



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

SHBP Retiree Educational Sessions & Training: Updating Your Contact Information with SHBP



Presented to: SHBP Retirees

Presented by: Member Services, SHBP Eligibility & Benefits Administration Unit

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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.

We are dedicated to A Healthy Georgia.

Purpose

The purpose of this “Updating Your Contact Information with SHBP” presentation is to ensure SHBP Retirees are aware of how to update the following contact information in the SHBP Enrollment Portal:

- Email Address
- Phone Number
- Home Address (i.e., Physical Address)
- Secondary Addresses (if applicable)

The information provided in this presentation is intended only as a snapshot. If you have additional questions, please contact SHBP Member Services at SHBPservicecenter@adp.com or 800-610-1863.

Agenda

- I. Retiree's Responsibilities
- II. Why is it Important to Update Your Contact Information?
- III. Updating Your Contact Information
- IV. Questions

I. Retiree's Responsibilities



Retirees' Responsibility To Update Their Contact Information

Upon Retirement: Retirees must update their phone number, home address and email address in the SHBP Enrollment Portal.

- Change your work email address to a personal or other email address so you can receive SHBP email notifications.
- Update your phone number and home address (i.e., physical address) so you can receive important notifications (e.g., annual Retiree Option Change Period materials such as the SHBP Retiree Decision Guide).

Failure to update your contact information may cause you to miss lapse letters, invoices, Retiree Decision Guides, Pre-65 Medicare Reminder Letters, and much more.

After Retirement: Retirees must continue to update their phone number, home address and email address in the SHBP Enrollment Portal to ensure we remain in contact with you throughout your retirement.

II. Why is it Important to Update Your Contact Information?



Retirees Missing In Retirement

SHBP has a few Retirees who we refer to as Missing In Retirement (MIR). These Retirees are not really missing, but SHBP cannot find them. This issue is not unique to SHBP, as we are aware that other similarly situated plans have the same issue – meaning they cannot find their Retirees either.

What is surprising about SHBP's MIR Retirees?

We do not hear from them until something goes wrong, which usually doesn't happen right away. For example:

Jane Doe retired August 1, 2018 from ABC School System and has remained enrolled in the SHBP Anthem HRA Silver Plan Option since her retirement. Ms. Doe subsequently turned age 65 March 9, 2019. SHBP mailed her two Medicare Part B notification letters 4 months (age 64 and 8 months) in November 2018 and 2 months (age 64 and 10 months) in January 2019 prior to her 65th birthday. SHBP never

Retirees Missing In Retirement (continued)

received her Medicare Part B and on April 1, 2019, Ms. Doe's premium increased to the unsubsidized rate of \$1,591.92. Due to her premium increasing, she was removed from Annuity Deductions and placed on Direct Pay and billed for the months of April, May and June 2019. However, she failed to submit any payments. On June 10, 2019, she received a termination letter informing her that her coverage will be terminated effective March 31, 2019.

In January 2020, Ms. Doe has an appointment for a routine physical. At that appointment, the assistant at her Doctor's office notifies her that she does not have coverage. She reaches out to SHBP immediately.

Upon contacting SHBP Member Services, when they ask her to verify her address, she provides the representative a different address than the one on file. She suddenly remembers that she downsized and moved to a condo after her retirement and never provided her address to SHBP.

Retirees Missing In Retirement (continued)

The representative informs her that we sent 5 letters to her address on file:

- 2 Medicare Part B Notification Letters before she turned Age 65
- 3 Direct Pay invoices
- 1 Termination Letter

So what is the worst thing that can happen if you fail to update your contact information with SHBP?

You may lose your Retiree Coverage!

III. Updating Your Contact Information



Two Ways Retirees Can Update Their Contact Information

SHBP provides two ways for Retirees to update their contact information with SHBP:

1. SHBP Enrollment Portal at www.mySHBPga.adp.com; and
2. SHBP Member Services at 800-610-1863

SHBP Enrollment Portal is Available 24 Hours a Day*

- mySHBPga.adp.com is available 24 hours a day, seven days a week.
- Retirees can elect coverage at home, on vacation, and anywhere convenient with a computer.

SHBP Member Services hours are:

- Monday – Friday 8:30 a.m. to 5:00 p.m. ET

Updating Your Contact Information in the SHBP Enrollment Portal



Step 1: Go to the Enrollment Portal: www.mySHBPga.adp.com

Step 2: Log on to the Enrollment Portal. If you do not have a Username and Password, select *Register Here*. The registration code is *SHBP-GA*.

