

Frequently Asked Questions

DCH - SHBP / ADP Enrollment Portal and Call Center Project

Stakeholder Forum Two - April 3, 2013

ENROLLMENT PORTAL ACCESS AND PASSWORDS

Q. If the employee's date of hire is August 1, 2013 but is sent in May, for example, what date will the employee be given to go online and enroll in benefits?

A. The employee may access the SHBP Enrollment Portal on August 1, 2013.

Q. Why is ADP different than FLEX? There is not a 45-day requirement for changing passwords with GaBreeze.

A. The 45-day password change is a requirement by Georgia Technology Authority (GTA) for all State Agencies. As such, the DCH SHBP adheres to this requirement and requests its vendors do the same. Reset prompts for the 45-day password requirement will display on the SHBP Enrollment Portal during the open enrollment period. This process will be self service and should not require SHBP or ADP intervention.

LATE TRANSACTION DATES

Q. What if the agency enters the transaction late? How will it impact their enrollment window?

A. Late transaction entries by the agency will decrease the enrollment window for the member. The enrollment window starts from the date of hire, not from the date the agency enters the transaction.

CONVERSION FILES

Q. The school district starts New Hire Orientation in May for August 1, 2013 effective dates. If a future dated hire date is sent early, can the employee access the system early to complete their enrollment?

A. No. The date of hire can be sent early but the employee will not be able to access the enrollment portal until their hire date.

Q. Will the daily deduction file sent to agencies from SHBP be a full file or change file?

A. The daily deduction file sent to agencies from SHBP will be a change file.

RETIREMENT CHANGE

Q. Will the process for retirement change?

A. No. The retirement process currently in place will continue.

SUMMER PAY

Q. For the purpose of summer pay, what is the definition of retirement versus termination?

A. Regardless of termination or retirement, the date SHBP will pass to ADP is the last date of payment.

Q. For the purpose of summer pay, how will SHBP sync the process with TRS on the employee's last payroll deduction and their first annuity deduction after termination/retirement? Currently, when someone terminates the last payroll deduction is reflected on the forms transmittal. When an individual retires, the forms transmittal reflects the last month worked. In some cases retirees will continue to receive 'summer pay' but the deduction actually comes from the annuity.

A. As soon as the retirement system sends the file for the 1st check SHBP terminates the active coverage if it is not already terminated. IF already terminated by payroll location SHBP will correct the last active deduction date if it causes duplicate coverage and start health deduction with retirement system based on the rules TRS same month deduction as coverage – ERS current month deduction pays for next month coverage. If there is a gap in coverage the member is billed for the gap and when the check is received the gap is filled in with pending retirement coverage.