



Date: August 6, 2012

STATE HEALTH BENEFIT PLAN 2012 WELLNESS APPEALS POLICY AND PROCESS

The State Health Benefit Plan (SHBP) appeals process, with respect to the 2012 Wellness Promise, has begun. If you are unsure if you have completed the 2012 Wellness Promise, you should check with your vendor. Cigna members may call the number on the back of your ID card and UnitedHealthcare members may go to www.myuhc.com and click on UnitedHealth Personal Rewards or call the number on the back of your ID card.

If you disagree with the vendor's determination or you were not able to complete the 2012 Wellness Promise due to circumstances beyond your control by the June 30, 2012 deadline, you may submit an appeal to SHBP.

Members currently enrolled in a SHBP Wellness Plan made the 2012 Wellness Promise during open enrollment last year. Under the 2012 Wellness Promise, the SHBP member made a commitment on behalf of himself/herself and the spouse (if covered) to each complete an online health assessment through their vendor and obtain a biometric screening by June 30, 2012. The biometric screening includes body mass index (BMI), blood pressure, glucose and cholesterol and could have been completed either:

- A. at a SHBP approved biometric screening event, or
- B. through a physician's office.

To file an appeal with SHBP, go to www.dch.georgia.gov/shbp and complete the online 2012 Wellness Appeal Form. Then download and print the form and fax it, along with your supporting documentation, including:

- A. Verification of completion of your online health assessment from your vendor and/or
- B. Your biometric screening results – copies of results from a physician (or its lab) or SHBP approved biometric screening

Fax to 1-855-700-5912.

SHBP will review the appeal and notify you of its decision within 60 days of receipt of your 2012 Wellness Appeal Form and supporting documentation. Please retain copies of the 2012 Wellness Appeal Form and supporting documentation submitted.

If you have questions, please call 1-800-610-1863.