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 Uni

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Georgia Department of Community Health

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

***Mobile devices (e.g., phones, iPads, etc.) are not compatible with the SHBP Enrollment Portal.**

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)

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A Division of the Georgia Department of Community Health

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

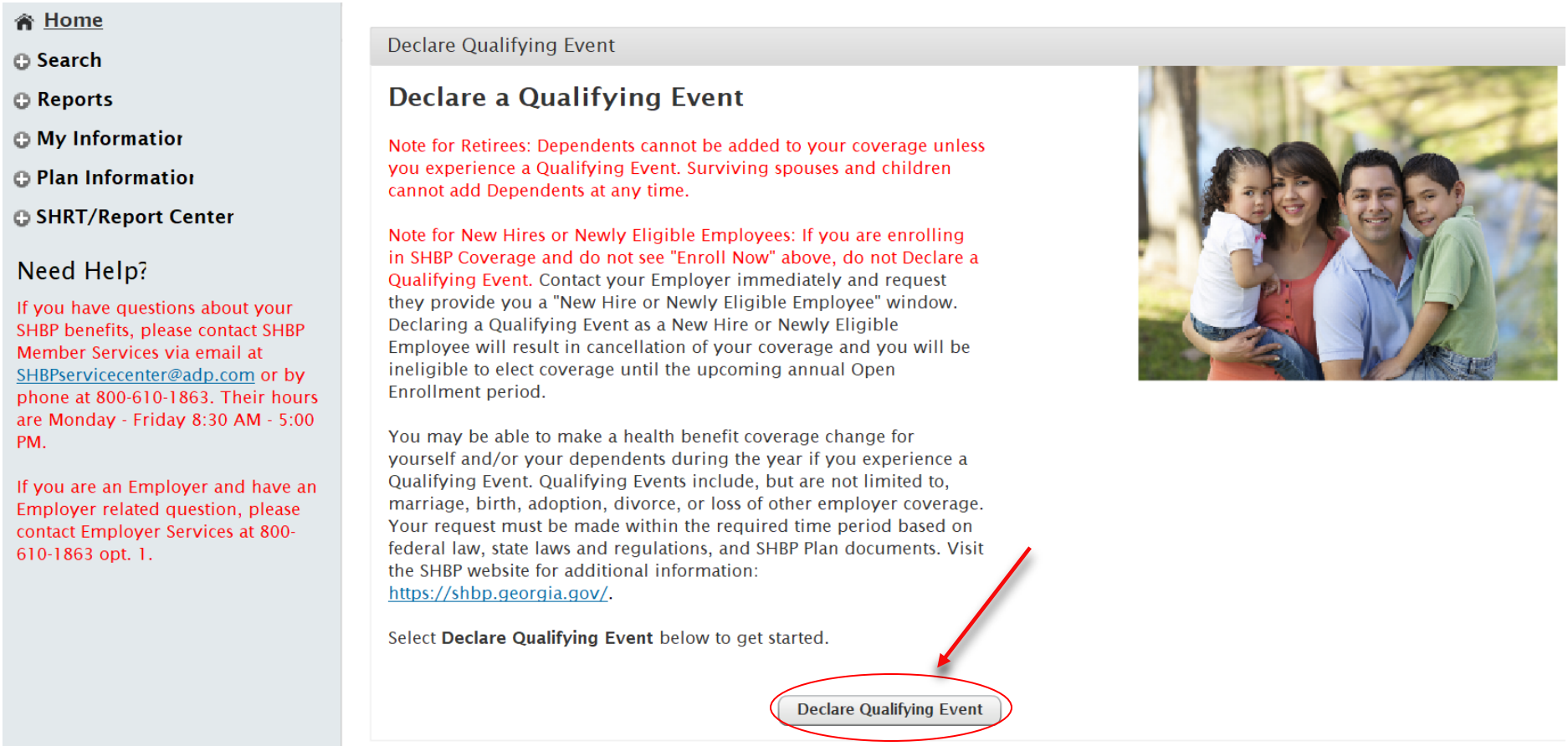
Declare a Qualifying Event

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

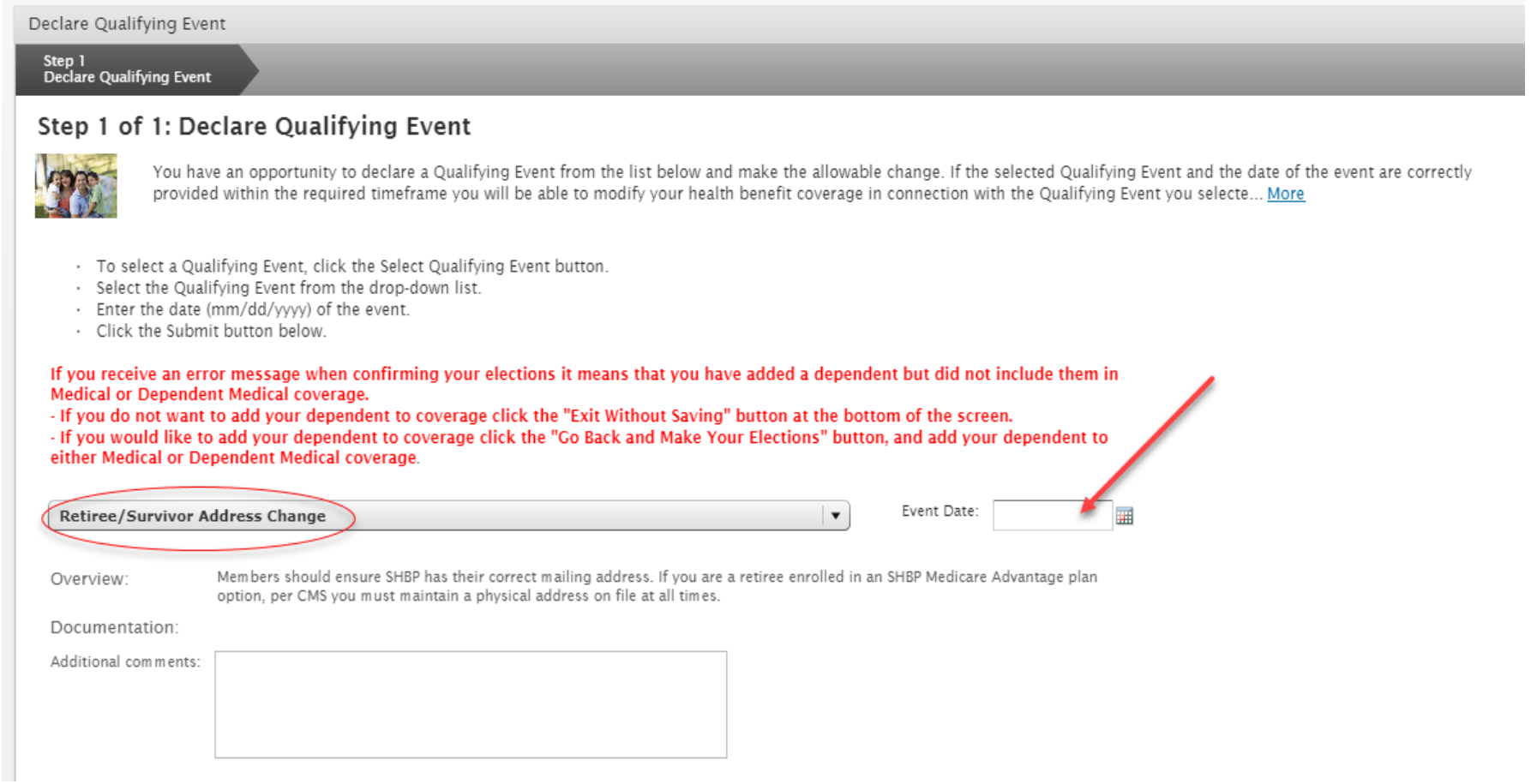
SHBP Enrollment Portal: Updating Your Contact Information

