SHBP
State Health Benefit Plan
A Division of the Georgia Department of Community Health

State Health Benefit Plan

2023 Train-the-Trainer

Open Enrollment Presentation for Plan Year 2024

Presentation to: **SHBP Employing Entities**

Presented by: **SHBP Member Eligibility and Employer Services Unit**

Date: **October 11, 2023**

Purpose

The Train-the-Trainer Presentation is an Open Enrollment reference tool for Employers. The purpose of this Presentation is to:

- Provide Employers information on available reports produced during Open Enrollment so they can ensure eligible employees within their organization have an opportunity to enroll;
- Provide Employers the revised schedules for various reports for the remainder of 2023 through the January 2024 billing cycle, and
- Assist Employing Entities with educating their eligible employees on the annual Open Enrollment period and plan options offered in Plan Year 2024.

Note: The Active Member Presentations and Decision Guide are reference tools for Open Enrollment for Active Members and Eligible Employees and are available on the SHBP website at https://shbp.georgia.gov/enrollment/open-enrollment. This year's Open Enrollment (OE) will include in-person benefit fairs in addition to virtual meetings (either online or by phone) to educate on the Plan Options for the 2024 Plan Year. These meetings are designed for Commercial (active non-MA) SHBP members. The schedules for OE in-person benefit fairs and virtual meetings are available on the SHBP website at https://shbp.georgia.gov/enrollment/open-enrollment .

Mission:

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.

Agenda

I. Skip the Phones

II. Electing SHBP Coverage

III. Employees & Retiring Employees Responsibilities

IV. Dependent Verification

V. Open Enrollment Files

VI. SHBP Plan Options

VII. SHBP Rates

VIII. Questions

I. Skip the Phones!

Skip the Phones!

The purpose of the Skip the Phones Campaign! is to steer our members to the SHBP Enrollment Portal for this year's Open Enrollment & Retiree Option Change Period (OE/ROCP) to:

- **Help members become comfortable with virtually taking control of their benefits**
- **Reduce delays due to anticipated increased call volume**

For your employees who may want to make changes, please share this link which includes the Skip the Phones! presentations with *step-by-step instructions* on making their election in the SHBP Enrollment Portal: https://shbp.georgia.gov/skip-phones.

II. Electing SHBP Coverage

Electing SHBP Coverage

In this section of the presentation, *Electing SHBP Coverage*, we will discuss the following:

- SHBP Enrollment Portal – mySHBPga.adp.com
- SHBP Mobile App
- SHBP Member Services – 800.610.1863
- SHBP Member Services – SHBPservicecenter@adp.com
- Your Employees' Responsibilities
- Your Retiring Employees' Responsibilities
- What Happens If Your Employees Do Nothing?

SHBP Enrollment Portal Log In – mySHBPga.adp.com

The 2023 Open Enrollment period begins *October 16, 2023* and ends *November 3, 2023.*

- Your employees may make their health election at mySHBPga.adp.com.
- Providing your employees with the correct website is critical. Employees who make their elections through a non-SHBP ADP website or other third-party website will remain in the same elected Plan Options/Tiers in 2024 that they chose for Plan Year 2023. *Note this situation has previously occurred.*
- Your employees' may also visit the SHBP website and select the "Log in or Enroll" icon (or visit the Enrollment tab) that takes them directly to the SHBP Enrollment Portal: https://shbp.georgia.gov/.
- Please remind your Employees that they **can** elect coverage online with their mobile devices (e.g., smartphones, iPads, etc.).

***For Retired Teachers returning to Employment*: Per HB 385, If a retired teacher returns to employment and wants to continue receiving their annuity, you as the employer should report the employee as benefits ineligible.**

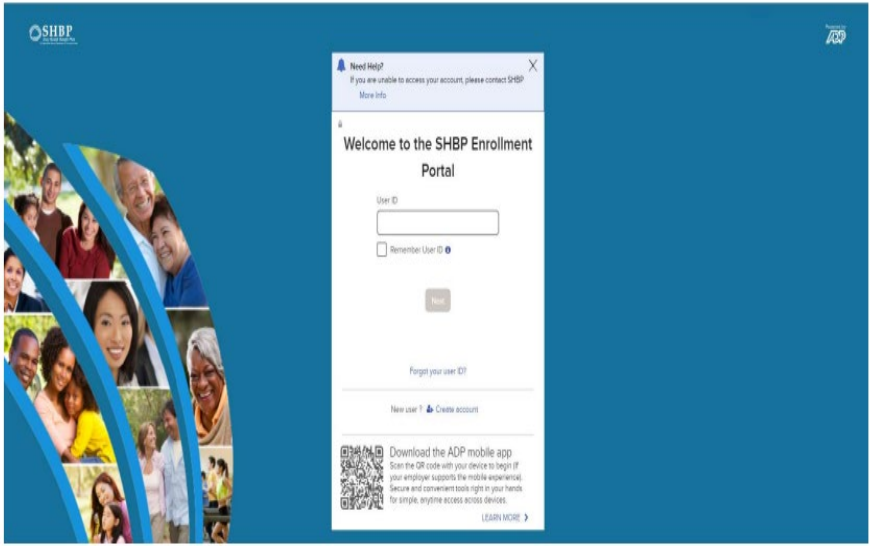
SHBP Enrollment Portal – mySHBPga.adp.com (continued)

