



# STATE HEALTH REPOSITORY TOOL (SHRT) and PREMIUM BILLING JOB AID



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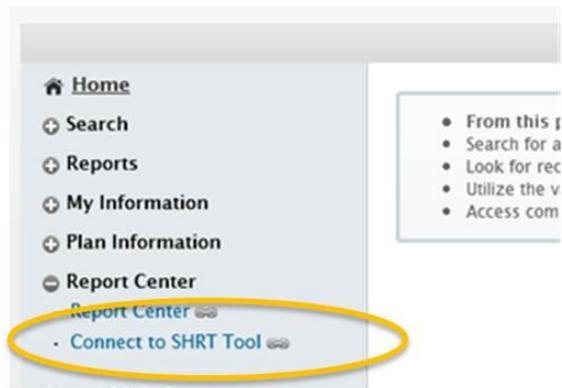


## STATE HEALTH REPOSITORY TOOL (SHRT)

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](http://mySHBPga.adp.com)), and clicking the Connect to SHRT Tool link in the left-hand menu.



If a user requires access to SHRT or different access rights, they should contact their SHBP Employer Services contact.

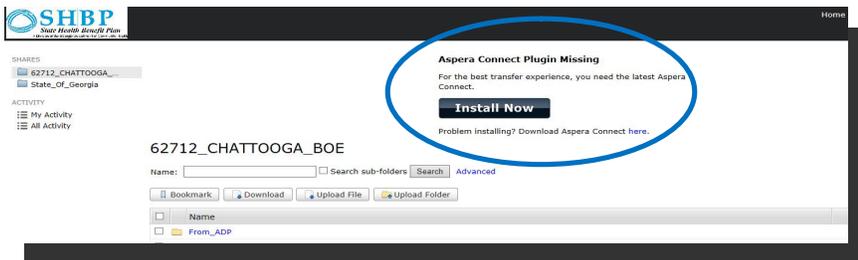
NOTE: If you are using Internet Explorer make sure client either had pop-up blocker turned off or that a pop-up blocker exception is in place. If this is not done then the Connect to SHRT link may not function properly.

## First-time Access

First-time users are required to install a plug-in the first time SHRT is accessed on that computer. Follow the steps below to install the plug-in.

### A. Install the Plug-in

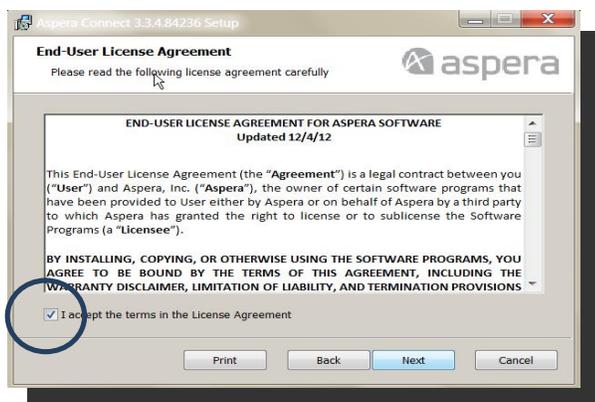
1. When you click on a folder for the first time, you'll see the following at the top of the page. Click the Install Now button located in the center of the top of the home page.



A window will open, and the plug-in will begin installing automatically. If your browser displays a security prompt/warning, click Allow, Continue or Install to proceed.

TIP: Once complete, the window showing "Installing Plugin" may still appear at the top of the screen. No action is required.

2. Accept the License Agreement by checking the box, and then click Next.



If you are unable to install the plug-in and receive Error Code 11, 12 or 47, please provide the information Troubleshooting information to your IT Department in order to continue.

## File Sharing by Payroll Location Type

Agency Type	Upload	Frequency	Download	Frequency
<i>Automated</i>	AUF File	Daily	Payroll Error Report	Daily
		Monthly	Payroll Deduction File (Change File)	Daily
	PUF File	Monthly	Proof Bill Report (Cumulative, Print Ready, and Change File)	Daily
			Reject Report	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly
			Address Change Report	Weekly
<i>Peoplesoft</i>	PUF File	Monthly	Payroll Error Report	Daily
			Proof Bill Report (Cumulative, Print Ready, and Change File)	Daily
			Reject Report	Daily
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly
			Address Change Report	Weekly
<i>Manual</i>	PUF File	Monthly	Proof Bill Report (Cumulative, Print Ready, and Change File)	Daily
			Payroll Deduction File (Change File)	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly

### Contact(s):

All questions or concerns regarding the Proof Bills, Payroll Deduction Files, Payroll Comparison Reports, AUF and PUF files should be directed to your assigned AST representative at State Health.

All questions or concerns regarding this Monthly Premium Billing/Distribution process should be directed to the [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) email.

## Uploaded Files

- Demographic Data File (AUF) – uploaded daily or, for locations that do not have demographic changes on a daily basis, then these files will be uploaded on a less frequent basis. This will result in a Payroll Error Report IF errors have been identified.
- Payroll Update File (PUF) – Receipt and processing of this file will result in a Payroll Comparison Report being produced by the end of the following business day.

Be sure that your AUF and PUF files follow the naming convention below and have been uploaded to your 'To\_ADP' folder for your location(s):

- AUF\_payrolllocation\_agencyname\_date.txt
- PUF\_payrolllocation\_agencyname\_date.txt

If multiple locations are sent on an AUF or PUF file then the payroll location in the file name must reflect just one 5-digit location that is included in the file.

## Downloaded Files

- Payroll Error Report – received daily only if AUF has been sent and only when errors are identified during the data load process.

Reports will be named '\*Error\*.\*'

- Reject Report – received daily only if AUF has been sent and only when termination records are set due to termination and identified during the data load process. These records will not be processed as terminations until a retirement record comes from the respective retirement system.

Reports will be named '\*Reject\*.\*'

- Payroll Deduction (Change & Full) – The daily version contains payroll deduction updates that have occurred since the prior day's file was produced. The monthly version is a full file containing all deductions for the employees in your location(s).