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



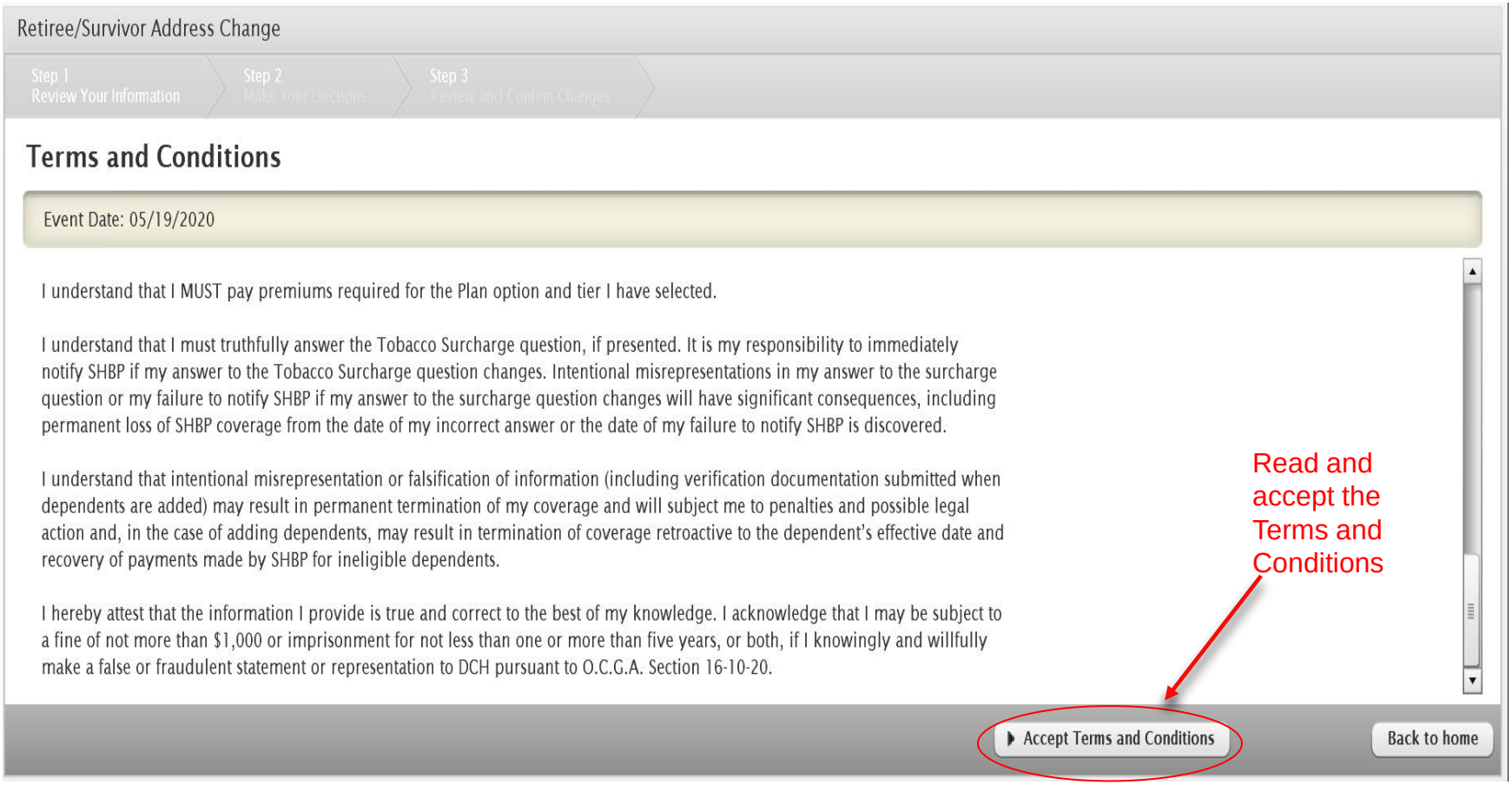
SHBP Enrollment Portal: Updating Your Contact Information (continued)

