

State Health Benefit Plan

2017 Train-the-Trainer Open Enrollment Presentation



Presentation to: SHBP Employing Entities

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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.

Agenda

- Purpose
- SHBP Enrollment Portal: Making a 2018 Benefit Election
- SHBP Enrollment Portal: Encourage Your Employees to Update Their Passwords Now
- SHBP Member Services
- Your Employees' Responsibilities
- Your Retiring Employees' Responsibilities
- What Happens If Your Employees Do Nothing?
- Third Party Administrators Member Identification (ID) Cards
- 2018 SHBP Plan Options
- 2018 SHBP Pharmacy Benefits
- 2018 SHBP Wellness
- 2018 Open Enrollment File Process
- Employer Questions

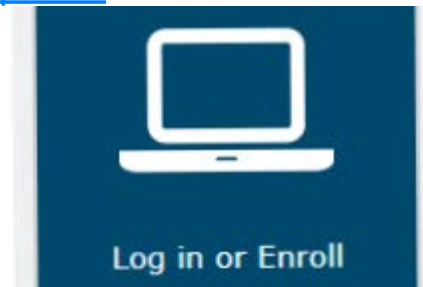
Purpose

- The purpose of this Train-the-Trainer Presentation is to assist Employing Entities with educating their eligible employees in SHBP benefits eligible positions on the Plan Year 2018 Open Enrollment period.
- The information provided in this presentation is a summary of changes for the 2018 Plan Year and intended only as a snapshot of these changes. Please visit the SHBP website for more information: <https://shbp.georgia.gov/>.

SHBP Enrollment Portal – mySHBPga.adp.com

Making a 2018 Benefit Election

- The 2018 Open Enrollment period begins *October 16, 2017* and ends *November 3, 2017*.
- **Online Election via Enrollment Portal***
 - Your employees may make their health election at www.mySHBPga.adp.com.
 - 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 Enrollment Portal: <https://shbp.georgia.gov/>.
 - Providing your employees 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 2018 that they chose for Plan Year 2017.



*Please remind your Employees that they cannot elect coverage with their mobile devices (e.g., phones, ipads, etc).

SHBP Enrollment Portal – mySHBPga.adp.com

Making a 2018 Benefit Election (continued)

- **Online Election via Enrollment Portal**
 - Enrollment Portal opens at 12:00 a.m. ET on October 16, 2017.
 - Enrollment Portal closes at 11:59 p.m. ET on November 3, 2017.
- **Last Confirmed Election is effective for 2018 Plan Year**
 - Your employees may make their election online as many times as they choose within the dates/time period above. However, the employees' last confirmed election at the time the annual Open Enrollment period closes will be their election for the 2018 Plan Year.
- **Your employees should 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

Encourage Your Employees to Update Their Passwords Now!

Passwords are Frustration #1 for employees!

- My password doesn't work.
- I can't reach anyone at the call center to help me change my password due to hold times.
- It's the last day of Open Enrollment and the call center is closed and I'm locked out of the Enrollment Portal.



SHBP Enrollment Portal – mySHBPga.adp.com

Encourage Your Employees to Update Their Passwords Now!

- **Employees' passwords expire after 45 days**
 - Therefore, if it has been over 45 days since an employee logged in, he/she will be prompted to create a New Password (which will also expire after 45 days).
- **Things Employers can do to help**
 - Encourage your employees to login no earlier than September 20, 2017, which will ensure their password is active through the last day of Open Enrollment, i.e., November 3, 2017.



SHBP Enrollment Portal – mySHBPga.adp.com

Encourage Your Employees to Update Their Passwords Now!

- Employees may log into the SHBP Enrollment Portal to set up their New Password: www.mySHBPga.adp.com
 - Log in using your current Password.
 - If it's been over 45 days since the last time the employee logged in, he/she will be prompted to create a New Password (which will expire every 45 days).
- What if an employee **does not** know his/her User ID or Password
 - Enrollment Portal: Click the **Forgot User ID?** or **Forgot Your Password?** from the Login Page and follow the prompts.
 - SHBP Member Services: call 1-800-610-1863.

SHBP Member Services – 1.800.610.1863

Encourage Your Employees to Enroll at mySHBPga.adp.com!