- **Online Election via Enrollment Portal**
  - Enrollment Portal opens at 12:00 a.m. ET on October 16, 2023.
  - Enrollment Portal closes at 11:59 p.m. ET on November 3, 2023.
- **Last Confirmed Election is effective for 2024 Plan Year**
  - Your employees may make their election online as many times as they choose within the dates/time periods above. However, the employees' last confirmed election at the time the annual Open Enrollment period closes will be their election for the 2024 Plan Year.
- **Your employees should download or print and keep a copy of their confirmation page which will contain a confirmation number.**
  - If employees do not receive a confirmation number documenting the new election, for SHBP purposes no election change was made by the employee.

SHBP Enrollment Portal – mySHBPga.adp.com (continued)

Passwords are Frustration #1 for members!

- My password doesn't work.
- It's the last day of Open Enrollment and I can't reach anyone at SHBP Member Services to assist me with changing my password.
- It's the last day of Open Enrollment and SHBP Member Services is closed and I'm locked out of the Enrollment Portal.



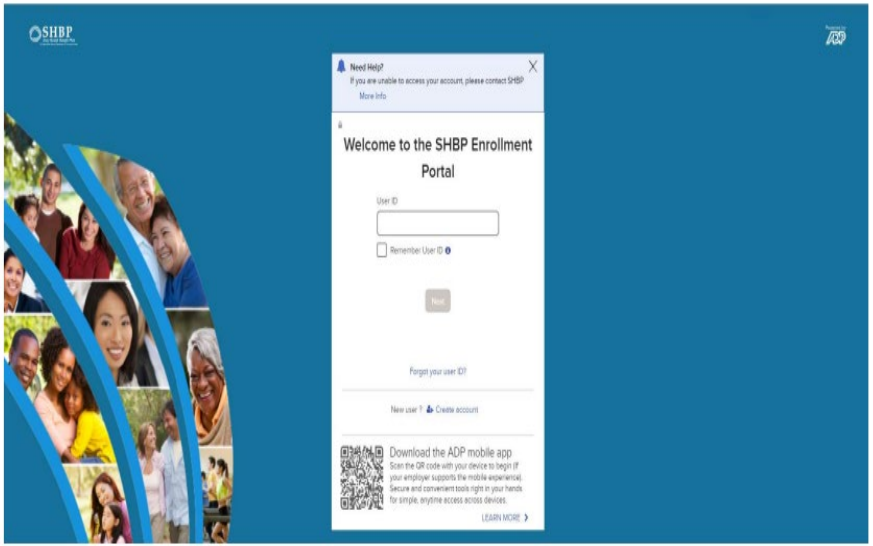
SHBP Enrollment Portal – mySHBPga.adp.com (continued)

Reminder Messaging to Update Passwords went live in the SHBP Member Services IVR on September 26, 2023. Therefore, anyone who contacts SHBP Member Services prior to Open Enrollment will hear the below message:

Your 2023 Open Enrollment and Retiree Option Change Period for Plan Year 2024 is right around the corner. This year, the Open Enrollment and Retiree Option Change Period will be October 16th through November 3rd. Did you know that you will remain enrolled in the same plan option and tier in 2024 that you're currently enrolled in unless you make a different election by November 3rd? So, if you're happy with your current plan option and tier, no action is required. We strongly encourage you to visit the SHBP Enrollment Portal at MYSHBPGA.ADP.COM prior to October 16th to ensure your username and password allow you to access the Portal. If you have forgotten your username or password or if you have not logged into the portal within the last 12 months, please select the Forgot User ID or Forgot Your Password link at MYSHBPGA.ADP.COM. Thank you.

SHBP Enrollment Portal – mySHBPga.adp.com (continued)

- **Employees passwords expire after 45 days**
  - Therefore, if it has been over 45 days since an employee logged in, they will be prompted to create a New Password (which will also expire after 45 days).
- **What can Employers do to help?**
  - Encourage your employees to login now (or anytime before Open Enrollment) to ensure their password is active through the last day of Open Enrollment, i.e., November 3, 2023.



