



# **SHBP Eligibility & Benefits Administration**

## **Getting Started: New SHBP Employing Entities Quick Reference Tool**

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## Overview

This *Getting Started: New SHBP Employing Entities Quick Reference Tool* provides a brief overview to assist:

1. The Designated Benefits Administrators of *new* SHBP Employing Entities, and
2. New Designated Benefits Administrators joining *existing* SHBP Employing Entities.

**This document is not a substitute for SHBP Plan Documents nor an Employing Entities responsibility in administering the Plan. The material included is for informational purposes only. It is intended to only highlight a few areas of the State Health Benefit Plan (SHBP) Plan to help those new to SHBP get started. It may also be used as a refresher for those who are familiar with SHBP. Every effort has been made to be as accurate as possible; however, should there be a difference between this information and the Plan Documents, the Plan Documents govern. It is the responsibility of each SHBP Employing Entity to read the Plan Documents to fully understand its responsibilities in administering the benefits offered by SHBP.**

## Plan Documents

The Plan Documents contain the controlling terms and conditions for the SHBP. It is an Employer's responsibility to familiarize themselves with the Plan Documents so they can properly administer the benefits to their employees. See <https://shbp.georgia.gov/plan-documents>.

## Employee Eligibility Records

Employers should generally transmit employee eligibility records as described below:

- New Hires and Newly Eligible Employees: *immediately* after their hire date.
- Retirees: *immediately* after their retirement date.
- Terminations: *immediately* after their termination date.
- Employee Eligibility Updates: *as often as possible, and within 30 days of changes*.

All eligibility records transmitted by Employers are considered accurate as it is an Employers responsibility to determine the eligibility status of its employees. Failure to transmit records in a timely manner will result in inaccurate billing. For other information and timeframes on transmitting employee records, please review the *Employers: Eligibility Changes* section of the SHBP website at: <https://shbp.georgia.gov/employers-0/your-employees/employers-eligibility-changes>.

## Transmitting Employee Eligibility Records

SHBP Employing Entities should review the information applicable to them below.

- **Boards of Education (and similarly situated Employers):** Your Human Resource Information System (HRIS) must be programmed to transmit employee eligibility records to the SHBP Enrollment Portal via the SHBP approved BOE Add Update File (AUF) Layout.
  - AUFs produced from your HRIS must be uploaded to your "To ADP" Folder in the State Health Repository Tool (SHRT), unless your organization is setup to transmit AUFs via SFTP by either logging in to the SFTP site or through an automated process set up by the Employer which posts the file to the SFTP site. *Note: Employers wishing to change from SHRT to SFTP transmission or vice versa must contact their Employer Services Specialist so that he/she can initiate the change with ADP.*

- The BOE AUF Layout is available in SHRT in the “Additional Instructions” Folder and the *Add Update File (AUF) Specifications and User Acceptance Testing (UAT) Guide* on the SHBP website at <https://shbp.georgia.gov/employers-0/your-employing-entity/employers-educational-tools/auf-specifications-uat>.
- **Employer Locations (Excluding Boards of Education and State Agencies):** Your HRIS system must be programmed to transmit employee eligibility records to the SHBP Enrollment Portal via the SHBP approved AUF Layout.
  - AUFs produced from your HRIS must be uploaded to your “To ADP” Folder in SHRT, unless your organization is setup to transmit AUFs via SFTP by either logging in to the SFTP site or through an automated process set up by the Employer which posts the file to the SFTP site. *Note: Employers wishing to change from SHRT to SFTP transmission or vice versa must contact their Employer Services Specialist so that he/she can initiate the change with ADP.*
  - The AUF (Non-BOE) Layout is available in SHRT in the “Additional Instructions” Folder and the *Add Update File (AUF) Specifications and User Acceptance Testing (UAT) Guide* on the SHBP website at <https://shbp.georgia.gov/employers-0/your-employing-entity/employers-educational-tools/auf-specifications-uat>.
- **State Agencies (and Employer Locations Participating in SAO Peoplesoft):** State Agencies transmit employee eligibility records to the SHBP Enrollment Portal via the SAO Peoplesoft system.
  - SHBP works with the State Accounting Office (SAO) to develop and program the SAO Peoplesoft File Layout.
  - Employers participating in SAO Peoplesoft must work with SAO to ensure your HRIS is programmed to transmit employee eligibility transactions to SAO, which are then transmitted as employee eligibility records to the SHBP Enrollment Portal.