SHBP Member Services has New Extended Hours for Open Enrollment and Saturday Hours*

- Monday thru Friday, 8:30 a.m. to 7:30 p.m. ET during Open Enrollment.
- Permanent Saturday hours, 8:00 a.m. to 5:00 p.m. ET began August 5, 2017.

Why Employees should skip Member Services

- mySHBPga.adp.com is available 24 hours a day, seven days a week.
- Employees can elect coverage at work, home, and anywhere convenient with a computer.
- Avoid wait times.

*Please remind your Employees that they cannot elect coverage with their mobile devices (e.g., phones, iPads, etc).

Your Employees' Responsibilities

- Employees should read and make sure they understand the information in the Active Employee Decision Guide and Plan Documents posted on the SHBP website <https://shbp.georgia.gov/>.
- Employees should review the 2018 Rates and Plan Options posted on the SHBP website <https://shbp.georgia.gov/>.
- Employees should confirm that they answered the Tobacco Surcharge question appropriately. If no election changes are made and the Employee answered yes, the Tobacco Surcharge will carry over to the 2018 Plan Year.
- Employees should check their payroll deduction to verify that the correct deduction amount has been made. If an employee is not being charged for their health deductions or are being charged the incorrect amount for their health deductions, please advise them to contact the appropriate person in your Payroll Location/HR Department.

Your Employees' Responsibilities (continued)

- Employees should know if they: 1) make an election effective in Plan Year 2017 as a New Hire (New Hire event) or 2) declare a Qualifying Event resulting in a new election effective in Plan Year 2017, during or after the close of the Open Enrollment window, the New Hire or Qualifying Event election will override the Open Enrollment election for Plan Year 2018, unless:
 - On the confirmation page after making the New Hire or Qualifying Event election, the employee follows the automated prompt in the ADP system and makes a subsequent change to their Open Enrollment election for Plan Year 2018 (even if they previously made their Open Enrollment election prior to the New Hire or Qualifying event).
 - Employee must complete the Tobacco Surcharge question two times: 1) for the New Hire or Qualifying Event election taking affect in 2017 and 2) for the subsequent Open Enrollment election for Plan Year 2018.
- Employees should update any changes in their address by notifying their HR Department.

Your Retiring Employees Responsibilities

- Employees *retiring January 1, 2018* 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/tier prior to Open Enrollment, including Plan Option/Tier and covered dependents.
- Employees planning to retire must update their email address in the Enrollment Portal from their work email address to a personal or other email address so they can receive SHBP/ADP email notifications.
- Resources for Retiring Employees:
 - Retiree Option Change Period: <https://shbp.georgia.gov/retiree-option-change-period>.
 - Retiree Rates (including Subsidy information): <https://shbp.georgia.gov/retiree-rates>.
 - Medicare Advantage: <https://shbp.georgia.gov/medicare-advantage>.

What Happens If Your Employees Do Nothing?

- **Employees Currently Enrolled in SHBP**
 - Employees who do not make an election, either through the web portal or by calling the SHBP Member Services Center, will be defaulted to the same plan option previously selected for 2017. If an employee covered by the Kaiser Regional HMO Plan Option either no longer lives or works in the 27-county Metro Service Area on or after January 1, 2018, that employee's coverage will default to the BCBSGa HRA Bronze Plan Option. (see slide 19).
 - Employees who do not make an election and are currently paying the Tobacco Surcharge, will be defaulted to the same plan option previously selected for 2017 and the Tobacco Surcharge they are paying in 2017 will continue to apply in 2018.
 - Employees who do not make an election and are currently enrolled in the TRICARE Supplement in 2017, will be enrolled in the TRICARE Supplement in 2018.
- **Employees Not Currently Enrolled in SHBP**
 - Employees not currently enrolled in SHBP in 2017 will be defaulted to no coverage in 2018.

Third Party Administrators Member ID Cards

For the employees below, New Member ID Cards for the 2018 Plan Year will be mailed no later than December 10, 2017.

BCBSGa and UnitedHealthcare

- Employees who elect to enroll in either a BCBSGa or UnitedHealthcare Plan Option will receive New Member ID Cards for the 2018 Plan Year.
- Employees currently enrolled in either a BCBSGa or UnitedHealthcare Plan Option who do not make an election change for the 2018 Plan Year, and therefore default to the same plan option previously selected for 2017 will also receive New Member ID Cards for the 2018 Plan Year.