SHBP Enrollment Portal – mySHBPga.adp.com (continued)

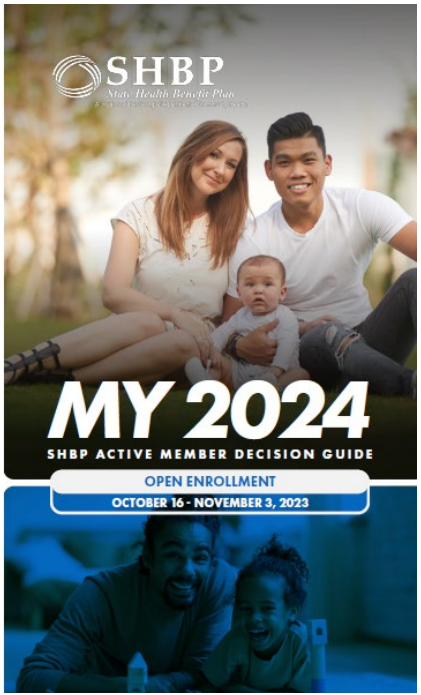
- **For Employees Who Have Not Logged into the SHBP Enrollment Portal within the 12 months:**
  - Employees should log into the SHBP Enrollment Portal to set up their New Password at: https://myshbpga.adp.com;
  - However, if it has been over 12 months since the last time the employee logged in, he/she will need to select the **Forgot Your User ID?** or **Forgot Your Password?** link from the Login Page and follow the prompts, as applicable.*
- **For Employees Who Do Not Know Their User ID and/or Password to Log into the SHBP Enrollment Portal:**
  - Employees should visit the SHBP Enrollment Portal at: https://myshbpga.adp.com;
  - Then employees should select the **Forgot Your User ID?** or **Forgot Your Password?** Link from the Login Page and follow the prompts, as applicable.*

*** Forgot Your User ID? will display if the User has not yet entered their User ID on the SHBP Enrollment Portal login page.**

SHBP Enrollment Portal – mySHBPga.adp.com (continued)

- **For Employees Who Have Never Used the SHBP Enrollment Portal (i.e., Registering for the First Time):**
  - Employees should review the **step-by-step instructions in the Skip the Phones! presentation at https://shbp.georgia.gov/skip-phones.***
  - Employees may also view enrollment instructions on the SHBP website: https://shbp.georgia.gov/enrollment-portal.
  - SHBP's registration code is: **SHBP-GA**

MYSHBPGA.ADP.COM



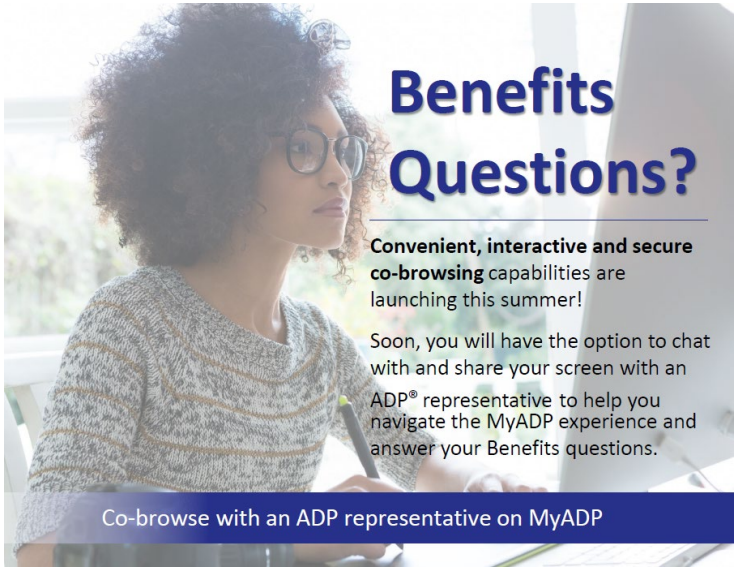
*Detailed registration information is also included in the Active Member Decision Guide, "Making Your Health Benefit Election for 2024" section at: https://shbp.georgia.gov/enrollment/open-enrollment

SHBP Enrollment Portal – mySHBPga.adp.com (continued)