**SHBP cannot assist with programming an Employer’s HRIS. If you require assistance, you must contact your internal information technology team or your HRIS vendor.**

**SHBP also cannot assist with providing guidance on SAO Peoplesoft. Therefore, if you require assistance, you must contact the SAO Customer Service Center:**  
<https://sao.georgia.gov/teamworks/customer-service-center>

## SHBP Approved Record Types

Below are the approved Record Types accepted by SHBP for Boards of Education and other Employer Locations not participating in SAO Peoplesoft. An Employer should choose the Record Type based on the applicable employee transaction below. These Record Types are also included in the AUF Layouts.

SAO Peoplesoft transmits similar approved Record Types with slightly different names and actions on behalf of State Agencies and Employer Locations Participating in SAO Peoplesoft.

| RECORD TYPE  | Applicable Employee Transactions to the Record Type   |
|--|---|
| NEMP   | <ul style="list-style-type: none"> <li>• New Hire</li> <li>• Transfer-In</li> <li>• Rehire</li> <li>• Retiree Returning to Employment (indicate "Y" in the SHBP Eligible Field for Retirees Returning to a benefits eligible position; indicate "N" in the SHBP Eligible Field for Retirees Returning to a benefits ineligible position)</li> <li>• Employee who does not currently have an employee record in the SHBP Enrollment Portal. See MISC Record Type below for employees who currently have an employee record in the SHBP Enrollment Portal</li> </ul>  |
| TERM*  | <ul style="list-style-type: none"> <li>• Terminated Employee</li> <li>• Transfer-Out</li> <li>• Retiree Returning to Retirement</li> </ul>  |
| RETR*  | <ul style="list-style-type: none"> <li>• Retired (Employee Terminating Employment Due to Retirement from a current position with the Employer)</li> </ul>   |
| MISC*  | <ul style="list-style-type: none"> <li>• Newly Eligible Employee who has an employee record in the SHBP Enrollment Portal that requires an update from "N" to "Y" for their SHBP Eligibility status</li> <li>• Newly Ineligible Employee who has an employee record in the SHBP Enrollment Portal that requires an update from "Y" to "N" for their SHBP Eligibility status</li> <li>• Miscellaneous updates to an employee's record currently in the SHBP Enrollment Portal including: Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zip Code, Phone Number, or Salary.</li> </ul> <p>NOTE: At least three of the following four (4) items must match current data in the SHBP Enrollment Portal or the MISC Record will produce an error: First Name, Last Name, Date of Birth, Gender. For certain changes, the Employer Services Specialist will request additional documentation.</p> |
| DCSD*  | Deceased Employee.  |
| KLOD*  | Employee who is Killed in the Line of Duty.   |
| LOFF*  | Employee who is laid off making them ineligible for SHBP coverage.  |
| RHRS*  | Employee whose hours are reduced making them ineligible for SHBP coverage   |
| *Assumes Employer has previously transmitted a successful employee eligibility record to the SHBP Enrollment Portal. |   |

### Employee Eligibility Record Processing Schedule

| Employer Transmits Employee Eligibility Record | Employee Eligibility Record Loaded in SHBP Enrollment Portal |
|--|--|
| Monday by 5:00 p.m.                            | Tuesday at 8:00 a.m.   |
| Monday after 5:00 p.m.                         | Wednesday at 8:00 a.m.                                       |
| Tuesday by 5:00 p.m.                           | Wednesday at 8:00 a.m.                                       |
| Tuesday after 5:00 p.m.                        | Thursday at 8:00 a.m.  |
| Wednesday by 5:00 p.m.                         | Thursday at 8:00 a.m.  |
| Wednesday after 5:00 p.m.                      | Friday at 8:00 a.m.  |
| Thursday by 5:00 p.m.                          | Friday at 8:00 a.m.  |
| Thursday after 5:00 p.m.                       | Monday at 8:00 a.m.  |
| Friday by 5:00 p.m.                            | Monday at 8:00 a.m.  |
| Friday after 5:00 p.m.                         | Tuesday at 8:00 a.m.   |

**Note:** employee eligibility records are not visible until the records are loaded into the SHBP Enrollment Portal. If a record(s) included on an Employer's AUF is not loaded into the SHBP Enrollment Portal per these timeframes, the Employer should log into SHRT to download and review their Input Error Report and/or Reject Report posted in the State Health Repository Tool (SHRT) in the Employer's From ADP Folder and Input\_File\_Errors Folder Subfolder.