Reports will be named 'SHDAUPDT\*.\*' if daily change file and 'SHSHBPIN\*.\*' if monthly full file.

- Payroll Comparison Report – Identifies any variances that exist between your payroll system's extract (PUF) and the enrollment portal's benefit elections and the corresponding deductions.

Reports will be named '\*Payroll\*Recon\*.\*'

- Premium Billing Reports and Vouchers – All reports needed to submit the premiums for your location(s).

Reports will be named:

- SHBP\*Payment Voucher.pdf
- SHBP\*BRP\*.CSV
- SHBP\*Custom\*Pay\*Sum\*by\*Div\*.PDF

- Proof Bill Report – Identifies any changes that have been processed in the enrollment portal that have impacted costs for the participant’s benefits since the last Proof Bill was produced.

Reports will be named ‘\*Proof\*.\*’

- Address Change Report – Identifies on a weekly report all updates made to existing addresses. It does not include new hires – just those records that were previously loaded into the enrollment portal.

Reports will be named: ‘\*Demographic\*Change\*.\*’

## Uploading Files

Upload your file to the To ADP folder within your payroll location folder in the SHRT.

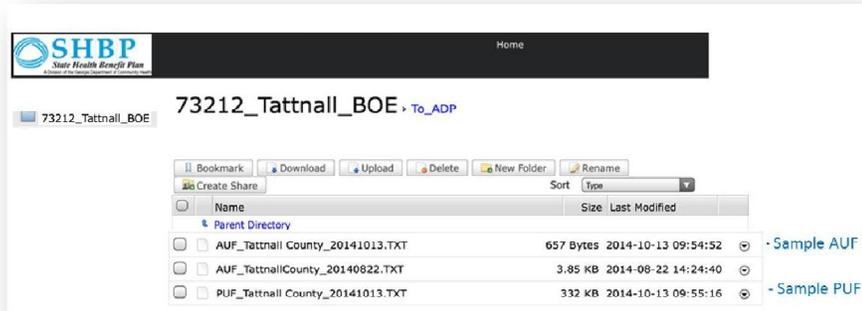
1. Click on one of your payroll locations (on the left of your screen).
2. Mouse-over the To ADP link (in blue) and click on it to open the folder. See the sample screen shot below. Your actual screen will vary based on your access rights.



3. Once the folder is open, click the Upload button and browse for your file. See the sample screen shot below. Your actual screen will vary based on your access rights.

*Note: If you support multiple locations, you can submit a consolidated file into any one of your payroll location To ADP folders.*

Once the folder is open, click the Upload button and browse for your file. See the sample screen shot

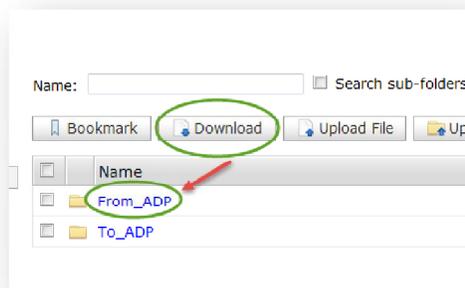


4. To verify that your file was successfully uploaded, press your F5 button – which should refresh your screen and display the file successfully uploaded.

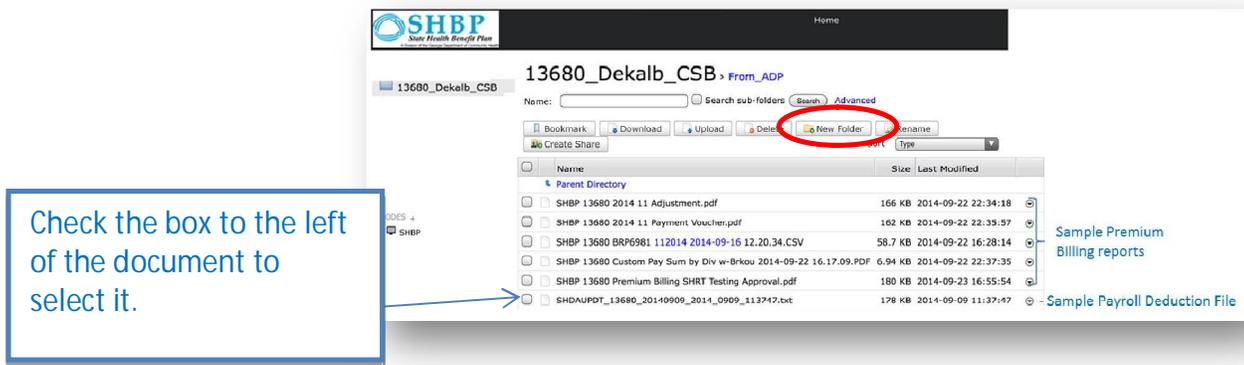
## Downloading Files

Download your file(s) from the From ADP folder within your payroll location folder in the SHRT.

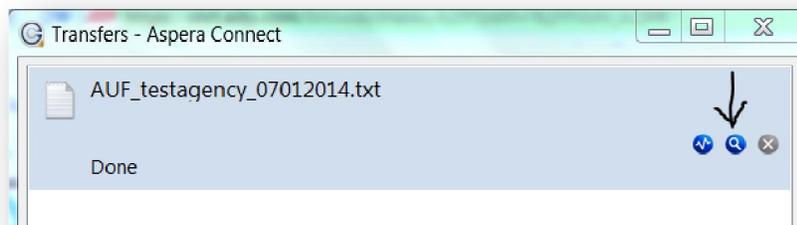
1. Mouse-over the From ADP link (in blue), and click on it to open the folder.