Kaiser Permanente (KP)

- Only Employees newly enrolling in the Kaiser Permanente Regional HMO Plan Option will receive New Member ID Cards for the 2018 Plan Year.

2018 SHBP Plan Options

2018 Third Party Administrators and Plan Offerings*: SHBP will continue to offer Blue Cross and Blue Shield of Georgia (BCBSGa) HRA and HMO, Kaiser Permanente (KP) Regional HMO, and UnitedHealthcare HMO and HDHP plan options for 2018. However, please keep in mind that Retirees age 65 and older will pay the full cost of the unsubsidized premium for these plans as the State will only subsidize the BCBSGa and UHC Medicare Advantage plan options.

Health Maintenance Organization (HMO)

- BCBSGa (Statewide/In-Network only plan)**
- UnitedHealthcare (Statewide/In-Network only plan)**
- KP (Metro Atlanta Service Area/In-Network only plan)

Health Reimbursement Arrangement (HRA)

- BCBSGa

High Deductible Health Plan (HDHP)

- UnitedHealthcare

Medicare Advantage (MA) Preferred Provider Organization (PPO) Standard and Premium

- UnitedHealthcare
- BCBSGa

- ✓ CVS Caremark has been selected to administer the pharmacy benefits for members enrolled in BCBSGa and UnitedHealthcare Non-Medicare Advantage plan options
- ✓ Healthways is now Sharecare and provides well-being resources and incentive programs for members who choose BCBSGa or UnitedHealthcare (non-MA) plan options.

*Additional Options: TRICARE Supplement

**Note: same plan design.

2018 SHBP Plan Options (continued)

Enhanced Benefits

Telemedicine/Virtual Visits

- SHBP will continue to provide access to physicians through telemedicine/virtual visits in 2018 for Blue Cross and Blue Shield of Georgia, Kaiser Permanente, and UnitedHealthcare.
- Face-to-face consultations with physicians will be available from home, office or on the go from a computer, tablet or smartphone that has a web camera.
- More info: <https://shbp.georgia.gov/telemedicine>

Wellness Incentive Credits Continue to Rollover

- Wellness incentive credits will continue to roll over to any Plan Option you select during Open Enrollment for Plan Year 2018.
- These credits will be available in April 2018, which allows for processing of any claims submitted at the end of 2017 to apply credits.
- This means that regardless of the SHBP Plan Option and/or vendor you choose to enroll, you can take your credits with you (includes any unused HRA base credits and previously earned well-being credits).

Children's Hearing Aids Benefit

Hearing Aid Benefit allowance for children up to age 19 has changed from \$6,000 every five (5) years to \$3,000 per hearing impaired ear every four (4) years.

2018 SHBP Plan Options

HRA Overview

How the Health Reimbursement Arrangement (HRA) Works

The HRA provides dollars toward coverage for eligible medical and pharmacy expenses first (i.e., prior to employees paying out-of-pocket costs) and is funded by SHBP. When going to the doctor, employees will not pay a co-pay. Instead, employees pay the applicable deductible and co-insurance. If employees have remaining credits in their current HRA account, those credits will roll over to the Plan Option and/or vendor the employees select during Open Enrollment.

Plan Features

- Plan pays 100% of covered services provided by in-network providers that are properly coded as “preventive care.”
- You must meet separate in-network and out-of-network deductibles and out-of-pocket maximums.
- You are not required to select a Primary Care Physician (PCP) or obtain referrals to a Specialist (SPC).
- The credits in your HRA account are used to help meet your deductibles and out-of-pocket maximums.
- The medical and pharmacy out-of-pocket maximums are combined.
- Certain drug costs are waived if SHBP is primary and you actively participate in one of the Disease Management Programs for diabetes, asthma and/or coronary artery disease.

