STATE HEALTH BENEFIT PLAN
EMPLOYER AUTOMATED SYSTEM INTERFACE (EASI)

Presentation to: SHBP Manual Employers

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Eligibility & Benefits Administration

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Mission

The Georgia Department of Community Health

We will provide access to affordable, quality health care
to Georgians through effective planning,
purchasing and oversight.

We are dedicated to A Healthy Georgia.

Purpose

The SHBP Employer Automated System Interface, also known as "EASI," is a new automated system for our Manual Employers , i.e., employers currently using the Indicative Data Management (IDM) function of the SHBP Enrollment Portal to manually submit employee data due to them not having their own HR system to transmit automated records. EASI will:

- Improve the turnaround time for member updates, especially New Hires and Transfers; and
- Provide Manual Employers the ability to submit employee data directly to ADP via an Automated Update File (AUF), which is the same process for our Automated Employers submitting member records via AUF.

In this presentation, Manual Employers will be guided step-by-step through the process of submitting employee data using EASI.

The information provided in this presentation is intended only as a snapshot. Please look forward to the new EASI Job Aid, which will serve as the primary tool for employers using EASI.

Agenda

- Accessing EASI
- Resetting Your Password
- Basic Information Page
- Record Type(s)
  - New Hire or Transfer In (NEMP)
  - Termination or Transfer Out (TERM)
  - Deceased (DCSD) or Killed In the Line of Duty (KLOD)
  - Termination Due to Retirement (RETR)
  - Ineligible Due to Laid Off (LOFF) or Reduced Hours (RHRS)
  - Miscellaneous (MISC)
- Selecting Record Type(s)

- Removing Record Type(s)
- Submitting Records
- Member Record Submission/Update Timeframes
- EASI Access Agreements
- Life After EASI
- EASI Questions
- Appendix

Accessing EASI

The SHBP Employer Automated System Interface (EASI) will be accessible by visiting the employer's section of the SHBP website at https://shbp.georgia.gov/employers and clicking on the applicable link for EASI.

This link will be available on or before October 16th and you will be notified via email.

The actual page may appear slightly different from the above.

Accessing EASI (continued)

The EASI sign-in page will display fields to enter your:

- Username
- Password

Note: Usernames and Passwords are assigned by Employer Services. Due to security requirements, Contractors cannot access EASI. Sharing passwords will result in permanent termination of your access to EASI.

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Resetting Your EASI Password

Your Username will be the email address you provide when completing the EASI Access Form.

Your Password will be system generated. If you forget your Password, you will be able to request a password reset on the EASI login screen. The system will send a temporary password and reset link to the email address provided on the EASI Access Form.

Basic Information Page

After you log in to EASI, the Basic Information page will display. The Basic Information page contains two fields:

1. Employer Name, and
2. Payroll Location Number

Note: Please pay attention to the notes highlighted in red throughout EASI. These notes provide information to assist you in submitting your Member Records. The red asterisk (*) indicates required fields within EASI.

Basic Information Page (continued)

1. Enter your organization's name in the **Employer Name field** using either of the following options:

   a. **Auto-Completion:** Once you begin typing your organization's name beginning with the first character, a dropdown will appear displaying the employer names containing the letters you have entered. You should continue to enter your organization's name until it displays for selection. **Click** on your selection.

   b. **Manual Scroll:** When the drop-down menu appears, the available employer names will display in alphabetical order. Please scroll (if needed) to the applicable Employer Name.

2. Once a selection has been made for the Employer Name Field, the **Payroll Location Number field** will be auto populated with the assigned 5 digit payroll location number for employer verification. Note: If you have more than one Payroll Location, please check to make sure you have chosen the correct Employer Name for the applicable Payroll Location Number.