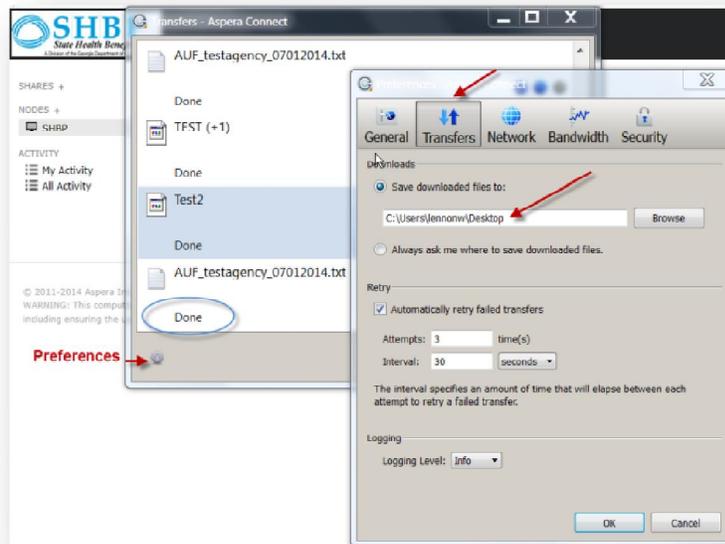
2. Check the box to the left of the document(s) to download and click the Download button. The screen below is a sample only. Your actual screen will vary based on your access rights.



3. A Transfers window (below) will appear showing the status of the download. When the file has downloaded successfully, the status appears as DONE. The file will appear in the Downloads folder in your profile. Another way to quickly access the file that was downloaded would be to click on the icon shown here. Clicking on it will automatically bring you to the location on your computer where the file(s) were downloaded.



4. Do not close the window until you see the word DONE and until you complete the next step. Prior to closing the window, be sure to select the Clear List option appearing at the bottom of the pop-up window.



You can change the location to save your downloads by clicking on the Preferences icon in the Transfers window (see above). Select the Transfers tab and browse for the location to save future downloads.

### File Management/Archiving

The daily files downloaded by ADP to the SHRT tool will be removed from the SHRT tool after 14 days and the monthly files will be removed after 90 days.

Files uploaded to ADP will be removed immediately after they have been processed and files uploaded to the upper level location folder will be removed after 5 days.

### Additional SHRT Instructions

The Additional SHRT Instructions folder contains the most up-to-date reference documents to assist with tasks associated with SHRT.

This will be a repository of documents that will be growing over time so check it regularly for updates to existing documents as well as new documents. As of the writing of this document, the following documents exist in this repository:

- SHBP\_SHRT\_Combined\_Instructions – complete instructions for all testing steps, including FAQs and troubleshooting.
- SHDAUPD\_File\_Layout – displays file layout for Payroll Deduction File – both the Change and Full file versions
- SHRT Terminology Glossary – defines words associated with SHRT

- Importing Files Into Excel – Contains instructions regarding how to import information found in TXT files into Excel. Examples of files you may want to import into Excel are the payroll files.
- Proof Bill Instructions – Contains a generic report along with a description of each field appearing on the report so that you can determine when/how to make updates to the participant’s deduction amounts in your payroll system.
- Payroll Compare Error Instructions – Contains each of the various types of discrepancies identified on the Payroll Comparison Report and the action(s) that need to be taken to research and/or resolve these discrepancies.
- SHBP 12345 – Discrepancies for Month Year – Template for premium billing employee discrepancies to be emailed to [shbp.premiumbilling@adp.com](mailto:shbp.premiumbilling@adp.com). Change the ‘12345’ to your location number(s) and the ‘Month Year’ to the reporting month (i.e. Jan 2015) prior to submitting it.
- Monthly Premium Bill Process – Recaps the various steps in the premium billing process and the timeline for when these events occur.
- ACA Benefits Import – Contains the guide for the standard file layout for the information that can be provided by ADP to assist each location with completing required ACA reporting in 2016.

Check this folder regularly since the existing documents will be modified and new documents will be added, as needed.

**Additional\_SHRT\_Instructions**

Name:   Search sub-folders  [Advanced](#)

Sort  ▼

<input type="checkbox"/>	Name	Size	Last Modified	
<input type="checkbox"/>	ACA Benefits Import _v1 7 (4) (3).docx	96.6 KB	2015-02-27 18:26:39	⌵
<input type="checkbox"/>	Importing Files Into Excel.docx	19.8 KB	2014-10-24 11:56:04	⌵
<input type="checkbox"/>	Monthly Premium Bill Process Rev 031015.ppt	187 KB	2015-03-25 14:31:46	⌵
<input type="checkbox"/>	Payroll_Recon_Error_Instructions 013015.docx	24 KB	2015-01-30 03:55:14	⌵
<input type="checkbox"/>	Premium Billing_2015_Plan Codes and Tiers.xls	21 KB	2015-02-04 11:52:51	⌵
<input type="checkbox"/>	Proof_Bill_Instructions.xlsx	12.2 KB	2014-10-22 00:42:00	⌵
<input type="checkbox"/>	SHBP 12345 – Discrepancies for Month Year.xls	48 KB	2015-03-25 14:29:56	⌵
<input type="checkbox"/>	SHBP 2015 Options Tiers Monthly Deductions oct 2014.xlsx	24 KB	2014-12-03 12:18:49	⌵
<input type="checkbox"/>	SHBP_SHRT_Combined_Instructions_10162014.pdf	1.69 MB	2014-10-16 16:48:15	⌵
<input type="checkbox"/>	SHDAUPDT_File_Layout_Rev_for 2015.xlsx	60.1 KB	2014-12-02 10:46:33	⌵
<input type="checkbox"/>	SHRT Terminology Glossary.pdf	194 KB	2014-10-01 15:09:09	⌵
<input type="checkbox"/>	SHRT_JobAid_03042015.pdf	1.25 MB	2015-03-04 09:17:37	⌵

## State Health Repository Tool (SHRT) Troubleshooting Tips

### Do not see all folders for the agency(ies) you support?

Send an email to your SHBP Administrative Solutions Team (AST) contact so your access privileges can be reviewed and updated, if required. If you expected to have access to certain agencies and do not see them listed, please include the names of the missing agencies.

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### Do not see a file that you recently uploaded?

For the AUF files, these files are retrieved every 15 minutes from the TO\_ADP folder so if you file was uploaded it more than 15 minutes ago then your file has already been picked up and removed from the SHRT.