Updating Your Contact Information in the SHBP Enrollment Portal (continued)

Having Trouble Logging In?

If you are a new user or have forgotten your username or password, please review our website at <https://shbp.georgia.gov/enrollment-portal> or contact SHBP Member Services at 800-610-1863.

After Logging In

Upon logging into the SHBP Enrollment Portal, your User Name will display in the upper left hand corner of the screen. *Please see next slide.*

SHBP Enrollment Portal: How to Log in? (continued)



H... Logo...

Welcome

 [Home](#)

 [Search](#)

 [Reports](#)

 [My Information](#)

 [Plan Information](#)

 [SHRT/Report Center](#)

Need Help?

If you have questions about your SHBP benefits, please contact SHBP Member Services via email at SHBPservicecenter@adp.com or by phone at 800-610-1863. Their hours are Monday - Friday 8:30 AM -

Declare Qualifying Event

Declare a Qualifying Event


Note for Retirees: Dependents cannot be added to your coverage unless you experience a Qualifying Event. Surviving spouses and children cannot add Dependents at any time.


Note for New Hires or Newly Eligible Employees: If you are enrolling in SHBP Coverage and do not see "Enroll Now" above, do not Declare a Qualifying Event. Contact your Employer immediately and request they provide you a "New Hire or Newly Eligible Employee" window. Declaring a Qualifying Event as a New Hire or Newly Eligible Employee will result in





SHBP Enrollment Portal: Updating Your Contact Information


1. Select **Declare Qualifying Event** at the bottom of the page


 [Home](#)

 [Search](#)

 [Reports](#)

 [My Information](#)

 [Plan Information](#)

 [SHRT/Report Center](#)

Need Help?

If you have questions about your SHBP benefits, please contact SHBP Member Services via email at SHBPServicecenter@adp.com or by phone at 800-610-1863. Their hours are Monday - Friday 8:30 AM - 5:00 PM.

If you are an Employer and have an Employer related question, please contact Employer Services at 800-610-1863 opt. 1.

Declare Qualifying Event

Declare a Qualifying Event

Note for Retirees: Dependents cannot be added to your coverage unless you experience a Qualifying Event. Surviving spouses and children cannot add Dependents at any time.

Note for New Hires or Newly Eligible Employees: If you are enrolling in SHBP Coverage and do not see "Enroll Now" above, do not Declare a Qualifying Event. Contact your Employer immediately and request they provide you a "New Hire or Newly Eligible Employee" window. Declaring a Qualifying Event as a New Hire or Newly Eligible Employee will result in cancellation of your coverage and you will be ineligible to elect coverage until the upcoming annual Open Enrollment period.

You may be able to make a health benefit coverage change for yourself and/or your dependents during the year if you experience a Qualifying Event. Qualifying Events include, but are not limited to, marriage, birth, adoption, divorce, or loss of other employer coverage. Your request must be made within the required time period based on federal law, state laws and regulations, and SHBP Plan documents. Visit the SHBP website for additional information: <https://shbp.georgia.gov/>.

Select **Declare Qualifying Event** below to get started.

Declare Qualifying Event




SHBP Enrollment Portal: Updating Your Contact Information (continued)

2. From dropdown Menu, select Retiree/Survivor Address Change

Declare Qualifying Event

Step 1
Declare Qualifying Event

Step 1 of 1: Declare Qualifying Event



You have an opportunity to declare a Qualifying Event from the list below and make the allowable change. If the selected Qualifying Event and the date of the event are correctly provided within the required timeframe you will be able to modify your health benefit coverage in connection with the Qualifying Event you select... [More](#)

- To select a Qualifying Event, click the Select Qualifying Event button.
- Select the Qualifying Event from the drop-down list.
- Enter the date (mm/dd/yyyy) of the event.
- Click the Submit button below.

If you receive an error message when confirming your elections it means that you have added a dependent but did not include them in Medical or Dependent Medical coverage.

- If you do not want to add your dependent to coverage click the "Exit Without Saving" button at the bottom of the screen.
- If you would like to add your dependent to coverage click the "Go Back and Make Your Elections" button, and add your dependent to either Medical or Dependent Medical coverage.

Retiree/Survivor Address Change

Event Date:

Overview:

Members should ensure SHBP has their correct mailing address. If you are a retiree enrolled in an SHBP Medicare Advantage plan option, per CMS you must maintain a physical address on file at all times.