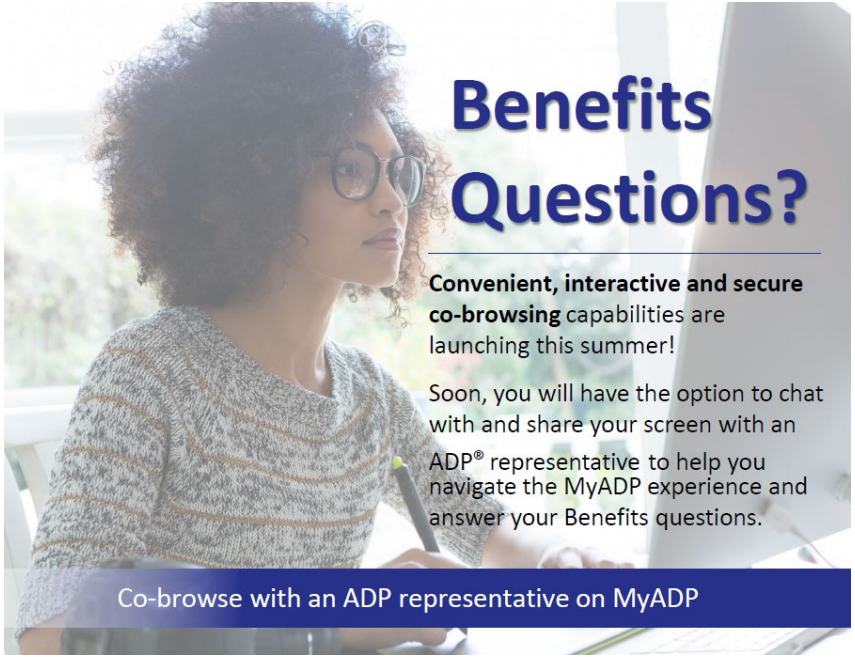
The **Co-Browse with a Representative** feature will allow your employees to interact directly with an SHBP Member Services Representative.

This is how **Co-Browse with a Representative** works:

- Employees will have the option to share their screen with SHBP Member Services Representative to help them navigate the SHBP Enrollment Portal through a view-only tool and answer their benefits questions.

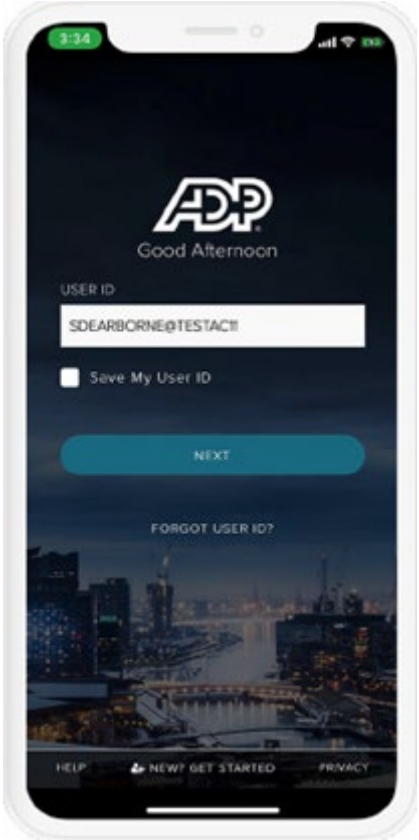


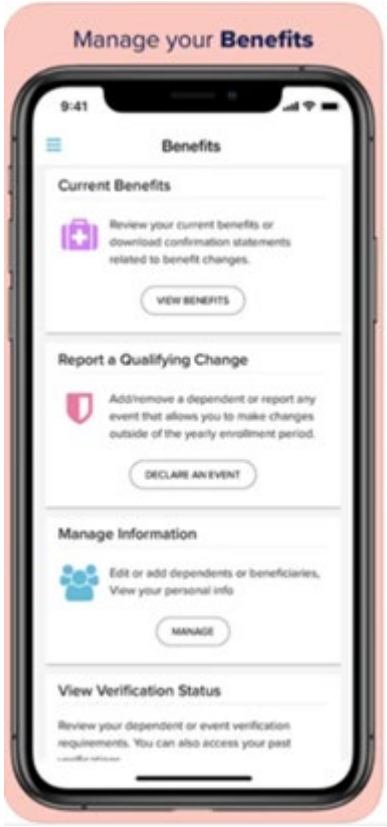
SHBP Enrollment Portal – mySHBPga.adp.com (continued)



- Co-browse is built into the SHBP Enrollment Portal and allows your employees to give an SHBP Member Services Representative access to view their Enrollment Portal session with them.
- The SHBP Member Services Representative will have access to highlight, point and scroll within the SHBP Enrollment Portal to assist your employees.
- The SHBP Member Services Representative will not be able to see any other information on your employees' laptop or desktop. ADP's built-in security mechanism will grey out all portions of the screen other than the SHBP Enrollment Portal.

SHBP Enrollment Portal – ADP Mobile App





- iPhones on App Store: https://apps.apple.com/us/app/adp-mobile-solutions/id444553167

- Android on Google Play: https://play.google.com/store/apps/details?id=com.adpmobile.android

SHBP Member Services – 800.610.1863

SHBP Member Services has Extended Hours for Open Enrollment, but we need you to encourage your employees to Skip the Phones!