For the PUF files, these files are retrieved once per day from the TO\_ADP folder so if you file was uploaded it before today then your file has already been picked up and removed from the SHRT.

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Do not have the appropriate upload/download access needed for the processes you support?

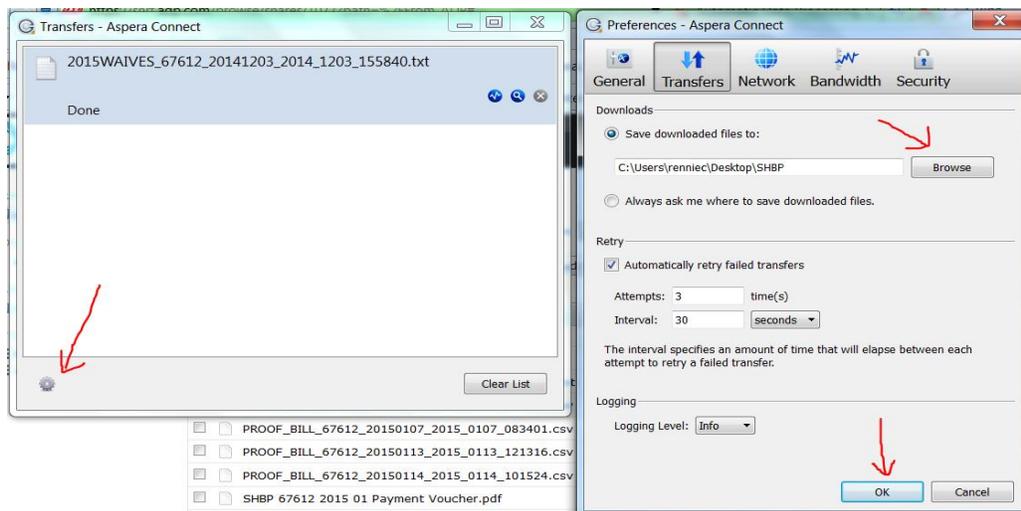
Please send an email to your SHBP Administrative Solutions Team (AST) so your access privileges can be reviewed and updated, if required. Please provide detailed information so ADP can take action on your account.

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## Error Code 4

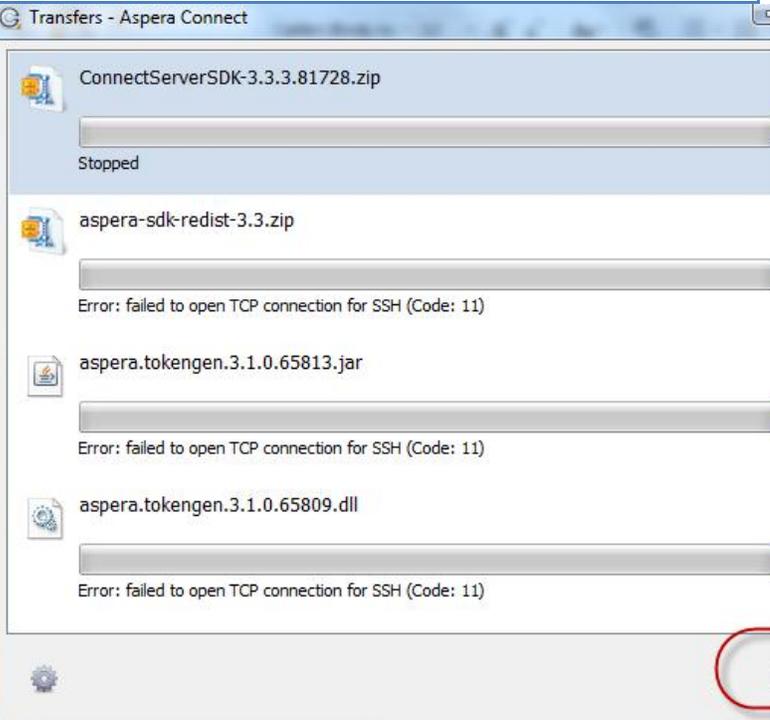
To resolve Error Code 4, you must adjust the SHRT setting to select a valid location for the files to be downloaded.

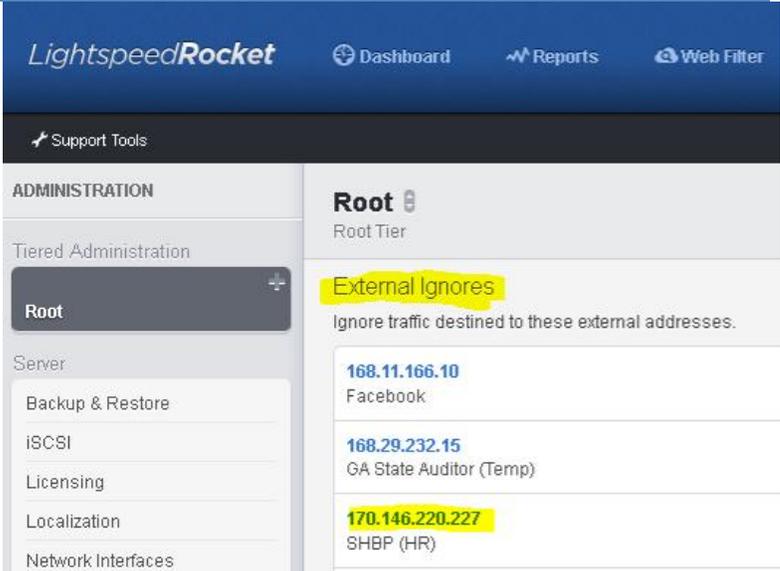
To set the location, click on the 'cog' shown below in the transfer window once you've selected the 'Download' file option and then make sure that the Save downloaded files to has a valid location and adjust it by clicking on the Browse button followed by clicking on the OK button.