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Basic Information

| Employer Name* | names will appear as you type. select one from the list |
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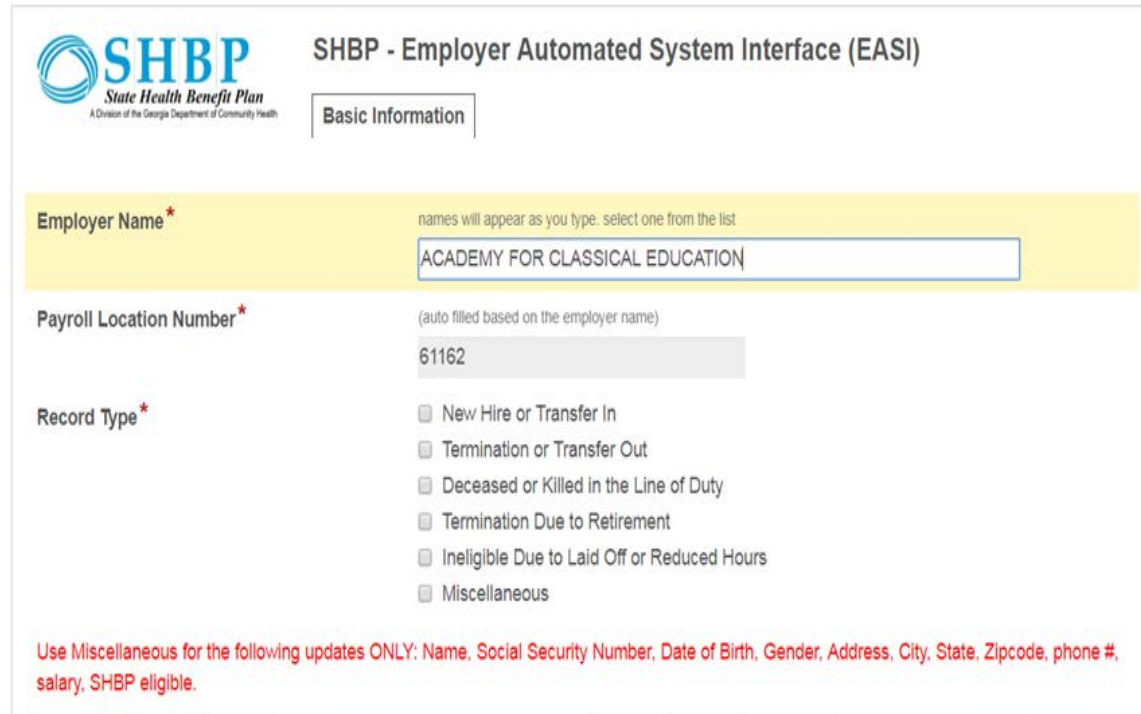| Payroll Location Number* | (auto filled based on the employer name) |
| | 61162 |

Record Type*
- ☐ New Hire or Transfer In
- ☐ Termination or Transfer Out
- ☐ Deceased or Killed in the Line of Duty
- ☐ Termination Due to Retirement
- ☐ Ineligible Due to Laid Off or Reduced Hours
- ☐ Miscellaneous

Use Miscellaneous for the following updates ONLY: Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zipcode, phone #, salary, SHBP eligible.

Basic Information Page (continued)

3. The **Record Type Field** will also automatically display. This field is in a check box format. You will have the option to select multiple record types at the same time. This means you can transmit multiple member records, such as a New Hire, Transfer, Termination and Retiree at one time.

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Basic Information

| Employer Name* | names will appear as you type. select one from the list |
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| Payroll Location Number* | (auto filled based on the employer name) |
| | 61162 |

Record Type*
- ☐ New Hire or Transfer In
- ☐ Termination or Transfer Out
- ☐ Deceased or Killed in the Line of Duty
- ☐ Termination Due to Retirement
- ☐ Ineligible Due to Laid Off or Reduced Hours
- ☐ Miscellaneous

Use Miscellaneous for the following updates ONLY: Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zipcode, phone #, salary, SHBP eligible.

Record Types

There are six (6) Record Types available for selection:

- **New Hire or Transfer In (NEMP)** – Select this record type when submitting a New Hire (including rehires) or Transferring an employee INTO your Payroll Location (or between your Payroll Locations).