- **Monday thru Friday, 8:30 a.m. to 7:30 p.m. ET during Open Enrollment and Saturday, 8:00 a.m. to 5:00 p.m. ET (normally 8:30 a.m. to 5:00 p.m. ET, Monday - Friday).**
- **For your employees that are thinking about making changes, please share this link which includes Skip the Phones! presentations with step-by-step instructions on making their election in the SHBP Enrollment Portal: https://shbp.georgia.gov/skip-phones.**
- Active Members currently enrolled in coverage who take no action will simply roll over to the same plan option they are currently enrolled in. **So, please inform your employees that if they're happy with their current plan option and have no changes, they don't have to take any action for this year's Open Enrollment.**

SHBP Member Services – SHBPservicecenter@adp.com

The SHBP Member Services Email System is available year-round to members (and eligible employees) who have registered in the SHBP Enrollment Portal.

Hours of Operation: emails accepted 24 hours a day 7 days a week. Responses are provided within 1 to 2 business days.

Important

- **Employees CANNOT Email Their Elections:** elections, life events, demographic updates (e.g., name, address, SSN) cannot be made via email.
- **Employees Can Ask Questions about Open Enrollment:** Open Enrollment questions can be asked via email, but elections cannot be requested via email.
- **Response Emails:** will only be provided to the email address on file for the member, or the email address specified by the member for communications. If a member has provided another email address for communications, other than the email address in the SHBP Enrollment Portal, no response will be sent to the email address in the SHBP Enrollment Portal.

III. Employees & Retiring Employees Responsibilities

Your Employees' Responsibilities

- **Employees should read and make sure they understand the information in the Active Member Decision Guide and Plan Documents** posted on the SHBP website https://shbp.georgia.gov/plan-documents.
- **Employees should review the 2024 Rates and Plan Options** posted on the SHBP website https://shbp.georgia.gov/active-rates.
- **Employees should confirm that they answered the Tobacco Surcharge question appropriately.** If no election changes are made and the Employee previously answered yes, the Tobacco Surcharge will carry over to the 2024 Plan Year.
- **Employees should check their payroll deduction** to verify that the correct deduction amount has been made each month.
- **Employees should update any changes in their contact information** by notifying their HR Department.

Your Employees' Responsibilities (continued)

- **Employees should know if they: 1) make an election effective in Plan Year 2023 as a New Hire (New Hire event) or 2) declare a Qualifying Event resulting in a new election effective in Plan Year 2023 during the Open Enrollment window, the New Hire or Qualifying Event election will override the Open Enrollment election for Plan Year 2024, unless:**
  - On the confirmation page after making the New Hire or Qualifying Event election, the employee follows the automated prompt in the SHBP Enrollment Portal and makes a subsequent change to their Open Enrollment election for Plan Year 2024 (even if they previously made their Open Enrollment election prior to the New Hire or Qualifying event).
  - **Note:** if an employee's hire date occurs after November 1, 2023, they will only receive an Open Enrollment Window. A New Hire Window will not appear.

Your Employees' Responsibilities (continued)

- **Employees should upload their Dependent Verification documentation directly into the SHBP Enrollment Portal for newly added Dependents no later than December 5, 2023 to ensure they receive ID Cards prior to January 1, 2024.**
  - Courtesy Dependent Verification Notification Letters and/or emails will also be sent to your employees who add new dependents. If they do not receive a letter or email, they should contact their HR Department to ensure SHBP has the correct address and/or email address on file if they do not receive a letter or email.
  - Your employees have 45 days to provide Dependent Verification Documentation to SHBP after enrolling their Dependent in SHBP coverage.
  - Failure to provide valid Dependent Verification documentation for newly added Dependents by **December 5, 2023** will result in delays in receipt of ID cards to sometime in January 2023, so please encourage your employees to upload their Dependent Verification documentation directly into the SHBP Enrollment Portal by **December 5, 2023**.

Your Retiring Employees' Responsibilities

- **Employees *retiring on January 1, 2024* who are not currently enrolled in the SHBP cannot carry coverage as a SHBP retiree** (i.e., Employees must enroll during Open Enrollment *the year prior to their retirement*).
- **Employees who make a change during Open Enrollment but retire before the change can become effective on January 1**, will remain in their current elections, plan option/tier prior to Open Enrollment or waiver of coverage status, with covered or no covered dependents, as applicable.
- **Employees planning to retire must update their email address** in the SHBP Enrollment Portal from their former work email address to a personal or other email address so they can receive SHBP email notifications. Otherwise, email notifications will continue to be sent to their former work email address.
- **Employees planning to retire must update their physical address and phone number** so they can receive hard copies of SHBP notifications. Otherwise, notifications will continue to be sent to an inaccurate address and we will be unable to contact them via phone.

