



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

State Health Benefit Plan Qualifying and Pending Events

DCH - State Health Benefit Plan (SHBP) Enrollment Portal



Presentation to: SHBP Agencies

Presented by: SHBP Administrative Solutions Team (AST)

February 28, 2014



Mission

The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.

Agenda

- **Using the SHBP Enrollment Portal**
 - No Paper Forms
 - Electronic File Transmissions
 - Manual Transactions
- **Revised Business Processes**
 - Confirmations and Transactional E-mails
 - Eligibility and Enrollment Window Opportunity
 - Rehire within 30 Days
 - Qualifying Event Verification Documents

Using the SHBP Enrollment Portal



Paper Forms

As of July 5, 2013, paper forms no longer accepted by SHBP.

The SHBP Enrollment Portal must be utilized to report Transactions to SHBP, by Electronic File Uploads or designated Manual Entry.

These transactions include:

- New Hires
- Transfers
- Terminations
- Declination of Coverage
- Open Enrollment

Paper Forms

- SHBP AST cannot accept paper forms for membership changes or updates nor make corrections to AUF file submittal errors
- SHBP AST are available for questions regarding AUF file submittals or manual entries into the SHBP Enrollment Portal; and assist with questions regarding the re-submittal of corrected information via AUF file

Electronic File Uploads

- **Automated Agency Files**
 - Payroll Update File (PUF)
 - Add Update File (AUF)

Electronic File Uploads

- **Payroll Update File (PUF)**
 - Uploaded monthly immediately following agency deductions
 - Used for comparison of discrepancies between Membership Enrollment Management System (MEMS)/SHBP Enrollment Portal and the Agency Payroll

Electronic File Uploads

- **Add Update File (AUF)**
 - Change Only
 - Daily File

Note:

Files submitted by 2 pm should appear following business day.

Manual Transactions

- Non- automated File Agencies must use the Data Sharing Tool to make manual transaction entries (membership changes or updates) into the SHBP Enrollment Portal
- SHBP AST will be available for questions regarding manual transaction entries but will not make the manual transaction entries into the SHBP Enrollment Portal

Revised Business Processes



Confirmations and Transactional E-mails

- Employees are encouraged to provide an e-mail address during Registration on the SHBP Enrollment Portal; however not required to complete Registration
- After declaring a Qualifying Event (QE) on the SHBP Enrollment Portal, the employee will receive Confirmations and Transactional E-mails , only if an e-mail address is on file. The QE's include:
 - Birth/Adoption
 - Marriage
 - Divorce
 - Dependent Gains/Loses Coverage Elsewhere
 - Gain/Lose Guardianship
 - Open Enrollment
 - Other QE's

Eligibility and Enrollment Window Opportunity

- Once the member experiences and enters a QE into the SHBP Enrollment Portal (via Automated File or Data Sharing Tool) an Enrollment Window will display on the SHBP Enrollment Portal
- This Enrollment Window Opportunity is directly related to the Date of the QE; and will differ per QE - based on member or administrator access as follows:

QE	Employee Days to Declare	Admin Days to Declare
Marriage	31	46
Birth	90	105
Adoption	90	105
Gain Guardianship	31	46

Eligibility and Enrollment Window Opportunity

QE	Employee Days to Declare	Admin Days to Declare
Lose Guardianship	31	46
Divorce	31	46
Gains Coverage Elsewhere	31	46
Loses Group Coverage Elsewhere	31	46
Dependent(s) Gain PeachCare or Medicaid	60	75
Dependent(s) Loses PeachCare or Medicaid	60	75
Discontinue Coverage	0 (can only declare using current date)	15

Eligibility and Enrollment Window Opportunity

QE	Employee Days to Declare	Admin Days to Declare
Medicare Attainment	90	105
Death of Dependent	90	105
Tobacco Declaration	31	46

Rehire Within 30 Days

Coverage is reinstated if an employee is rehired within 30 days.

Note:

If an employee is rehired on or after 31 days, they are considered a new hire.

Qualifying Event Verification Documents

Verification documents must be faxed to SHBP within the eligibility enrollment window time frame of the QE.

The fax number is:

1-866-828-4796

Questions?

- Contact SHBP AST at 1-800-610-1863
- When prompted, select 'employer services'
- Monday through Friday, 8:30 a.m. to 5:00 p.m., ET

Thank You.