## Input Errors & Rejects

When an Employer transmits employee eligibility records that error out or are rejected, the Employer receives either an *Input Error Report* or *Reject Report* uploaded to its State Health Repository Tool (SHRT) folder(s). After connecting to SHRT via the SHBP Enrollment Portal, these Reports are in the Employer's "From\_ADP" folder and housed in the "Input\_Errors" subfolder.

For Employers with multiple Payroll Locations, you must access the Payroll Location for the applicable employee to locate an Input Error or Reject Report. For example, if ABC Charter School transmits a NEMP Record for a Certificated employee (e.g., teacher), a TERM Record for a Non-Certificated employee (e.g., bus driver) on an AUF, and subsequently, the NEMP Record for the teacher errors and the TERM Record for the bus driver is rejected, where should the Employer locate the Input Error Report and Reject Report? The Input Error Report for the Teacher will be located in the Certificated Payroll Location folder and the Reject Report for the Bus Driver will be located in the Non-Certificated Payroll Location folder.

## New Members

Employers are responsible for ensuring their employees are *immediately* added to the SHBP Enrollment Portal by transmitting a new hire record to SHBP, even if they are not selecting coverage or are ineligible for coverage.

- New Hires must enroll in health coverage within 31 days of their hire date in a benefits eligible position; and
- Newly Eligible Employees must enroll in health coverage within 31 days of the date they transition to a benefits eligible position.

**An Employer's failure to take steps to provide an election window for their employees by transmitting a new hire record, or an employee's failure to enroll or make coverage changes within 31 days is considered waiving coverage even if their Employer is at fault. These employees must wait until the next Open Enrollment period to select health coverage, unless the employee experiences another Qualifying Event or Special Enrollment Event to enroll in health coverage.**

For Employees added to the SHBP Enrollment Portal in a timely manner, Employers ensure they have the opportunity to enroll in coverage at a later date *within the required timeframes* due to Open Enrollment, a Qualifying Event, or Special Enrollment Event, or if their eligibility status changes.

## Registering in the SHBP Enrollment Portal

For employees requiring information on how to register for the SHBP Enrollment Portal, please refer them to the instructions in the Enrollment section of the SHBP website at <https://shbp.georgia.gov/enrollment/enrollment-portal>. If your employees still require assistance with registering after reviewing the website, please refer your employees to SHBP Member Services at 800-610-1863.

For Designated Benefits Administrators requiring access to the SHBP Enrollment Portal, please visit the Employers section of the SHBP website for more information at <https://shbp.georgia.gov/employers-0/your-employing-entity/shbp-enrollment-portal>.

## Enrolling in SHBP Coverage

Employees have two options to enroll in SHBP coverage:

1. Visit the **SHBP Enrollment Portal** 24 Hours a Day/7 Days Per Week at [www.mySHBPga.adp.com](http://www.mySHBPga.adp.com), or
2. Contact **SHBP Member Services**, Monday – Friday 8:30 a.m. to 5:00 p.m. ET

**Employers must ensure their employees make elections directly with SHBP via the SHBP Enrollment Portal or SHBP Member Services. Directing your employees to make their elections through any other process than the two options provided above will result in them failing to make an election within the time period required by SHBP; and they must wait until the next Open Enrollment period, unless the employee experiences another Qualifying Event or Special Enrollment Event to enroll in health coverage.**

## Terminating Employees

Employers are responsible for ensuring all terminated employees are *immediately updated to reflect terminated* in the SHBP Enrollment Portal by transmitting a Termination record to SHBP, even if they were not enrolled in coverage (assuming the Employer added them to the SHBP Enrollment Portal as provided under *New Members* section above).