Documentation:

Additional comments:



SHBP Enrollment Portal: Updating Your Contact Information (continued)

3. Read and accept the Terms and Conditions.

Retiree/Survivor Address Change

Step 1
Review Your Information

Step 2
Make Your Elections

Step 3
Review and Confirm Changes

Terms and Conditions

Event Date: 05/19/2020

I understand that I MUST pay premiums required for the Plan option and tier I have selected.

I understand that I must truthfully answer the Tobacco Surcharge question, if presented. It is my responsibility to immediately notify SHBP if my answer to the Tobacco Surcharge question changes. Intentional misrepresentations in my answer to the surcharge question or my failure to notify SHBP if my answer to the surcharge question changes will have significant consequences, including permanent loss of SHBP coverage from the date of my incorrect answer or the date of my failure to notify SHBP is discovered.

I understand that intentional misrepresentation or falsification of information (including verification documentation submitted when dependents are added) may result in permanent termination of my coverage and will subject me to penalties and possible legal action and, in the case of adding dependents, may result in termination of coverage retroactive to the dependent's effective date and recovery of payments made by SHBP for ineligible dependents.

I hereby attest that the information I provide is true and correct to the best of my knowledge. I acknowledge that I may be subject to a fine of not more than \$1,000 or imprisonment for not less than one or more than five years, or both, if I knowingly and willfully make a false or fraudulent statement or representation to DCH pursuant to O.C.G.A. Section 16-10-20.

Read and accept the Terms and Conditions

► Accept Terms and Conditions

Back to home

SHBP Enrollment Portal: Updating Your Contact Information (continued)

4. Select **Review Your Personal Data**.

Retiree/Survivor Address Change

Step 1
Review Your Information

Step 2
Make Your Elections

Step 3
Review and Confirm Changes

Step 1 of 3: Review Your Information

Event Date: 05/20/2020

Jump to [Review Your Information Summary](#)

Please take a few minutes to review your current health benefit coverage. If you decide to enroll or make a change due to a Qualifying Event, this is your opportunity to make the appropriate health benefit coverage change for you and your family.

[Review Your Personal Data](#)

[Go to Review Your Personal Data](#) [Exit without Saving](#)

SHBP Enrollment Portal: Updating Your Contact Information (continued)

5. Select the small **Pencil Icon** on the left-hand side to update your details.

Review Your Personal Data

Please take a moment to review your personal data.

You may update your name, date of birth, date of retirement, home address, and/or mailing address as appropriate. Please note any updates to the name will be reflected outside of this event after the final submission of the event on the confirmation page.

First Name

Middle Name

Last Name

Date of Birth

(MM/DD/YYYY)

BE AWARE! Any changes to Date of Birth for Medicare eligible subscribers should result in manual adjustment of Medicare Dates

Date of Retirement

(MM/DD/YYYY)

Actions

Type

Address

Home

123 ANYWHERE STREET
STOCKBRIDGE, GA 12345

Mailing

None on file

 View/Update Details



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Please note: Retirees must have a **Home** address (i.e., Physical Address). PO Boxes are not accepted. However, you can have a PO Box as your secondary **Mailing** address.

SHBP Enrollment Portal: Updating Your Contact Information (continued)

6. After you update your Address, Email and/or Phone Number here, click **Submit**. If you do not click **Submit**, your changes will not be saved.

Country * **United States** ▼

Address Line 1 *

Address Line 2

City *

State * **Georgia** ▼

Zip Code *

Email

Phone Number

Submit

Cancel

SHBP Member Services: Updating Your Contact Information

You may also contact SHBP Member Services at 800-610-1863 to update your contact information. The Representatives will be more than happy to assist you.

If there are extensive wait times, you will be prompted to take advantage of the following features:

- **Virtual Holds**
- **Scheduled Callbacks**

Virtual Holds: allow you to virtually hold your place in the queue, then receive a call back when it's your turn.

Scheduled Callbacks: allow you to schedule a callback at a time that is convenient for you.

IV. Questions



Additional Questions?

If you have questions, in addition to contacting SHBP Member Services at **800-610-1863** to speak with a Representative, you may also email SHBP Member Services at **SHBPservicecenter@adp.com**.

The SHBP Member Services Email System (SHBPservicecenter@adp.com):

- Available year-round to Retirees who have registered in the SHBP Enrollment Portal,
- Emails accepted 24 hours a day 7 days a week. Responses are provided within 1 to 2 business days.

Retirees CANNOT Update Their Addresses via Email: ROCP elections, life events, demographic updates (e.g., name, address, SSN) cannot be made via email.

Response Emails: will only be provided to the email address on file for the Retiree, or the email address specified by the Retiree for communications. If a Retiree 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.

Thank You