## Error Code 11, 12, or 47

To resolve Error Codes 11, 12 and 47, settings with your internal system must be changed to allow the download. These internal settings must be changed by your local Network Analyst and Information Technology Department. Please forward this information and troubleshooting steps below to your local Information Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer if the user encounters error codes 11, 12, 47, the following steps should be taken:	
2	With the transfer list still open, the user should click on Clear List in order to remove any failed transfers.	
3	The network management team for the user's location will need to confirm and/or enable outbound access to the following IP's and ports on their	<p style="text-align: center;">             Site: shrt.adp.com              IP: 170.146.220.227              IP: 170.146.221.226              Protocol: TCP              Ports: 80, 443, 33001, 4180, 4543              Protocol: UDP              Port: 33001           </p>

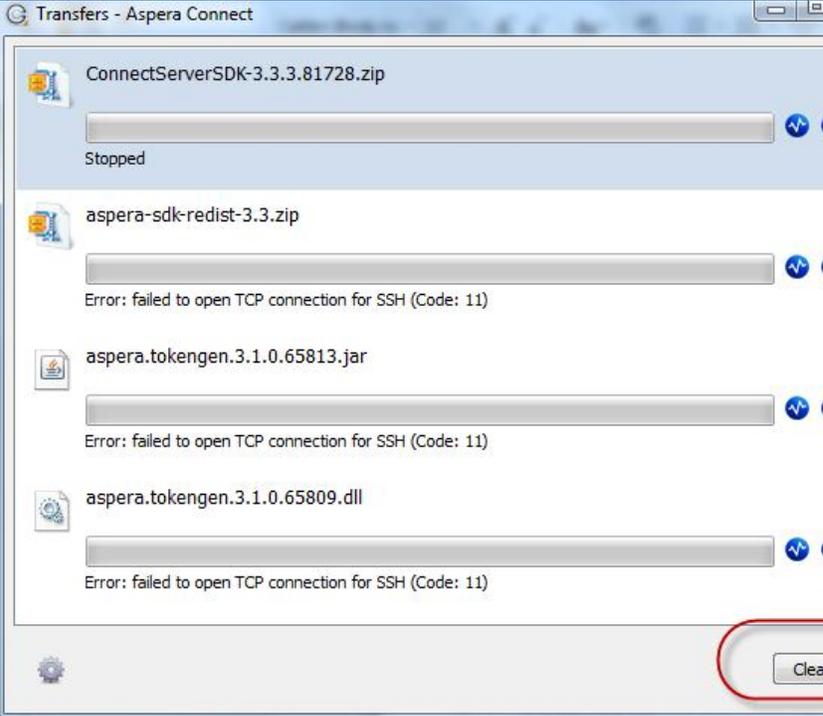
	firewall.																
4	If the user's location utilizes a content filter, the following IP's should be listed as ignored.	IP: 170.146.220.227 IP: 170.146.221.226															
5	Below is an example of what a content filter will look like; however, the view may vary by site depending on what filtering product is in use.	 <p>The screenshot shows the LightspeedRocket administration dashboard. The 'External Ignores' section is highlighted, showing a list of external addresses to be ignored. The addresses listed are 168.11.166.10 (Facebook), 168.29.232.15 (GA State Auditor (Temp)), and 170.146.220.227 (SHBP (HR)). The IP 170.146.220.227 is highlighted in yellow.</p>															
		<table border="1"> <tr> <td>10.10.10.1 (TECH)</td> <td>170.146.220.227:33001</td> <td>Unknown</td> <td>Blocked</td> <td>Peer-to-Peer</td> </tr> <tr> <td>10.10.10.1 (TECH)</td> <td>170.146.220.227:33001</td> <td>Unknown</td> <td>Blocked</td> <td>Peer-to-Peer</td> </tr> <tr> <td>10.10.10.1 (TECH)</td> <td>170.146.220.227:33001</td> <td>Unknown</td> <td>Blocked</td> <td>Peer-to-Peer</td> </tr> </table>	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
6	Once confirmed, the content filter and firewall rules are completed. The user should try to upload and download a file again.																

## Error Code 19

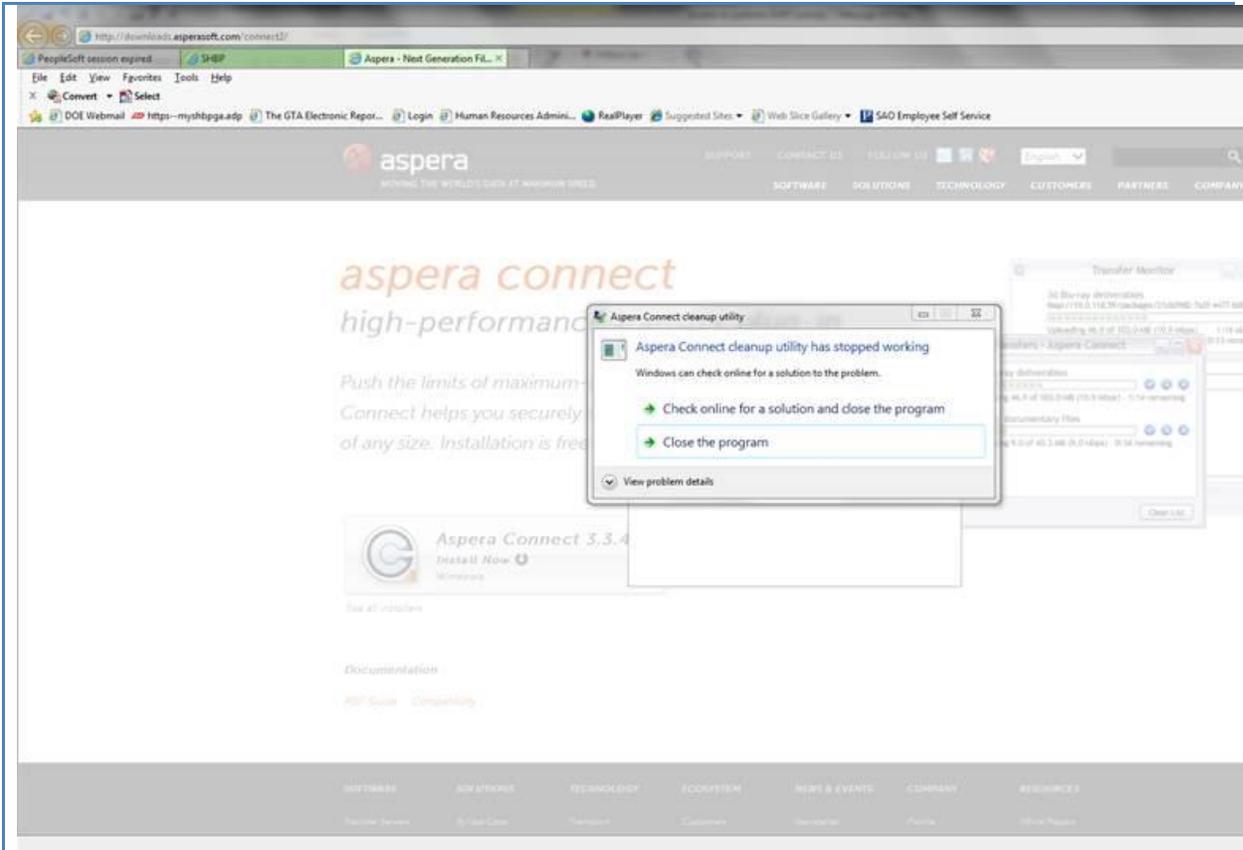
To resolve Error Code 19, the following actions should be taken to resolve it.