- **Termination or Transfer Out (TERM)** – Select this record type when submitting a Terminated Member (or employee) or Transferring a Member (or an employee) OUT of your Payroll Location .

- **Deceased (DCSD) or Killed in the Line of Duty (KLOD)** - Select this record type when submitting a Deceased Member (or employee) or Member Killed in the Line of Duty.

- **Termination Due to Retirement (RETR) –** Select this record type when submitting a Member terminating due to Retirement.

- **Ineligible Due to Laid Off (LOFF) or Reduced Hours (RHRS)** – Select this record type when submitting a Member who is now ineligible for coverage due to being Laid Off or Reduced Hours

- **Miscellaneous (MISC)** – Select this record type ONLY when submitting updates for Member's Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zip Code, Phone Number, Salary, or SHBP Eligibility status. Note at least three of these four (4) items must match current data in the SHBP Enrollment Portal or the Record will fail: First Name, Last Name, Date of Birth, Gender.

Record Types

Active Member* Action	EASI Record Type	Instructions
• New Hire • Rehire (includes Retirees returning to work) • Transferring In	NEMP: New Hire or Transfer In	Select this record type when: • Submitting a New Hire (including rehires) or • Transferring an Active Member (or an employee) INTO your Payroll Location (or between your Payroll Locations).
• Termination (Not Applicable to Retirees; see Retirement below) • Transferring Out	TERM: Termination or Transfer Out	Select this record type when: • Terminating an Active Member (or employee no longer working for you) OUT of your Payroll Location., or • Transferring an Active Member (or an employee no longer working for you) OUT of your Payroll Location (or between your Payroll Locations).
• Deceased Member • Killed in the Line of Duty	DCSD: Deceased or KLOD: Killed in the Line of Duty	Select this record type when submitting a Deceased Active Member (or employee) or Active Member (or employee) Killed in the Line of Duty.
• Retirement	RETR: Termination Due to Retirement	Select this record type when submitting an Active Member terminating due to Retirement.
• Member Laid Off • Member Hours Reduced	LOFF: Ineligible Due to Laid Off or RHRS: Reduced Hours	Select this record type to change an Active Member's status to ineligible for coverage due to being Laid Off or Reduced Hours.
Member Updates • Member Name • Social Security Number • Date of Birth • Address • City, State, or Zip Code • Phone number • Salary • SHBP Eligibility Status	MISC: Miscellaneous	Select this record type ONLY when submitting updates for Active Member's (or employee's) Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zip Code, Phone Number, Salary, or SHBP Eligibility status. *Note: At least three of these four (4) items must match current data in the SHBP Enrollment Portal or the Record will fail: First Name, Last Name, Date of Birth, Gender.*

Selecting Record Type(s)

1. To select a Record Type **Click the check box in front of the Record Type**. Multiple Record Types may be selected by checking the box in front of the applicable Record Type.

   For each Record Type selected, a corresponding tab will display on the EASI Navigation Bar located across the top of the Interface.

   An employee record must be submitted for each tab you have chosen.

   To remove a Record Type that you no longer wish to use or mistakenly selected, uncheck the box in front of the Record Type in the Record Type field. The tab will no longer be displayed in the Navigation Bar.

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| Basic Information | NEMP | TERM | MISC |

Employer Name*   names will appear as you type. select one from the list
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Payroll Location Number*   (auto filled based on the employer name)
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Record Type*   ☑ New Hire or Transfer In
               ☑ Termination or Transfer Out
               ☐ Deceased or Killed in the Line of Duty
               ☐ Termination Due to Retirement
               ☐ Ineligible Due to Laid Off or Reduced Hours
               ☑ Miscellaneous

Use Miscellaneous for the following updates ONLY: Name, Social Security Number, Date of Birth, Gender, Address, City, State, Zipcode, phone #, salary, SHBP eligible.

Previous   Next

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Selecting Record Type(s) (continued)

2. **Click the Next button** at the bottom of the interface to display the selected Record Type(s) page(s) for data entry.