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



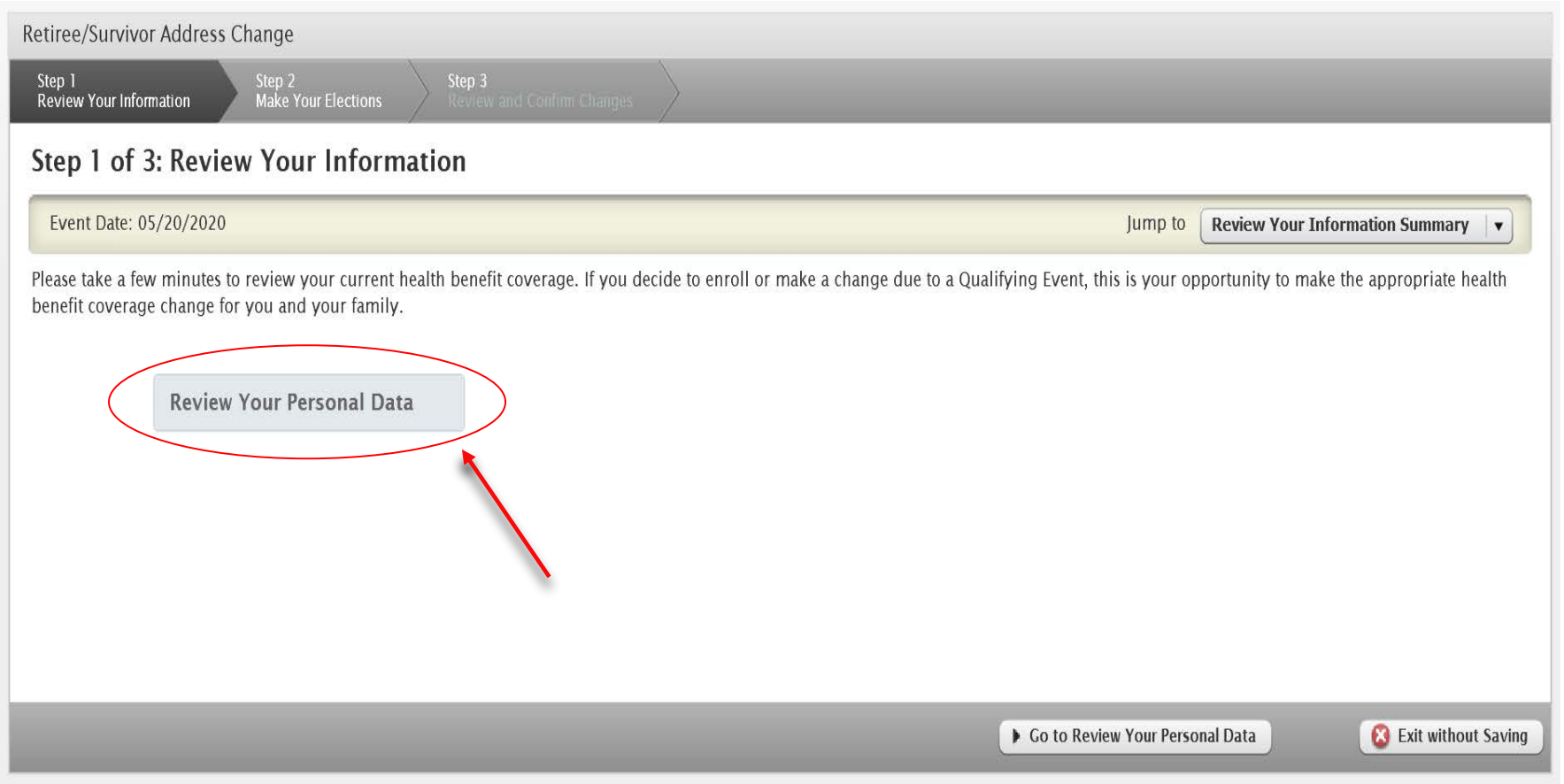
SHBP Enrollment Portal: Updating Your Contact Information (continued)