- 1- Clear and delete all cookies, cache and passwords from your internet history inside your browsers settings.
- 2- Clear and delete all plug-ins, downloads and applications from your browsers active download option.
- 3- Close all internet browsers and windows and begin the SHRT Instructions once again.

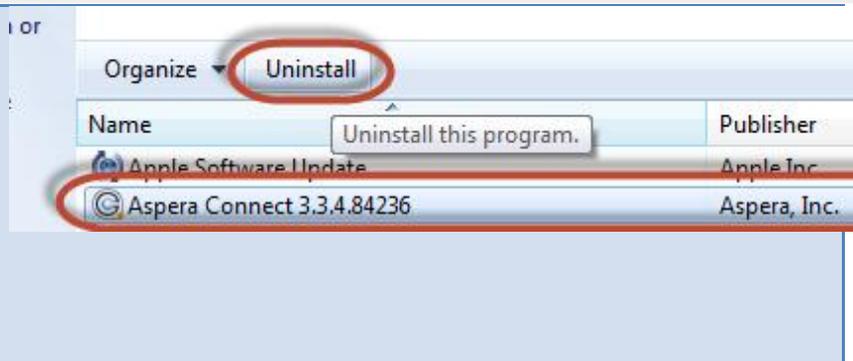
If the problems continue, please follow the instructions below. If you're unsure of any steps on the instructions, please reach out to your local Information Technology Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer, if you encounter Error Code 19, take the following steps shown below:	
2	With the transfer list still open, click on Clear List in order to remove any failed transfers.	
3	If the transfer list has been closed, Please	

	download another file to populate the transfer / download list.	
4	<p>-The Aspera plug-in utility should be closed.</p> <p>-In the windows taskbar (<i>bottom right box near the clock</i>), click on the up arrow to show all icons.</p> <p>-Look for the Aspera Connect Icon (<i>shown in the screenshot</i>), and right click on the Aspera Connect Icon.</p> <p>-When the menu opens, select <u>Quit</u>.</p> <p>-Try to upload or download a file after these steps.</p>	
5	If the previous step is not successful, complete Step 2 again. Then reboot your PC to ensure web browsers and utilities are not retaining any bad information.	
6	The error below is a bug in the Aspera plug-in which was corrected in the latest available version.	



7 If you encounter the error above, close any open web browsers and uninstall the plugin. Once removed, login to site SHRT site again and you will be prompted to install the latest version.

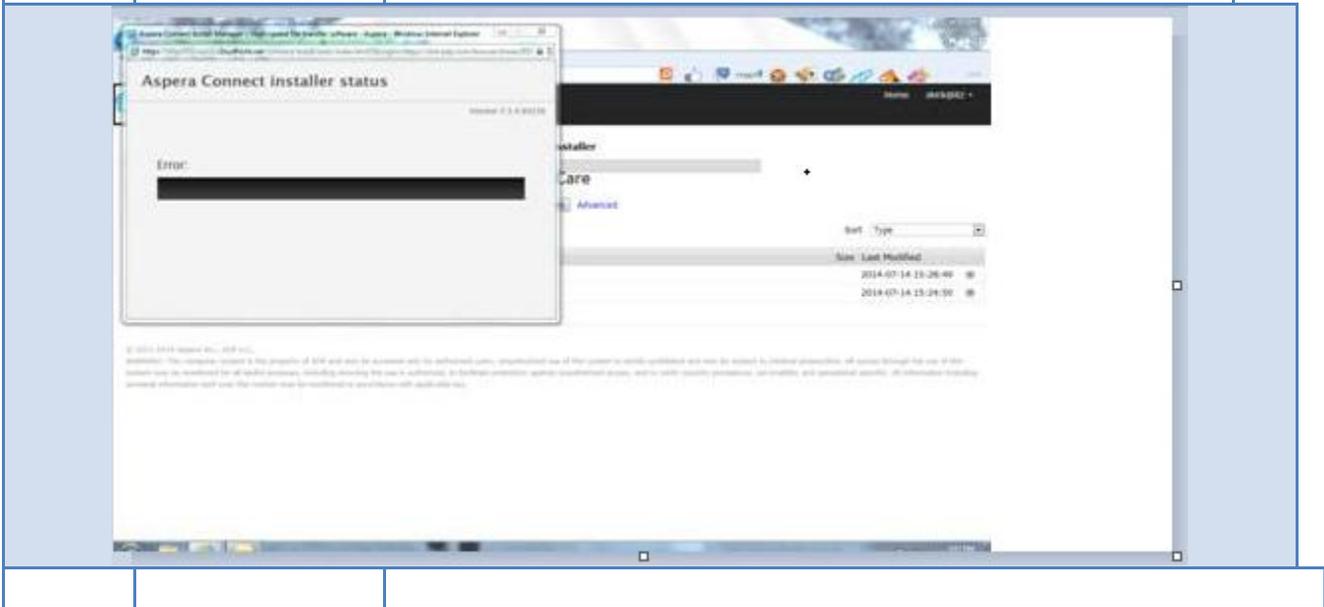


8 For the following, the user should provide any Aspera logs for further review to your assigned AST representative at State Health. Please contact your local Information Technology Department for

On desktop navigate to C: drive > Users > <User Folder> > AppData > Local > Aspera > Aspera Connect > var > log

Capture the "aspera-scp-transfer.log", "aspera-connect.log", and lastly the "aspera-connect-browser-plugin.log".

assistance in recovering Aspera Logs. The internal link to these logs is shown to the right.