Selecting Record Type(s) (continued)

The Record Type(s) chosen will appear on the EASI Navigation Bar across the top of the Interface, in the following order:

1. **NEMP** = New Hire or Transfer In
2. **TERM** = Termination or Transfer Out
3. **DCSD/KLOD** = Deceased or Killed in the Line of Duty
4. **RETR** = Termination Due to Retirement
5. **LOFF/RHRS** = Ineligible Due to Laid Off or Reduced Hours
6. **MISC** = Miscellaneous

Removing Record Type(s)

To Remove a Record Type(s) from the EASI Navigation Bar, you must:

1. **Click the Previous** button at the bottom of the screen.

Removing Record Type(s) (continued)

After selecting the **Previous** button at the bottom of the screen, you will navigate back to the Basic Information page, which will display all the Record Type(s) you previously selected.

Removing Record Type(s) (continued)

2. **Uncheck** the Record Type(s) you no longer need.

3. **Click Next** at the bottom of the screen to continue.

Removing Record Type(s) (continued)

After clicking Next, the interface will redisplay with the previously selected Record Type(s) on the Navigation Bar minus the ones you've removed.

Here, we have chosen the NEMP, TERM, and MISC Record Types. This means we are transmitting a: 1) New Hire or Transfer In record, 2) Termination or Transfer Out record, and 3) Miscellaneous record.

Submitting Records

1. To submit a Member record for your employee, complete all required fields of the selected Record Type.
The Record Type example displayed is a NEMP record (i.e., New Hire or Transfer In Record).

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Submitting Records (continued)

Payroll Location Number*   (auto filled based on the employer name)
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New Hire or Transfer In

Record Type   NEMP

Employee SSN* (?)   , 001020003)

SSN Validations
First three digits must not be greater than 772
First three digits must not be equal to 666
First three digits must not be equal to 000
Digits 4 and 5 must not equal 00
Last four digits must not equal 0000
Must not match any of these:
123456789
111111111
333333333
222222222
444444444
555555555
777777777

For ITIN's we allow the following ranges to also load:
900-70-0000 through 999-88-9999
900-94-0000 through 999-99-9999

First Name*   Last Name*

Sex*   emale

Date of Birth*

Phone Number   :luding area code e.g.7067771122)

Street Address 1*

Street Address 2   (e.g., Apt./Bldg./Ste. #)
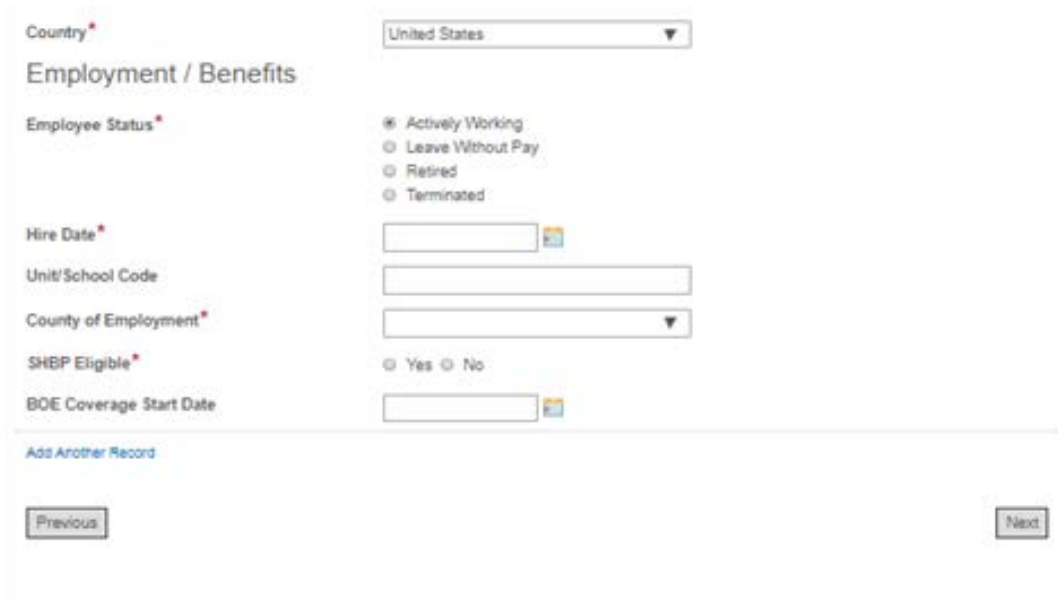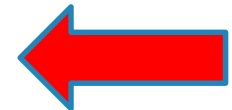
The question mark '?' displayed next to the "Employee SSN" field on each Record Type page provides helpful information about the parameters for the SSN formats allowed in the SHBP Enrollment Portal.

