP email communication
No ADP email communication

DATA SHARING TOOL > 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.

STATE HEALTH REPOSITORY TOOL (SHRT)

The State Health Repository Tool (SHRT) is a web-based application that allows payroll locations to share data with SHBP.

Accessing SHRT

SHRT is accessed through the SHBP Enrollment Portal (mySHBPga.adp.com), and clicking the Connect to SHRT Tool link in the left-hand menu.



For details regarding how to access SHRT as well as your responsibilities related to the various reports and files please review the SHRT User Guide. This guide can be found on both the SHBP web site as well as in the Additional SHRT Instructions folder found on SHRT.

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 <u>after</u> a member saves an election on the SHBP Enrollment Portal.
Email Text:	<p>To: <Employee - Email Address> From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) Confirmation Statement</p> <p>This message confirms a recent change to your SHBP health benefits. You may review your benefits confirmation statement online at the SHBP Member Services website at myshbpga.adp.com. Your benefit elections will remain in effect through December 31, <benyear> unless you experience a Qualifying Event. We recommend that you download or print a copy of your elections to retain for your records.</p> <p>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 http://dch.georgia.gov/shbp-plan-documents.</p> <p>You will receive an email and a letter from ADP Dependent Verification Services with instructions for providing proper documentation to verify your dependent's eligibility. The email and letter contain a personalized Cover Sheet which MUST be included when you return the required verification documentation. Documentation provided without the Cover Sheet will not be processed. You must provide the proper documentation as instructed by the deadline shown on the Verification Cover Sheet. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.</p> <p>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.</p> <p><i>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.</i></p>

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	<p>To: Employee - Email Address From: SHBP Member Services Subject: Enroll in your State Health Benefit Plan (SHBP) coverage</p> <p>Welcome! Now is the time to enroll in your SHBP coverage.</p> <p>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>.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p><i>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.</i></p>

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 <u>prior</u> to DOB
Email Text:	<p>To: Employee - Email Address From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) coverage</p> <p>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>.</p> <p>To review or make changes to your health benefits, go online to the SHBP Enrollment Portal at www.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. Please enter a valid email address during the registration process, as this will be used for future communications from SHBP.</p> <p>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.</p> <p>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.</p> <p>Action May Be Required! If you have not already provided Medicare information, your premium will increase. To avoid this premium increase and enroll in one of the SHBP MA PPO options, please provide your Medicare Part B information immediately by going online to the SHBP Enrollment Portal at www.mySHBPga.adp.com or by calling SHBP Member Services. Additional information is available on the SHBP website at www.dch.georgia.gov/shbp. It is imperative that SHBP receive this information by the first of the month prior to the month in which the person turns 65. This allows time for processing between SHBP and the retirement system. CMS does not allow retroactive enrollment in an MA plan.</p> <p>Note: The Centers for Medicaid and Medicare Services (CMS) who approve eligibility to enroll in an MA PPO option require a physical street address and at least Medicare Part B to enroll. Therefore, if a street address is not listed above, you will need to update your information through the SHBP Enrollment Portal at www.mySHBPga.adp.com. Select Declare an Event from the Welcome Page, and choose Retiree/Survivor Address Change.</p> <p>In order to receive important updates from SHBP, you should keep your email address up-to-date on the SHBP Enrollment Portal. You may update this information at any time by logging into the SHBP Enrollment Portal at www.mySHBPga.adp.com. From the Home page, click My Information and choose the Update Password or Email link.</p> <p>You will be redirected to the ADP Security Management site. Choose Update/Activate Your Email Address under Quick Links and follow the instructions to update your email address.</p> <p>Questions or need help? If you have any questions, you may contact SHBP Member Services 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.</p> <p>Sincerely,</p> <p>State Health Benefit Plan (800) 610-1863</p>

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 <u>prior</u> to event.
Email Text:	<p>To: <Employee - Email Address> From: SHBP Member Services Subject: Changes to Your State Health Benefit Plan (SHBP)</p> <p>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.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>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.</p> <p><i>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.</i></p>

OPEN ENROLLMENT EMAIL COMMUNICATIONS > OPEN ENROLLMENT CONFIRM

Distributed to:	Any employee who makes an election during Open Enrollment (OE).
Frequency:	Email sent immediately <u>after</u> a member saves an OE election on the SHBP Enrollment Portal site.
Email Text:	<p>To: <Employee - Email Address> From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) Open Enrollment Confirmation Statement</p> <p>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.</p> <p>Important Reminder:</p> <p>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.</p> <p>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?</p> <p>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.</p> <p><i>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.</i></p>