Your Retiring Employees' Responsibilities (continued)

- **Employees planning to retire should:**
  1. **Review the SHBP Planning to Retire Presentation** on our website at https://shbp.georgia.gov/planning-retire
  2. **Review SHBP Retiree Decision Guide** on our website at https://shbp.georgia.gov/retiree-option-change-period.
  3. **Determine the Subsidy policy they are subject to**, i.e., the Annuitant Basic Subsidy Policy or Annuitant Years of Service Subsidy Policy at https://shbp.georgia.gov/retiree-rates.
- **Resources for Retiring Employees:**
  - Retiree Rates (including Subsidy information): https://shbp.georgia.gov/retiree-rates.
  - Turning Age 65: https://shbp.georgia.gov/retirees-0/turning-age-65.
  - Medicare: https://shbp.georgia.gov/retirees-0/retirees-medicare.

IV. Dependent Verification

Dependent Verification

In this section of the presentation, *Dependent Verification*, we will discuss the following:

- Dependent Verification Process
- Pended Events
- Non-Pended Events
- Pending Dependent Report

Dependent Verification Process

- **Pending Status:** Dependents are Not Added to coverage until the Member provides verification of their Dependent's eligibility. Dependents awaiting approval are placed in a PENDING status.
- **Premium Billing:** SHBP Does Not bill Employers for Dependents until the verification documentation has been received and approved. *Therefore, Employers should not bill Active Members for a Plan Option and/or Tier change until it is adjusted on their Premium Billing Report (BRP).* Dependents will appear on the next Premium Billing Report (BRP) after their effective date.
- **Approvals:** If Dependent's verification documentation is approved, they will be added to Member's coverage in the SHBP Enrollment Portal and Third-Party Administrators* system as of the effective date, in accordance with SHBP Rules and Regulations.
- **Failures:** If Dependent fails the verification process, the Employer's bill is not impacted.

*Note: Files are transmitted to Third Party Administrators twice a week.

Dependent Verification Process (continued)

Pended Events

Below is a list of all Events that Pend in the SHBP Enrollment Portal until the Active Member or eligible employee provides documentation that meets SHBP's list of approved verification documents or until the deadline to provide the documentation has passed, whichever occurs first. This means the Plan Option and/or Tier will not change in the SHBP Enrollment Portal or in the Third Party Administrators medical system.

1. Marriage
2. Divorce
3. Gain Guardianship
4. Lose Guardianship
5. Gain Coverage Elsewhere Due to Dependent's Employment or Employer's Open Enrollment
6. Lose Group Coverage Elsewhere
7. Dependent(s) Gain Medicaid
8. Dependent(s) Loses PeachCare or Medicaid
9. Open Enrollment / Retiree Option Change Period

Dependent Verification Process (continued)

Non-Pended Events

Below is a list of all Events that Do Not Pend in the SHBP Enrollment Portal, meaning coverage is added immediately prior to the Active Member or eligible employee providing verification documentation. This means the Plan Option and/or Tier will change in the SHBP Enrollment Portal and the change will be transmitted via file to SHBP TPAs.

- Birth
- Adoption
- Death of Dependent

If the Member fails to subsequently provide the required verification documentation, a retroactive change to the Plan Option and/or Tier, if applicable, will appear on the:

- Employer's Proof Bill next business day, and
- Employer's Premium Billing Report (BRP) in 1 to 2 billing cycles.

Pending Dependent Report

The Pending Dependent Report's is very helpful in determining the status of your Employees recently declared Qualifying Events that require proof documentation.

- **Report Includes:** 1) SHBP Members and eligible employees requesting to enroll or disenroll from Coverage, and 2) SHBP Members with pending dependent(s) to be added or removed from Coverage due to a Qualifying Event.
- **Naming Convention:** Reports will be named SHBP_(Payroll Location Number)_(YYYY)_Pending_Dependents_(MMDDYYYY)_(Seq#).csv
- **Data Cutoff:** This report is produced weekly and posted to Employers' Payroll Location(s) in the State Health Repository Tool (SHRT) each Monday. The report contains data up to the end of the day on Sunday.

Pending Dependent Report (continued)

Employee Data will fall off the report when one of the following occurs prior to the cutoff:

- The employee has successfully provided the correct verification documentation for their dependent(s); has been approved by the DVS unit; **and** coverage has been updated in the SHBP Enrollment Portal.
- The employee has failed to provide the correct verification documentation for their dependent(s) within the time period allowed.
- The employee's dependent(s) failed the audit.

Employee Data will remain on subsequent reports if one of the following applies prior to cutoff:

- The employee has successfully provided the correct verification documentation for their dependent(s); has been approved by the DVS unit, **but** their coverage has not yet been updated in the SHBP Enrollment Portal. This can take 2-3 business days after an Audit is complete.
- The employee has taken no action on the DVS Audit and it is still open.