Submitting Records(continued)

On the Date of Birth field you may enter the date by clicking on the calendar icon on the right side of the field or by entering the date in manually.

Note: Dates must be entered as MMDDCCYY (e.g. 07221954 = July 22, 1954)

Submitting Records (continued)

To submit multiple Member records for additional employees requiring the same Record Type, click the Add Another Record button (in blue font at the bottom of the interface) to display additional fields to enter your next employee.

For example, in the screenshot, you can see where we selected the **Add Another Record button** to display additional fields *below* the first NEMP record to enter the next employee.

Submitting Records (continued)

If you no longer need to add an additional record after you've selected the **Add Another Record button**, click the X icon to delete the additional record fields.

Submitting Records (continued)

Once all data has been entered for the displayed Record Type tab on the EASI Navigation bar, if you have additional Record Types to submit for other employees, **click the applicable Record Type on the EASI Navigation Bar.**

The current Record Type page will close and display as greyed out (no longer available for data entry unless you navigate back to that Record Type).

The new Record Type page will display and you should complete all required fields.

Submitting Records (continued)

3. Once all selected Record Types tabs displayed on the EASI Navigation Bar have been completed with required Member data, **click the Submit button to transmit your records to ADP.**

Submitting Records (continued)

A confirmation screen will display informing you that the record(s) have been submitted.
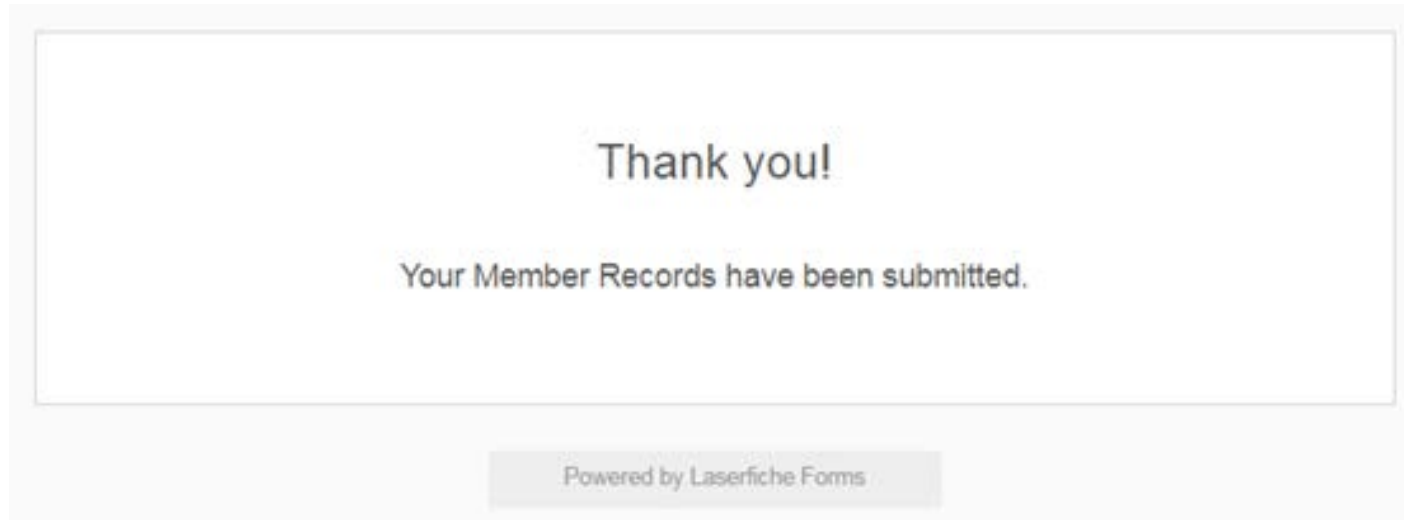
Member Record Submission/Update Timeframes