3. Read and accept the **Terms and Conditions.**



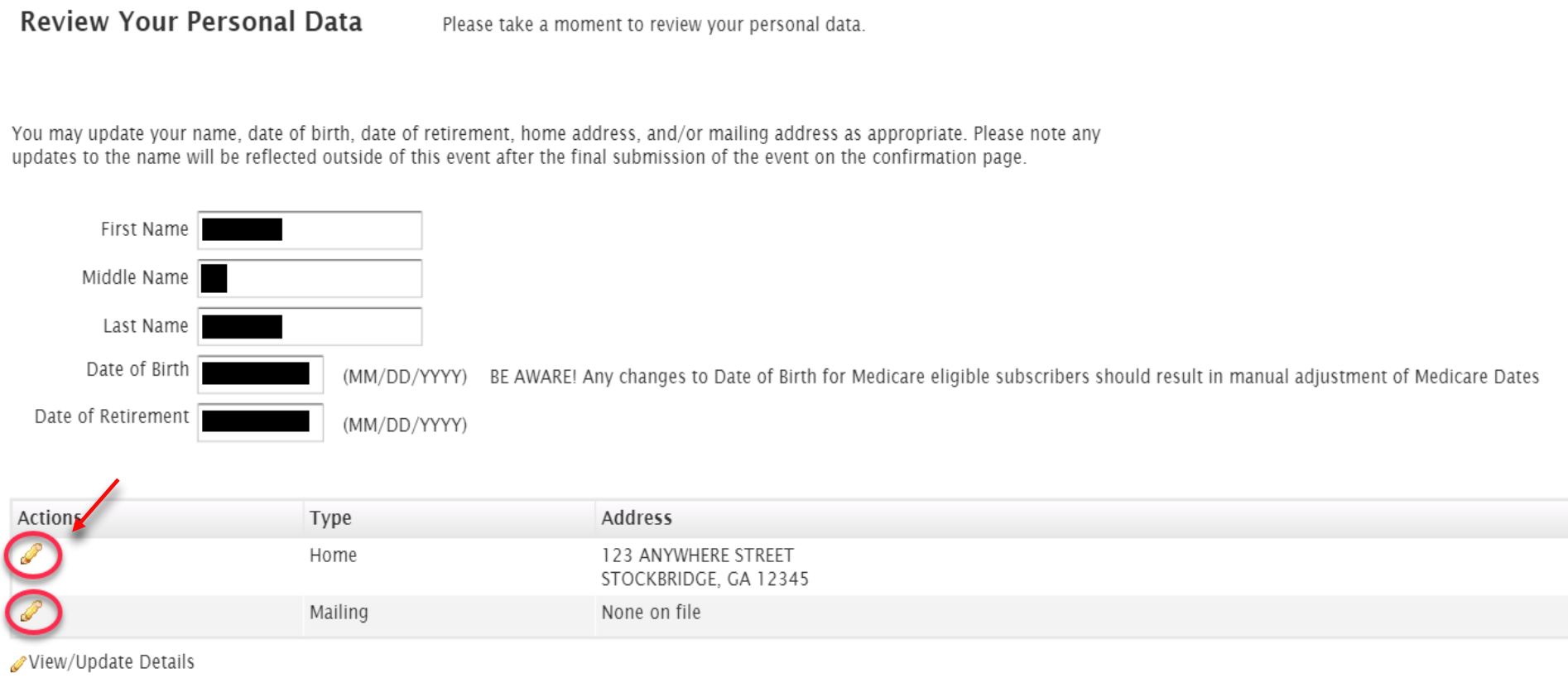
SHBP Enrollment Portal: Updating Your Contact Information (continued)

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



SHBP Enrollment Portal: Updating Your Contact Information (continued)

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



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.

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

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