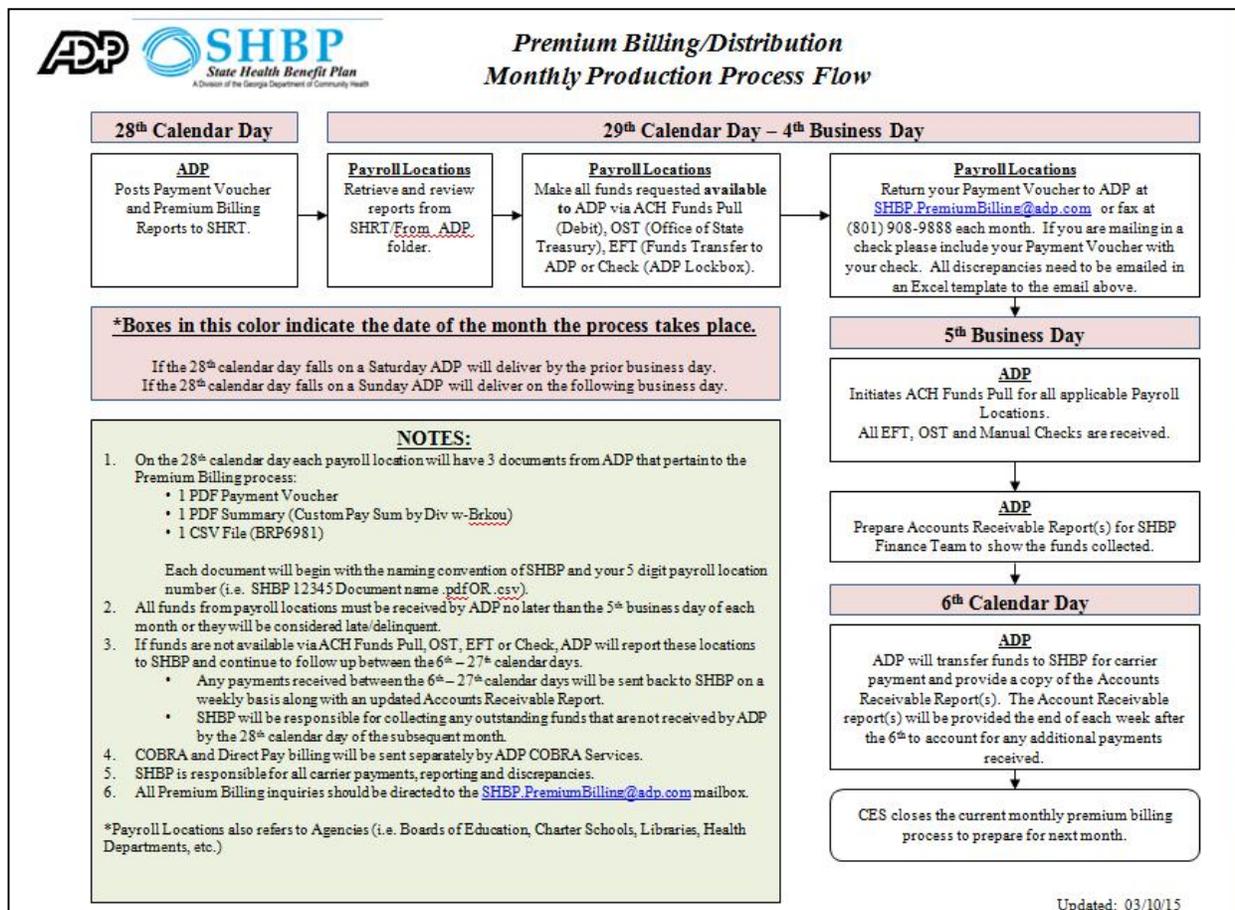




## SHRT – MONTHLY PREMIUM BILLING/DISTRIBUTION PROCESS

### Monthly Premium Billing Process Flow

Below is the high level process flow for the Monthly Premium Billing/Distribution process.



## Monthly Premium Billing Cycle

The monthly Premium Billing reports will be posted by ADP Carrier Enrollment Services (CES) on the 28<sup>th</sup> Calendar Day of each month for the following month's premium bill.

- 28<sup>th</sup> Calendar Day – premium bill available on SHRT in From ADP folder for each location
- 29<sup>th</sup> Calendar Day through 4<sup>th</sup> Business Day – review and make manual calculation adjustments
- 5<sup>th</sup> Business Day of the month – payment

### Example for May 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28 Premium Billing Posted - May	29 Payroll Locations Review and Return Voucher, Payment and Discrepancies to	30	1	2
3 ADP	4	5	6	7 May Payment Due	8	9

Note:

- If the 28<sup>th</sup> Calendar Day falls on a Saturday ADP will deliver by the prior business day.
- If the 28<sup>th</sup> Calendar Day falls on a Sunday ADP will deliver on the following business day.

## Accessing Monthly Premium Billing on SHRT

The Premium Billing Reports will be placed in the From\_ADP folder within each payroll location's folder, as shown in the *sample* screen shot below. Actual screens may vary based on access rights.