EASI AUF Records Schedule: EASI AUF Records will be processed by ADP the next business day after 5:00 p.m. EST, and will be loaded into the SHBP Enrollment Portal by the next business day thereafter at 8:00 a.m. EST.

Note: You cannot see a member record update until it is loaded into the SHBP Enrollment Portal.

See EASI AUF Records Schedule on next slide.

Member Record Submission/Update Timeframes (continued)

EASI AUF Records Schedule

Employer Submits EASI AUF Record	ADP Processes EASI AUF Record	EASI AUF Record Updated in SHBP Enrollment Portal
Monday	Tuesday after 5:00 pm.	Wednesday 8:00 a.m.
Tuesday	Wednesday after 5:00p.m.	Thursday 8:00 a.m.
Wednesday	Thursday after 5:00p.m.	Friday 8:00 a.m.
Thursday	Friday after 5:00p.m.	Monday 8:00 a.m.
Friday	Monday after 5:00p.m.	Tuesday 8:00 a.m.

How Do you Know if the Member Record Was Updated.

Always, check the:

1) SHBP Enrollment Portal the next business day after the record is loaded into to see if a member's record has been updated ((see timeframes above), and

2) State Health Repository Tool (SHRT) for Proof Bills to see any resulting billing changes, if any.

If Member Record submitted on AUF was not Updated, Employer Should:

1. Log in to SHRT to download and review Input Error Reports (SHBP-INPUT-ERROR.xlsx) posted in the Employer's "From ADP" folder for the applicable Payroll Location (note: if you have 2 or 3 Payroll Locations, you will have a "From ADP" Folder for each Payroll Location); or

2. Check to see if it is a future dated record. For example, if today is 10/1 and you send a TERM Record with an 11/30 Date of Last Deduction, the Record will not load until 11/30, and you should check the SHBP Enrollment Portal the next business day after the future date you entered (i.e.,11/20). If Record Still has not loaded, check your Input Error Reports (SHBP-INPUT-ERROR.xlsx) in your "From ADP" folder.

EASI Access Agreements

For security reasons, all users must complete an EASI Access Agreement located on the SHBP website at https://shbp.georgia.gov/employers and clicking on the applicable link for EASI. This link will be available on or before October 16th and you will be notified via email.

Beginning October 16, SHBP will begin distributing USER IDs and Passwords, per the following:

- **For individuals who have participated in an EASI Training Session:** they will receive their User IDs and Passwords on the later of: 1) October 16 or 2) the same or next business day of submitting their EASI Access Agreement.
- **For individuals who fail to participate in an EASI Training Session:** they will receive their User IDs and Passwords on the later of three (3) business days of: 1) October 16 or submitting an EASI Access Agreement.

Life After EASI

What's Changing for Me?

1. **You are now Automated!** This means you are sending us AUF files along with all your employer peers. There are two file layouts – known as AUFs, but we've made it easy by doing all the programming for you directly into EASI. Both are available in SHRT under the "Additional SHRT Instructions" folder if you would like to take a look.

   - AUF File Layout (Non-BOEs)
   - BOE AUF File Layout

2. **You have New SHRT Reports Available to Assist You!**

   - **Payroll Error Report (SHBP Input Error Report)** - Produced daily when fatal data load errors have been identified during the data load process.

   - **Address Change Report (Demographic Change)** - Identifies on a weekly basis all updates made to existing member addresses. It does not include new hires – just those records that were previously loaded by you into the SHBP enrollment portal.

   NOTE: Daily files and reports will be removed from the SHRT tool after 30 days. Monthly files and reports will be removed from the SHRT tool after 90 days. Effective December 1, 2018, manual access to the SHBP Enrollment Portal will no longer be available for employers to submit Member data.