2018 SHBP Plan Options

HDHP Overview

How the High Deductible Health Plan (HDHP) Works

- The HDHP offers in-network and out-of-network benefits and has a low monthly premium. However, employees must satisfy a high deductible that applies to all covered medical and pharmacy expenses (except preventive care).
- If the employee has dependents, the entire family deductible **does not** have to be met before benefits are payable for any family member. The “You” coverage tier (single) deductible and out-of-pocket maximum will apply to each individual family member regardless of whether you cover more than one dependent or have family coverage. Additionally, once the out-of-pocket maximum has been satisfied for *that individual family member*, all covered medical and pharmacy expenses will be paid at 100% for *that family member*.
- Employees may qualify for a Health Savings Account (HSA) to set aside tax-free dollars to pay for eligible health care expenses and should contact UnitedHealthcare directly for information, as the HSA is not administered by SHBP. If employees have remaining well-being incentive credits in their current Health Incentive Account (HIA), those credits will roll over to the Plan Option and/or vendor the employees select during Open Enrollment.

Plan Features

- Plan pays 100% of covered services provided by in-network providers that are properly coded as “preventive care”
- Before employees can use well-being incentive credits, members must meet a threshold (\$1,300 individual; \$2,600 other tiers)
- Employees must meet separate in-network and out-of-network deductibles and out-of-pocket maximums
- Employees pay co-insurance after meeting the entire deductible for covered medical and pharmacy expenses
- The medical and pharmacy out-of-pocket maximums are combined
- There are no co-pays
- The HSA cannot be combined with a Flexible Spending Account (FSA)

2018 SHBP Plan Options

HMO Overview

How the Statewide Health Maintenance Organization (HMO) Works

A HMO allows your employees to receive covered medical services from in-network providers only (except for emergency care). It is important for employees to verify their current provider is in-network when selecting an HMO Plan Option. Both the BCBSGa and UnitedHealthcare HMO Plan Options are the same plan design. If employees have remaining well-being incentive credits in their current BCBSGa MyIncentive Account (MIA) or UnitedHealthcare Health Incentive Account (HIA), those credits will roll over to the Plan Option and/or vendor the employees select during Open Enrollment.

Plan Features

- Plan pays 100% of covered services provided by in-network providers that are properly coded as “preventive care.”
- Certain services are subject to a deductible and co-insurance.
- Employees are not required to obtain referrals to see a Specialist (SPC), but are encouraged to select a Primary Care Physician (PCP) to help coordinate their care.
- The medical and pharmacy out-of-pocket maximums are combined.
- Co-pays count toward employees out-of-pocket maximum.
- Certain drug costs are waived if SHBP is primary and employees actively participate in one of the Disease Management Programs for diabetes, asthma and/or coronary artery disease.

2018 SHBP Plan Options

Regional HMO Overview

How the Regional Health Maintenance Organization (HMO) by Kaiser Permanente (KP) Works

The KP Regional HMO in-network only Plan Option is available to employees who **live or work** in one of the 27 counties within the defined Metro Atlanta Service Area.* If employees have remaining credits in their current Kaiser Permanente Rollover Account (KPRA), those credits will roll over to the Plan Option and/or vendor employees select during Open Enrollment.

Plan Features

- KP administers the benefits for medical, pharmacy and wellness.
- Plan pays 100% of covered services provided by in-network providers that are properly coded as “preventive care.”
- Co-pay only option.
- No deductibles.
- The medical and pharmacy out-of-pocket maximums are combined.

*Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, Dawson, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Haralson, Heard, Henry, Lamar, Meriwether, Newton, Paulding, Pickens, Pike, Rockdale, Spalding, Walton

2018 SHBP Pharmacy Benefits*

For Blue Cross and Blue Shield of Georgia (BCBSGa) and UnitedHealthcare

- CVS Caremark has been selected to administer the pharmacy benefit management services for members and their Covered Dependent(s) enrolled in BCBSGa and UnitedHealthcare Non-Medicare Advantage Plan Options for 2018.
- CVS Caremark administers benefits for retail prescription drug products, mail order, home delivery and specialty pharmacy services.
- Get up to a 90-day supply of your maintenance medication either through CVS Caremark home delivery pharmacy services or at a participating 90-day retail pharmacy.
- Members **do not** have to go to a CVS pharmacy location for their prescriptions. Members and their covered dependent(s) can continue to use local retail and/ or chain pharmacies to obtain their prescription medications.

*KP administers pharmacy benefits for members enrolled in the KP Regional HMO Plan Option.

2018 SHBP Wellness

BeWellSHBP / Sharecare

For Blue Cross and Blue Shield of Georgia (BCBSGa) and UnitedHealthcare Elections

For the past four years the Be Well SHBP Wellness program administrator has been Healthways. Healthways is now owned by Sharecare. SHBP will partner with Sharecare to provide members who elect BCBSGa and UnitedHealthcare (non-MA) with well-being resources and incentive programs.