There are two types of Terminations that may occur for employees:

1. Terminations due to Retirement
2. Terminations for any reason other than Retirement

### Terminations Due to Retirement

Employers should transmit Termination records due to Retirement to SHBP for each employee retiring from a current position with their organization.

- For re-retirees, Employers should not transmit a Termination due to Retirement Record to SHBP *unless* the re-retiree is retiring from his/her current position with the Employer. Instead, the Employer should send a regular Termination record. Otherwise, SHBP cannot setup annuity deductions or Direct Pay invoices, as applicable, for the re-retiree and their coverage may be terminated with no right to reinstatement due to non-payment. *Note: see Retirees Returning to Retirement section below for further information.*
- For employees who are not enrolled in SHBP coverage, Employers should not transmit a Termination due to Retirement Record to SHBP, but instead should send a regular Termination record.
- For more information on Active Members who are terminated due to Retirement, please visit the Employers: Planning to Retire section of the SHBP website at <https://shbp.georgia.gov/employers-preparing-retirement>.

### Terminations (Not Due to Retirement)

Employers should transmit Termination records to SHBP for each employee terminating employment with their organization for any reason other than retirement. Re-Retirees who previously retired with another

SHBP Employing Entity should be transmitted on a Termination Record (not due to Retirement) unless the employee is retiring from his/her current position with the Employer.

The following employees should be transmitted as Terminations (not due to retirement):

- Employees separated from employment for any reason other than retirement
- Employees who were not enrolled in SHBP coverage prior to their Retirement
- Re-Retirees who previously retired from another SHBP Employing Entity

## Retirees Returning to Work

When Employers hire Retirees, either immediately at retirement or at a later date, Employers must ensure they transmit a New Hire Record to SHBP within 31 days of their hire date, the same as New Hires.

- *For Retirees returning to work in a benefits eligible position:* Employers must indicate “Y” in the SHBP Eligible Field to ensure the Retiree has an opportunity to enroll in health coverage within 31 days of their hire date, the same as New Hires.
- *For Retirees returning to work in a benefits ineligible position:* Employers must indicate “N” in the SHBP Eligible Field to ensure the Retiree continues to have their premiums deducted by their State Retirement System or submit their premium via Direct Pay invoice to ADP’s subcontractor, Wageworks, as applicable.

Please visit the Employers: Retirees Returning to Work section of the SHBP website for more information at <https://shbp.georgia.gov/employers-0/your-employees/employers-retirees-returning-work> .

## Retirees Returning to Retirement

We all share an important task in ensuring Retirees who previously retired, then returned to work with your organization, have a smooth transition back to retirement status. This will ensure their annuitant deductions and/or Direct Pay accounts (i.e., direct billing) are setup in a timely manner so they do not experience a lapse in coverage.

### Retiree Responsibilities

Within 31 days of a Retiree’s last day of work, he/she must notify SHBP Member Services via email at [SHBPservicecenter@adp.com](mailto:SHBPservicecenter@adp.com) or via phone at 800-610-1863 that they are returning to Retirement.

### Employer Responsibilities

Employers should immediately transmit a Retiree’s eligibility data indicating Termination from employment to SHBP the same as they would for an employee terminating their employment for any reason other than retirement. Note unless the Retiree is retiring from a position with the Employer, the data should not indicate they are a Retiree.

If the Employer mistakenly transmits an incorrect Record to SHBP, the Employer should immediately contact SHBP Employer Services to request further guidance from their dedicated Employer Services Specialist.

### SHBP Responsibilities

After SHBP becomes aware that the Retiree is returning to retirement status:

- SHBP will coordinate with the Retiree’s State Retirement system to resume deductions of his/her SHBP premiums from their annuity.



- If the premium is over a maximum amount set by SHBP yearly (e.g., \$650 for PY2020 and \$665 for PY2021) or if the Retiree experiences a lapse in premium payments, SHBP will place the retiree on Direct Pay status and they will receive an invoice from SHBP via ADP's subcontractor, Wageworks. Until a Retiree confirms that their premiums are being deducted from their annuity, he/she must submit payment per the terms of the invoice.