Pending Dependent Report (continued)

- **Reconciliation:** Employers should review the report each week and reach out to their affected employees to encourage them to take action on the open DVS Audit.
  - If you do not have a report in your SHRT folder, it means that you do not have any employees with outstanding pending dependents.
  - SHBP will not bill Employers for Pending Dependents until proof documents have been provided for addition to or removal from coverage.
  - Pending Dependents are not discrepancies so please do not submit them on your Discrepancy Report as no action will be taken.

Pending Dependent Report (continued)

Sample Pending Dependent Report*

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	employee_id	employee_	employee_	email	pargroup	payroll_lo	event	pend_dep	pend_dep	pend_dep	relation		
2	B000W1234	Smith	Jane	Jane@gm	Active	12345	New Enrollment	Smith	Jason	1	Spouse		
3	B000W1234	Smith	Jane	Jane@gm	Active	12345	New Enrollment	Smith	Mason	2	Child		
4	B000W1234	Smith	Jane	Jane@gm	Active	12345	New Enrollment	Smith	Jordan	3	Child		
5	B000W1234	Smith	Jane	Jane@gm	Active	12345	New Enrollment	Smith	Jennifer	4	Step Child		
6	B039W1111	Craft	Donna	Donna@y	Active	12345	New Enrollment	Craft	Don	1	Spouse		
7	A222W3333	Howard	Melanie	Melanie@	Active	12345	Loses Group Cove	Howard	Marvin	1	Spouse		
8	A888W8080	Doe	Judy	Judy@yah	Active	12345	Gains Coverage El	Doe	Ethan	2	Child		
9	A888W8080	Doe	Judy	Judy@yah	Active	12345	Gains Coverage El	Doe	Elliot	3	Child		
10													
11													
12													
13													

***This report is produced weekly and posted to Employers' Payroll Location(s) in SHRT each Monday. The report contains data up to the end of the day on Sunday.**

V. Open Enrollment Files

Open Enrollment Files

In this section of the presentation, *Open Enrollment Files*, we will discuss the following:

- Open Enrollment No Action Report (OE NO ACTION)
- Proof Bills
- Deduction Files
- Premium Billing

Open Enrollment File Process

- **October 17, 2023:** ADP will produce a report each day beginning October 17, 2023, titled 'OE NO ACTION'. This report will identify your location's employees who have not made an open enrollment election. Please use this report to follow up with your employees to remind them to make their election by the last day of Open Enrollment, November 3, 2023.

- **Through November 9, 2023:** ADP will produce Daily Proof Bills (if applicable) & Deduction files that will reflect 2023 new hire and benefit status changes
- No 2023 Proof Bills will be produced after 11/9; however, they will begin again on December 1, 2023 and continue through February 29, 2024
  - No 2023 Deduction Files will be produced after 11/9

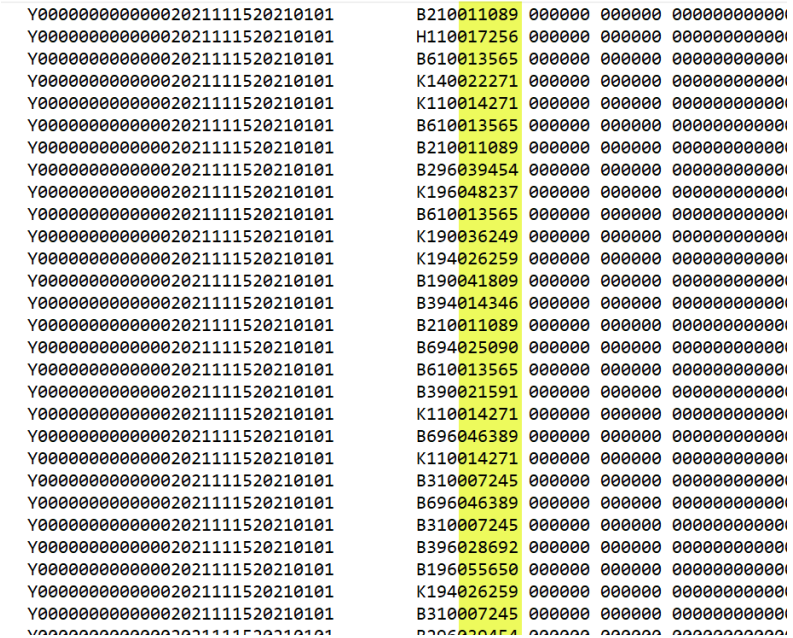
- **November 10, 2023:** Employers will receive a FULL 2024 Deduction file that will reflect all deductions for your Employees for 2024 (even when $0)
  - The files will be posted to each Employers From_ADP/Open_Enrollment folder on SHRT instead of the usual Ded_Files folder.
  - State Agencies and Other Employing Entities Participating in SAO: Full Deduction file will be transmitted to SAO for processing.

Open Enrollment File Process (continued)

Sample Full Deduction File: Boards of Education and Employers Not Participating in SAO

Deduction files have 655 characters on each Employee Data Line. The employee deduction amount can be found in Positions 412 - 417 of the file.