The screenshot shows the SHBP SHRT interface. The current share is '61712\_Burke\_BOE' and the folder is 'From\_ADP'. The file list contains the following items:

Name	Size	Last Modified
Parent Directory		
2015WAIVES_61712_20141203_2014_1203_155825.txt	170 Bytes	2014-12-03 18:27:45
SHBP 61712 Custom Pay Sum by Div w-Brkou 2014-12-28 22.06.13.PDF	13 KB	2014-12-29 04:10:00
SHBP 61712 2015 01 Payment Voucher.pdf	163 KB	2014-12-29 04:52:15
SHBP 61712 BRP6981 012015 2014-12-28 20.42.52.CSV	66.3 KB	2014-12-29 12:43:57

A red arrow points to the three document files, with the text '3 documents' written inside the arrow.

## Premium Billing Reports

Each payroll location will have three documents in its From\_ADP folder in SHRT pertaining to the Premium Billing process:

- (1) PDF Payment Voucher  
The Payment Voucher provides the Billed amount(s) for the month for the location as well as payment method details. All locations are required to return the voucher to ADP. If the payment method is electronic please email voucher to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) or via fax at (801) 908-9888. If you are sending payment to ADP via check please return the voucher along with the check being mailed to the ADP PNC Lock Box address.
- (1) PDF Summary (Custom Pay Sum by Div w-Brkou)  
The Summary provides payment calculations by vendor and summarizes each vendor, headcount and total calculations.
- (1) CSV File (BRP6981)  
The CSV file is the Employee-Level Roster Data. You will use this report to verify employee level calculations

Each document name begins with "SHBP" and your 5 digit payroll location number (i.e. SHBP 12345 Document name.pdf OR .csv).

## Discrepancies

If any billing discrepancies are identified during the monthly review process (from the 28<sup>th</sup> Calendar Day through the 5<sup>th</sup> Business Day), payroll locations should send an email to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) with the Excel Discrepancy template populated with all details and renamed per the instructions below. The actual Excel document must be attached to the email (not faxed or converted to PDF) in order for ADP to research and respond to these discrepancies. There are full details on how to populate this template in the instructions tab within the document. This template document can be found under the "Additional SHRT Instructions" folder on the SHRT site.

The subject line of the email should contain the 5-digit payroll location number and the discrepancy spreadsheet name and subject line of your message should read as follows: SHBP (Payroll Location #) – Discrepancies for (Month Year)

Please keep in mind that there will always be slight timing differences between the monthly premium billing and your actual payroll deductions for the month depending on when the change was actually updated in the system. Whenever possible please pay as billed and document any differences as a discrepancy for ADP to research BUT do not adjust your bill or you will have to keep doing this until the corrections balance out. It is understood that you cannot pay for records that are not yours or that have terminated and it would be okay for you to adjust your bill to

deduct those amounts from your payment; however we still need you to report them as discrepancies so that we can correct our system to reflect the termination.

It is also recommended that you check the ADP enrollment portal for any changes to ensure that they are reflected correctly within that system. If the change you are expecting is not showing there please reach out to your SHBP Administrative Solutions Team for assistance in getting this corrected. If the record was updated within a week of the premium billing reports being posted to the SHRT site this is most likely a timing issue and will be reflected correctly on the following premium billing cycle. Again, it is the recommendation of ADP that you pay as billed to prevent any unnecessary extra work and identify and monitor discrepancies so that we can ensure that they are corrected before the next premium billing cycle.

Note: All discrepancies will be researched and responded to before the following month's billing cycle as long as they are reported to ADP by the 5<sup>th</sup> Business Day of the current month to allow time to research the issues.

### Funding Process

All payment(s) must be received by ADP no later than the 5th business day of each month in order to complete the monthly billing process. If payment is not received by the 5<sup>th</sup> Business Day of the month, the payroll location will be marked as delinquent, and an ADP resource will contact the location via email and/or phone call to follow up on the payment. Payment(s) will still be accepted from the 6<sup>th</sup> to the 27<sup>th</sup> Calendar Day of the month for the current premium billing cycle and payments will be sent back to SHBP on a weekly basis after the 6<sup>th</sup> Calendar Day of the month. If payment(s) are not received by the 27th Calendar Day of the month for the current billing cycle, the delinquent locations will be turned over to SHBP to continue the follow up and collection of funds.

Each payroll location has been identified as one of the following four methods of funding:

Please do not change the method in which you pay ADP without first reaching out to the [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) team to get approval on this. There is some system setup that needs to occur on the ADP side to support your change. If you are unsure of the method in which your location is set up for payment please reach out to our team and we will inform you of our current set up.

1. ADP Initiated Debit (ACH Funds Pull) – ADP Company ID 8186546001  
Funds will be automatically pulled (debited) from your bank account provided to ADP on the Due Date each month. Please ensure funding is available for ADP based on your reporting.  
The only locations approved to use this method are those that agree to pay as billed by ADP.

## 2. EFT Funds Transfer Initiated by the Payroll Location to ADP

The payroll location is responsible for transferring funds electronically (ACH or Wire) to ADP's bank account listed below by the Due Date.

Bank Name: PNC Bank  
Account Name: ADP Insurance Agency, Inc  
Account Number: 8026312885  
ABA/Routing: 031207607

## 3. Office of State Treasury (OST) Transfer Process

If your payroll location currently uses the Georgia Funds Transfer (GFT) administered by the Office of Treasury and Fiscal Services (OST) group to transfer your payment please make sure that this transfer is requested no later than the Due Date. ADP will receive reporting from the OST group on a daily basis providing detail on these payments.

## 4. Check Mailed directly to the ADP PNC Bank Lock Box

The payroll location is responsible for creating a check for the monthly payment amount(s) and mailing your check along with the first page of this voucher to the Lock Box Address listed below.

Lock Box Address: PNC Bank  
P.O. Box 531613  
Atlanta, GA 30353-1613

Make Check Payable To: We would prefer ADP Insurance Agency, Inc; however we will accept checks that are made out to the following:

- State Health Benefit Plan (SHBP)
- Georgia Merit (Health, System or Dept.)
- Dept. of Community Health (DCH)
- Employee Health Insurance

## Contact

All questions or concerns regarding this Premium Billing/Distribution process should be directed to the [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) email.