Please see the *Employers: Planning to Retire* section of the SHBP website for more information at <https://shbp.georgia.gov/employers-preparing-retirement>.

## Open Enrollment

Open Enrollment gives Active Members, i.e., your employees currently enrolled in SHBP the opportunity to review and make changes to their SHBP coverage and your eligible employees an opportunity to enroll in SHBP coverage based on their needs. Employers are responsible for ensuring their employees are provided Open Enrollment materials each year. The most recent Open Enrollment materials and information are available at <https://shbp.georgia.gov/enrollment/open-enrollment>.

Additionally, SHBP Employer Services hosts a Train-the-Trainer presentation each year to help employers prepare for Open Enrollment, and the latest presentation is available at <https://shbp.georgia.gov/employers-0/your-employees/employers-open-enrollment>.

Open Enrollment begins no earlier than October 1st and ends no later than November 15th each year, and it last a minimum of 15 days.

## Life Changes

Life changes present opportunities for Active Members to make changes to their current SHBP coverage and for eligible employees to enroll in SHBP coverage.

Employers should direct their employees to the Active Members: Life Changes section of the SHBP website at <https://shbp.georgia.gov/active-members/active-members-life-changes> to learn more about the Qualifying Events and Special Enrollment Events available to them under the SHBP and how to make their elections directly with SHBP.

## Notifying SHBP of Life Changes

Employees must declare their Qualifying Event or Special Enrollment Event by notifying SHBP Member Services within 31 days of their event. For example, if an employee recently got married on August 1st, the employee must declare the marriage event by notifying SHBP Member Services within 31 days (i.e., no later than September 1st).

For Birth or Adoption, employees must declare the event by notifying SHBP Member Services within 90 days.

To declare a Qualifying Event or Special Enrollment Event:

- Visit the **SHBP Enrollment Portal** 24 Hours a Day/7 Days Per Week at [www.mySHBPga.adp.com](http://www.mySHBPga.adp.com),  
or
- Contact **SHBP Member Services**, Monday – Friday 8:30 a.m. to 5:00 p.m. ET

**Employers must ensure their employees make elections directly with SHBP via the SHBP Enrollment Portal or SHBP Member Services. Directing your employees to make their elections through any other**

process than the two options provided above will result in them failing to make an election within the time period required by SHBP; and they must wait until the next Open Enrollment period, unless the employee experiences another Qualifying Event or Special Enrollment Event to enroll in health coverage.

## Contact Information

You may reach your Employer Services Specialist(s) via the SHBP Employer (X)change at <https://shbp.georgia.gov/xchange> or by phone at 800-610-1863, Monday through Friday 8:30am to 5:00pm EST and when prompted select the appropriate prompt for SHBP Employer Services. Then enter the number for your Employer Services Specialist. If you are unsure of the number for your Employer Services Specialist, please visit the “Contact SHBP Employer Services - Related Files” at <https://shbp.georgia.gov/contact-shbp-employer-services> or remain on the line to be transferred to the general queue where the first available Employer Services Specialist will answer you call.

*Note: Due to COVID-19, our Employer Services Specialists are working remotely. Please contact us via the SHBP (X)change System by visiting the Employers section of the SHBP website at <https://shbp.georgia.gov/employers> and select (X)change. Please note the (X)change is SHBP Employer Service’s primary communication method and inquiries are prioritized accordingly. If we are unable to assist you via the (X)change, a member of our team will contact you.*

## Escalations

For escalations, please review the (X)change Escalation Process at <https://shbp.georgia.gov/xchange-escalation-process>. Escalations are not resolved via phone as it takes time to properly research and provide an accurate resolution. Therefore, our leadership team may need additional time to resolve escalations due to the amount of information and research required.

