



State Health Benefit Plan Open Enrollment Mistake Correction Policy

The purpose of this Policy is two-fold: to allow time for a member to discover if they made an Open Enrollment (OE) election mistake; and to correct the error through their payroll location without having to file an appeal with SHBP.

All active members will have until December 31, 2011 to advise their payroll location of their OE mistake by completing an OE Election Correction Form available at www.dch.georgia.gov/shbp/forms.

Listed below are some of the types of mistakes a member may correct:

- Failed to Confirm
- Discontinue Coverage
- Enroll in Coverage
- Coverage
 - Chose wrong vendor
 - Chose wrong option
- Coverage Tier
 - Failed to add dependent(s)
 - Failed to delete dependent(s)
- PeachCare for Kids®
 - Dropped child during OE due to applying for PeachCare for Kids coverage and child was not approved. Child can be added back to SHBP coverage. After December 31, 2011, members must file an appeal. Appeals will automatically be approved if the member files the appeal in January.

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- Spousal Surcharge
 - Failed to answer or answered the spousal surcharge questions incorrectly
 - Tobacco Surcharge
 - Failed to answer or answered the tobacco surcharge questions incorrectly

Employees who failed to answer these questions or answered them incorrectly will have a one month deduction of the applicable surcharge(s). Removal of surcharge(s) must be done on a prospective basis. **NOTE: Removal of the surcharge(s) under this OE Enrollment Mistake Correction Policy is only for November and December. Thereafter, employees will need to follow the requirements under the Tobacco Cessation Program to have the tobacco surcharge removed. To have the Spousal Surcharge removed, the employee will need to follow the requirements under the Spousal Surcharge Policy.**

The OE Election Correction Form must be completed and signed by the member and turned into the employee's payroll location by December 31, 2011. The payroll location must correct the next health deduction to reflect the new premium. All retro premiums or refunds must be reflected with the next health deduction. All OE Election Correction Forms should be submitted daily to SHBP by the payroll location but no later than January 10th.

Last date for employees to submit OE election correction forms to their payroll location is December 31, 2011. NO OE Election Correction Form dated after December 31st will be approved. Members will have to file an appeal after that date.