If you are unable to locate the deduction amount, please contact your IT department or IT vendor for assistance.



Y000000000000002021111520210101	B210011089 000000 000000 000000000000
Y000000000000002021111520210101	H110017256 000000 000000 000000000000
Y000000000000002021111520210101	B610013565 000000 000000 000000000000
Y000000000000002021111520210101	K140022271 000000 000000 000000000000
Y000000000000002021111520210101	K110014271 000000 000000 000000000000
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Y000000000000002021111520210101	K194026259 000000 000000 000000000000
Y000000000000002021111520210101	B310007245 000000 000000 000000000000

Note: Full Deduction file will be transmitted to SAO for processing for State Agencies and Other Employing Entities Participating in SAO.

Open Enrollment File Process (continued)

- **December 1, 2023 - February 29, 2024:** Employers will receive
  - PRIOR YEAR Proof Bill Report: ALL 2023 Plan Year transactions processed after November 9, 2023.
  - DAILY Proof Bill Report: ALL 2024 Plan Year transactions processed after November 9, 2023. This will only contain daily transactions and will be posted each day, unless no transaction processed the prior day.
  - Deduction Files: containing 2024 Plan Year Deduction File updates.

- **No Later than January 8, 2024:** the January premium billing report will be posted to SHRT. Note this date is later than the typical posting date that occurs on the 28th of the prior month. **Please do not transfer funds or pay via check until the January 2024 Premium Billing Reports and Vouchers have been posted.**

VI. SHBP Plan Options

SHBP Plan Options

In this section of the presentation, *SHBP Plan Options*, we will discuss the following:

- 2024 Plan Options
- Member Identification Cards

2024 SHBP Plan Options

Plan Options	Anthem Blue Cross & Blue Shield	UnitedHealthcare	Kaiser Permanente
Statewide Health Maintenance Organization (HMO)	✓	✓	
Health Reimbursement Arrangement (HRA)	✓		
High Deductible Health Plan (HDHP)		✓	
Regional Health Maintenance Organization (HMO)			✓

For more information on Plan Designs: please review the Active Member Decision Guide & Presentation on the SHBP website at https://shbp.georgia.gov/enrollment/open-enrollment.

Member Identification (ID) Cards

Anthem and UnitedHealthcare

- All SHBP Members enrolled in Anthem and UnitedHealthcare plan options will receive new Member ID cards before January 1st.
- Newly added Dependents pending Dependent Verification review and approval after December 5, 2023, will not receive new Member ID cards until after January 1, 2024.

Kaiser Permanente (KP)

- *New* Kaiser Permanente Members will receive new Member ID cards before January 1st
- Newly added Dependents pending Dependent Verification review and approval after December 5, 2023 will not receive new Member ID cards until after January 1, 2024.

Due to mailing restrictions, Members may receive cards at different times.

VII. SHBP Rates

SHBP Rates

In this section of the presentation, *SHBP Rates*, we will discuss the following:

- 2024 Active Member Rates
- 2024 Employer Contribution Rates

2024 SHBP Active Member Rates

The SHBP Active Member Rates for Plan Year 2024 are currently available on the SHBP Website at https://shbp.georgia.gov/active-rates.

Rates for the following groups for Plan Year 2024 are also available on the SHBP website at https://shbp.georgia.gov/member-rates.

- Retirees
- Boards of Education Board Members
- Contract Employer Groups, COBRA & State Extended Coverage (SEC)

The Resolutions approved by the Board of Community Health are posted at https://shbp.georgia.gov/resolutions.

2024 SHBP Employer Contribution Rates

The 2024 Employer Contributions will be as follows and are available on the SHBP website at https://shbp.georgia.gov/resolutions:

- Teachers: $1,580.00 per month for each enrolled employee
- Librarians: $1,093.00* per month for each enrolled employee
- Public School Employees: $1,195.00* per month for each enrolled employee
- State Agencies: 29.454% of total salaries

*Rates will change effective February 2024

VIII. Employer Questions

Employer Questions

- For assistance, please contact your dedicated Employer Services Specialists via the:
  - (X)change at https://shbp.georgia.gov/employers-0/your-employing-entity/xchange, or
  - Phone at 800.610.1863, Monday through Friday, 8:30 am to 5:00 pm ET. *Due to our Hybrid Schedule, our Specialists are working from home. However, if you leave a message, a Specialist will follow up with you via the (X)change and/or their mobile work phone.*

- For escalated matters, please reference the SHBP Employer (X)change Escalation Process posted on the Employer Services section of the SHBP website: https://shbp.georgia.gov/xchange-escalation-process

Purpose:

Shaping the future of A Healthy Georgia by improving access and ensuring quality to strengthen the communities we serve.