## Other Employer Resources

The Employers section of the SHBP website includes content specifically created to assist employers with administering SHBP coverage to their employees, and provides information on the following areas and more at <https://shbp.georgia.gov/employers>:

- **SHBP (X)change**
- **SHBP Enrollment Portal**
- **SHBP Premium Billing**
- **Eligibility File Specifications**
- **State Health Repository Tool (SHRT)**
- **Educational Resources**
- **First Workday Calendar**
- **IRS Form W-2 Information**

# APPENDIX

| SHBP EMPLOYING ENTITY<br>FILE/REPORT DELIVERY SCHEDULE      |                |                              |  |               |
|---|----------------|------------------------------|--|---------------|
| SHRT File/Report  | SHRT Folder    | Employing Entity             | Created  | Deleted       |
| <b>Daily Files &amp; Reports</b>                            |                |                              |  |               |
| 1. Input Error Report                                       | Input_Errors   | All SHBP Employing Entities  | Next Business Day after Record errors out                    | After 30 days |
| 2. Reject Report  | Input_Errors   | All SHBP Employing Entities  | Next Business Day after Record is rejected                   | After 30 days |
| 3. Payroll Deduction File (Change File)                     | Ded_Files      | All SHBP Employing Entities* | Next Business Day after member experiences deduction change  | After 30 days |
| 4. Proof Bill Report (.CSV format)                          | Proof_Bills    | All SHBP Employing Entities  | Next Business Day after member experiences deduction changes | After 30 days |
| 5. Proof Bill Report (Print-ready .PDF format)              | Proof_Bills    | All SHBP Employing Entities  | Next Business Day after member experiences deduction change  | After 30 days |
| 6. Proof Bill Cumulative Report (month to date .CSV format) | Proof_Bills    | All SHBP Employing Entities  | Next Business Day after member experiences deduction changes | After 30 days |
| <b>Weekly Files &amp; Reports</b>                           |                |                              |  |               |
| 7. Address Change Report                                    | Demo_Chng_Rpts | All SHBP Employing Entities  | Each Monday  | After 45 Days |
| 8. Pending Dependent Report                                 | Pending_Rpts   | All SHBP Employing Entities  | Each Monday  | After 45 days |
| 9. Weekly BOE Coverage Date Report                          | Other_Rpts     | Boards of Education Only     | Each Monday  | After 45 days |
| <b>Monthly Files &amp; Reports</b>                          |                |                              |  |               |
| 10. Affordable Care Act (ACA) Files                         | ACA            | All SHBP Employing Entities* | 5th Business Day of each month                               | Never         |

| SHBP EMPLOYING ENTITY<br>FILE/REPORT DELIVERY SCHEDULE                            |                       |   |  |               |
|---|-----------------------|---|--|---------------|
| SHRT File/Report  | SHRT Folder           | Employing Entity  | Created  | Deleted       |
| 11. Payment Voucher, Premium Billing Report (BRP), Premium Billing Summary Report | Premium_Billing       | All SHBP Employing Entities   | 28th of each month   | After 90 Days |
| 12. Employing Entity Report   | Employing_Entity_Rpts | All SHBP Employing Entities   | Varies – Coincides with monthly Premium Billing Report (BRP) data extract                          | After 90 Days |
| 13. Payroll Deduction File (Full File)  | Ded_Files             | All SHBP Employing Entities*  | Last day of each month   | After 90 Days |
| 14. Payroll Comparison Report   | PUF_Load_Results      | Boards of Education and Employing Entities not participating in SAO | Next Business Day after PUF file has been received   | After 90 Days |
| <b>Quarterly Files &amp; Reports</b>  |                       |   |  |               |
| 15. Affordable Care Act (ACA) Files   | ACA                   | Boards of Education and Employing Entities not participating in SAO | 5th Business Day after each Quarter  | Never         |
| <b>Yearly Files &amp; Reports</b>   |                       |   |  |               |
| 16. Open Enrollment No Action Report  | Open_Enrollment       | All SHBP Employing Entities   | Annually – each day of the Open Enrollment/ROCP window.  | After 90 Days |
| 17. Open Enrollment Full Deduction File   | Open_Enrollment       | Boards of Education and Employing Entities not participating in SAO | Annually – one full file of all member deductions as of the last day of the Open Enrollment window | After 90 Days |
| 18. Other Post-Employment Benefits (OPEB) Reports                                 | OPEB                  | All SHBP Employing Entities   | Annually – within 7 days of receiving reports from DCH Finance                                     | Never         |
| *SHBP delivers the file or report to SAO for State Agencies.                      |                       |   |  |               |