EASI Questions

Questions regarding EASI may be submitted via:

- The SHBP (X)change: https://shbp.georgia.gov/xchange, or
- By contacting your dedicated Employer Services Specialists https://shbp.georgia.gov/contact-shbp-employer-services.

APPENDIX

Job Aids

- The following Job Aids may be accessed by visiting the employer's section of the SHBP website at https://shbp.georgia.gov/employers and clicking on the applicable link for Job Aids and on SHRT in the "Additional SHRT Instructions" folder at https://myshbpga.adp.com :
  - 1) State Health Repository Tool (SHRT) and Premium Billing Job Aid
  - 2) 2018 Revised Summer Transfer Job Aid.

Add Update Files

- The AUF File Layout and BOE AUF File Layout are available in SHRT in the "Additional SHRT Instructions" folder and may be accessed at https://myshbpga.adp.com.

Input Error Report Reference Tool

- The Input Error Reference Tool is available on SHRT in the "Additional SHRT Instructions" folder and may be accessed at https://myshbpga.adp.com.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
1	addrAddress1	1. Street address is missing from the AUF file. OR 2. Street address is shifted out of position on the AUF file.	1. Agency: Send valid street address on AUF file. OR 2. Agency: Update the address to correct position on AUF file.
2	addrCity	1. City is missing from the AUF file. OR 2. City is shifted out of position on the AUF file.	1. Agency: Send valid City on AUF file. OR 2. Agency: Update the City to correct position on AUF file.
3	addrPostalcode	1. Zip code is missing from AUF file. OR 2. Zip code is shifted out of position on the AUF file. OR 3. International address was sent but these are not accepted.	1. Agency: Send valid Zip code on AUF file. OR 2. Agency: Update the City to correct position on AUF file. OR 3. Agency: Send work location address on AUF file if member has international address

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
4	addrValidfrom	1. Missing or invalid date required for the reported action passed on AUF file. (i.e. if record type reflects NEMP= invalid hire date, TERM= invalid last deduction date, or DCSD=Invalid date of death) **OR** 2. The required or missing date is shifted out of position on the AUF file.	1. Agency: Send record with correct date on AUF file. **OR** 2. Agency: Update required or missing date to correct position on AUF file.
5	ageGreaterThanMax	Date of birth passed on the AUF file aging employee older than 150 years of age.	Agency: Send corrected Date of birth on AUF file.
6	ageLessThanMin	Date of birth passed on the AUF file aging employee less than 16 years of age.	Agency: Send corrected Date of birth on AUF file. (under age dependents need to be manually elevated in case of employee death)