- Health actions must be completed and all documentation received by Sharecare between January 1, 2018 and November 30, 2018 in order to earn the well-being incentive credits.
- Employees who elect BCBSGa and UnitedHealthcare will have access to a variety of Sharecare tools, activities and services such as the RealAge Test, Wellness Incentives, Well-Being Coaching, Biometric Screenings, and Onsite Activities.
- Employees can earn up to 480 well-being incentive credits toward eligible medical and pharmacy expenses, plus up to an additional 480 for a covered spouse (total of 960 per household).

2018 SHBP Wellness

BeWellSHBP / Sharecare (continued)

1

What to Do

Assess Your Health

Complete the RealAge Test – a confidential, online questionnaire that will take about 20 minutes to complete

2

Know Your Numbers

Complete a biometric screening (body mass index, blood pressure, cholesterol and glucose).

- At an SHBP-sponsored screening event or,
- With your Physician using the Sharecare 2018 Physician Screening Form

3

Take Action (Credits to be earned after the RealAge Test is completed)

Complete the coaching pathway, online pathway, or a combination of both

Telephonic Coaching Pathway

- Actively engage in telephonic coaching. Earn 60 well-being incentive credits for one completed coaching call per calendar month. You can earn 60 well-being incentive credits up to 4 times, for a maximum of 240 well-being incentive credits

Online Pathway

- Actively track and make progress. Earn 120 well-being incentive credits when you record 60 Green Days within a 90 day period. You can earn 120 well-being incentive credits up to 2 times, for a maximum of 240 well-being incentive credits

NOTE: Green days can be earned by logging 8 of 12 Green Day trackers daily within the Sharecare app or on the online platform.

*What You Will Earn**

Complete BOTH and earn **240** well-being incentive credits (credits will be awarded after the RealAge Test is completed)

Earn up to **240** well-being incentive credits (credits will be awarded after the RealAge Test is completed)

2018 SHBP Wellness Kaiser Permanente

For Kaiser Permanente (KP) Election

Kaiser Permanente provides employees who elect the KP Regional HMO Plan Option with wellness resources and incentive programs

- Employees who elect KP will have access to a variety of their tools, activities and services such as the Total Health Assessment (THA), Biometric Screenings and Online and Onsite Healthy Living Classes.
- As a part of the KP Wellness Program, if employees sign up on www.my.kp.org/shbp and complete all four health activities (e.g., completing a biometric screening, completing all age/gender appropriate preventive cancer screenings, completing one online health education class, and completing a THA), employees will receive a \$500 Visa gift card (up to \$1,000 per household for employees and their covered spouses).
- Health activities must be completed between January 1, 2018 and November 30, 2018 in order to earn the \$500 Visa gift card.

2018 SHBP Wellness Kaiser Permanente (continued)

Earn up to \$1000 and feel the benefits of taking care of your health!

Simply sign-up for the KP Wellness Program at www.my.kp.org/shbp and make sure you are up-to-date on all four (4) of the activates listed below. Each member (member and covered spouse) who satisfies the KP Wellness Program requirements will receive a \$500 Visa gift card (\$1000 per household)! Use your wellness incentive to further embrace your Total Health.

Getting your reward is easy and there is no specific order in which these four wellness activities must be completed! Just sign on to www.my.kp.org/shbp to accept your Wellness Program agreement, which is required for reward eligibility. For details or questions go to www.my.kp.org/shbp or call 866-300-9867.

What to Do	What Your Will Earn
<p>1. Take Your Total Health Assessment: Complete your 2018 KP online Total Health Assessment (THA). The questionnaire is confidential and only takes about 20 minutes.</p>	<p>How will YOU use your \$500 Wellness Incentive reward?</p> <p>Complete all four activities and earn a Visa Gift Card Worth \$500.</p> <ul style="list-style-type: none"> • Pay for co-pays/prescription medications • Relieve stress with quarterly massages • Take a nice weekend hiking trip in the mountains • Splurge on new work-out clothes or walking shoes • Stock up on healthy foods at the grocery store <p>Both members and their covered spouses are eligible to earn the incentive for a total of \$1,000 per household</p>
<p>2. Know Your Numbers: Complete a Biometric Screening at a Kaiser Permanente Medical Office or by a KP clinician at an SHBP-sponsored screening event. Note: ONLY those screenings performed by KP are eligible for the reward.</p>	
<p>3. Get Yourself Screened: Complete all age and gender appropriate preventive screenings for breast, cervical or colorectal cancer.</p>	
<p>4. Take an Online Course: Complete on online Health Lifestyle Program.</p>	