STANDARD EMAIL COMMUNICATIONS > GUARDIANSHIP AND DEPENDENT ELIGIBILITY – INITIAL NOTICE

Distributed to:	Sent when child has been flagged 'Temp Guardianship'
Frequency:	ALL with email address – weekly thru Spire
Email Text:	<p>To: Employee - Email Address</p> <p>From: State Health Benefit Plan</p> <p>Subject: Temporary Guardianship for <DepFName1> <DepLName1></p> <p>This letter is in reference your request to include <DepFName1> <DepLName1> to your State Health Benefit Plan (SHBP) insurance. Our regulations state that in order for an unmarried dependent child under age 19 to be covered by SHBP, they must live in your home on a permanent basis in a parent/child relationship and be legally dependent on you for financial support. You must provide certification of dependency.</p> <p>You must provide evidence that an “unmarried dependent child” is legally dependent on you. The evidence must be in the form of certification that is satisfactory to the SHBP, generally a judicial decree (court order or judgment) from a court of competent jurisdiction within the United States. The SHBP’s decision as to legal dependency or the lack of it will be final. Therefore, you must submit a copy of the temporary or permanent guardianship papers signed by the Judge or Court Clerk. Petitions for guardianship and attorney notarized letters are not acceptable documentation.</p> <p>Please send all documentation to the fax number below. Be sure to include the policyholder’s Social Security number on all documents submitted to SHBP.</p> <p style="text-align: center;">Fax number : 1-866-828-4796</p> <p>If you have questions regarding this letter, please do not hesitate to contact SHBP Member Services at (800) 610-1863.</p>

STANDARD EMAIL COMMUNICATIONS > GUARDIANSHIP AND DEPENDENT ELIGIBILITY – REMINDER NOTICE

Distributed to:	Sent when child has been flagged 'Temp Guardianship'
Frequency:	ALL with email address – monthly thru Spire
Email Text:	<p>To: Employee - Email Address From: State Health Benefit Plan Subject: Temporary Guardianship for <DepFName1> <DepLName1></p> <p>When covering a dependent under your SHBP family policy through a temporary guardianship order, coverage is granted for one year from the date of the court order. The temporary guardianship order for <DepFName1> <DepLName1> that you sent was dated <court ordered end date>, which is over one year old. You must submit a current court order that has been filed through the court and <u>signed by the Judge or Clerk of the court</u> that the temporary guardianship order has not been rescinded</p> <p>Please include the policyholder's Social Security number on all documents submitted to SHBP and send to the fax number below:</p> <p>1-866-828-4796</p> <p>If you have any further questions regarding this letter, please do not hesitate to contact SHBP Member Services at (800) 610-1863.</p>

STANDARD EMAIL COMMUNICATIONS > DEPENDENT MISSING SSN

Distributed to:	This email will be sent in the month the dependent turns Age 44 with no SSN on file
Frequency:	ALL with email address – monthly thru Spire
Email Text:	<p>To: Employee - Email Address From: State Health Benefit Plan Subject: Missing Dependent Social Security Number</p> <p>Medicare Secondary Payer reporting laws require insurance carriers to collect Social Security numbers for all covered members and their dependents. We currently have no Social Security number on file for the dependent listed below.</p> <p>Dependent Name: <DepFName1> <DepLName1></p> <p>An insurance carrier must have a Social Security number on file for an insured member over the age of 44. You must provide the missing Social Security number or the above-named dependent will be removed from coverage.</p> <p>Please provide the Social Security number for the dependent listed above by going online to the SHBP Enrollment Portal at www.mySHBPga.adp.com or by calling SHBP Member Services at (800) 610-1863.</p> <p>Sincerely,</p> <p>State Health Benefit Plan (800) 610-1863</p>

STANDARD EMAIL COMMUNICATIONS > DISABLED DEPENDENT NEAR EXPIRATION

Distributed to:	This email will be sent 60 days prior to the dependent 's coverage expiration date
Frequency:	ALL with email address – monthly thru Spire
Email Text:	<p>To: Employee - Email Address</p> <p>From: State Health Benefit Plan</p> <p>Subject: Coverage Expiration for <DepFName1> <DepLName1></p> <p>Coverage for the above-named dependent under your State Health Benefit Plan (SHBP) policy will expire on <disabled expiration coverage end date>. Upon expiration, your dependent may enroll for Temporary Extended Coverage (TEC) for an additional 18 months by paying the full cost of coverage under COBRA. A COBRA packet and enrollment form will be mailed within 7-10 calendar days from your dependent's coverage expiration date.</p> <p>The loss of coverage for your dependent may allow you to change to a different tier level. To change to a different tier, after coverage for your dependent has expired, you may go online through the SHBP Enrollment Portal at www.mySHBPga.adp.com within 31 calendar days following the loss of coverage event. If you do not make a change, your next opportunity to change your tier level will be during the next Open Enrollment or another mid-year qualifying event.</p> <p>If Your Dependent is Disabled</p> <p>If your dependent was disabled prior to their 26th birthday, he/she may be eligible for continuation of coverage under the disabled dependent provision of the Plan. When applying for dependent coverage under the Disabled Dependent Policy, your dependent will continue coverage after the expiration date when documentation is received and approved by the SHBP. Application to continue coverage under the disabled dependent provision requires that you contact SHBP Member Services at (800) 610-1863 as soon as possible to prevent loss of coverage under the Plan.</p> <p>Dependent Name: <DepFName1> <DepLName1></p> <p>Sincerely,</p> <p>State Health Benefit Plan (800) 610-1863</p>