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
7	compValidfrom	1. Missing or invalid date required for the reported action passed on AUF file. (i.e. if record type reflects NEMP= invalid hire date, TERM= invalid last deduction date, or DCSD=Invalid date of death) OR 2. The required or missing date is shifted out of position on the AUF file.	1. Agency: Send record with corrected date on AUF file. OR 2. Agency: Update required or missing date to correct position on AUF file.
8	empCostcenter	Blank cost center record (payroll location) was passed on AUF file.	Agency: Send valid cost center on AUF file.
9	empHiredate	Missing hire date from the AUF file.	Agency: Send valid hire date on AUF file.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
10	empLastdateworked	1. Missing or invalid last deduction date passed on AUF file. OR 2. Last deduction date shifted out of position on the AUF file.	1. Agency: Send valid last deduction date on AUF file. OR 2. Agency: Update termination date to correct position on AUF file.
11	empOriginalhiredate	1. An invalid hire date (i.e. 00000000) was passed on AUF file. OR 2. Invalid hire date shifted out of position on the AUF file.	1. Agency: Send valid hire date on AUF file. OR 2. Agency: Update valid hire date to correct position on AUF file.
12	empScheduledhours	1. Missing or invalid (i.e. O vs 0) scheduled hours information passed on AUF file. OR 2. Scheduled hours shifted out of position on the AUF file.	1. Agency: Send valid schedule hours on AUF file. OR 2. Agency: Update schedule hour to correct position on AUF file.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
13	empTerminationdate	1. Missing or invalid date (i.e. 12/31/1999) last deduction date passed on the AUF file. OR 2. Last deduction date shifted out of position on the AUF file.	1. Agency: Send valid last deduction date on AUF file. OR 2. Agency: Update last deduction date to correct position on AUF file.
14	empValidfrom	1. Missing or invalid date required for the reported action passed on the AUF file. (i.e. if record type reflects NEMP= invalid hire date, TERM= invalid last deduction date, or DCSD=Invalid date of death) OR 2. The required or missing date is shifted out of position on the AUF file.	1. Agency: Send record with correct date on AUF file. OR 2. Agency: Update required date to correct position on AUF file.
15	empVoluntary	1. Missing or invalid date required for the reported action passed on the AUF file. (only appears for term records) OR 2. The required or missing date is shifted out of position on the AUF file.	1. Agency: Send record with correct date on AUF file. OR 2. Agency: Update required date to correct position on AUF file.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
16	legalId	1. Invalid value for social security number OR 2. Social Security Number shifted out of position on the AUF file.	1. Agency: Send valid social security number on AUF file. OR 2. Agency: Update Social Security Number to correct position on AUF file.
17	subscrBirthdate	1. Date of birth missing from AUF file. OR 2. Date of birth shifted out of position on the AUF file.	1. Agency: Send valid date of birth on AUF file. OR 2. Agency: Update date of birth to correct position on AUF file.
18	subscrFirstname	1. First name missing from AUF file. OR 2. First name shifted out of position on the AUF file.	1. Agency: Send valid first name on AUF file. OR 2. Agency: Update of first name to correct position on AUF file.
		1. Last name missing from AUF file.	1. Agency: Send valid last name on AUF file.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
19	subscrLastname	1. Last name missing from AUF file. OR 2. Last name shifted out of position on the AUF file.	1. Agency: Send valid last name on AUF file. OR 2. Agency: Update last name to correct position on AUF file.
20	subscrLegalid	1. Missing or invalid social security number passed on AUF file. OR 2. Social security number shifted out of position on the AUF file.	1. Agency: Send valid social security number on AUF file. OR 2. Agency: Update social security number to correct position on AUF file.
21	subscrValidfrom	1. Missing or invalid date required for the reported action passed on the AUF file. (i.e. if record type reflects NEMP= invalid hire date, TERM= invalid last deduction date, or DCSD=Invalid date of death) OR 2. The required or missing date is shifted out of position on the AUF file.	1. Agency: Send record with correct date on AUF file. OR 2. Agency: Update required or missing date to correct position on AUF file.

Appendix: Input Error Report Reference Tool

#	Message Code (Column G on Error Report)	Root Cause(s)	Corrective Action(s)
22	transferEmployeeFieldHireDateValidFromMismatch	1. Termination is received from prior cost center after transfer is completed for new cost center. OR 2. The hire date or start date conflicts with information previously receive in ADP's system.	1. Agency: No action taken. OR 2. Agency: A coverage start date or hire date must be updated to be no earlier than the date listed under the error.
23	transferNoHireDateValidFrom	1. Cost center passed on file differs from cost center in ADP's system. OR 2. The hire date passed equals the hire date in ADP's system.	Agency: Must verify the correct information being passed on the file. Manual update may need to be completed by ADP per agency instruction.
24	transferRejectOlderHireDate	1. Information passed on the file predates the information in ADP's system. OR 2. Hire date and cost center on file does not match ADP's system.	1. Agency: Must update system not to send employee on future AUF files unless EE transfers back into the previous location. OR 2. Agency: Must verify if employee is a rehire and Send current date and cost center.
25	transferProhibitedByExplicitLock	ADP/SHBP sets lock on employee in ADP system. Records will not update until SHBP advises to remove lock.	SHBP: Must verify if lock should be removed from employee account. Manual update may need to be completed by ADP per SHBP instructions.