2018 SHBP Open Enrollment File Process

- **Through November 14:** ADP will produce Daily Proof Bill files (if applicable) & Deduction files through **11/14** that will reflect 2017 new hire and benefit status changes
 - No Proof Bills produced after 11/14
 - No Deduction Files produced after 11/14.
- **November 15:** Employers should expect to receive a FULL 2018 Deduction file on **11/15** that will reflect all deductions for your Employees for 2018 (even for \$0)
- **December 1, 2017 – February 28, 2018:** ADP will resume producing Daily Proof Bill files (if applicable) & Deduction files for the remainder of Plan Year 2017 and for Plan 2018
- **March 1, 2018:** ADP will began producing Plan Year 2018-Only Daily Proof Bill files (if applicable) & Deduction files

2017 SHBP Open Enrollment File Process

Frequently Asked Questions (FAQs)

- **When will 2018 Open Enrollment election changes be reflected on an Employer's billing?**
 - The January 1, 2018 deduction changes will appear on the January premium billing report that will be posted to SHRT no later than January 8, 2018 – which is later than the typical monthly posting that occurs on the 28th of the prior month.
- **How do Open Enrollment Files impact ACA Files, if any?**
 - There is NO impact.

SHBP CONTACT / RESOURCES INFORMATION

	Phone	Website
Medical Claims Administrator - Blue Cross and Blue Shield of Georgia Member Services: Monday thru Friday 8:00 a.m. to 8:00 p.m. ET (Call 24 hours a day/7 days per week for Nurse Line Support) Fraud Hotline	855-641-4862 (TTY 711) 800-831-8998	www.bcbsga.com/shbp
Medical Claims Administrator - UnitedHealthcare Member Services: Monday thru Friday 8:00 a.m. to 8:00 p.m. ET Medicare Advantage Member Services: Monday thru Friday 8:00 a.m. to 8:00 p.m. ET (Call 24 hours a day/7 days per week for Nurse Line Support) Fraud Hotline	888-364-6352 877-246-4190 (TTY 711) 866-242-7727	www.myuhc.com/shbp
Medical Claims Administrator - Kaiser Permanente Member Services: Monday thru Friday 7:00 a.m. to 7:00 p.m. ET (Call 24 hours a day/7 days per week for Appointment Scheduling, Prescriptions and Nurse Advice) Wellness Program Customer Services: Monday thru Friday 11:00 a.m. to 8:00 p.m. ET Fraud Hotline	855-512-5997 (TTY 711) 866-300-9867 855-512-5997	www.my.kp.org/shbp
Wellness Program Administrator – Sharecare (formerly known as Healthways) Member Services: Monday thru Friday 8:00 a.m. to 8:00 p.m. ET Healthways Corporate Compliance	888-616-6411 (TTY 711) 844-401-0005	www.BeWellSHBP.com
Pharmacy Benefits Manager – CVS Caremark Member Services Hours: 24 hours a day / 7 days per week Fraud Hotline	844-345-3241 877-CVS-2040	http://info.caremark.com/shbp fraudtip@express-scripts.com
SHBP Member Services Monday thru Friday 8:30 a.m. to 5:00 p.m. ET, Saturday 8:00 a.m. to 5:00 p.m. ET Open Enrollment: Monday thru Friday 8:30 a.m. to 7:30 p.m. ET, Sat. 8:00 a.m. to 5:00 p.m. ET	800-610-1863	www.mySHBPga.adp.com

For additional contacts and resources, please visit the SHBP website: <https://shbp.georgia.gov>

Employer Questions

- For immediate assistance, please contact your dedicated Employer Services Specialists at 1.800.610.1863 and when prompted, select Option 2, Monday through Friday, 8:30 am to 5:00 pm ET.
- For escalated matters, please contact Eydie Randall, Employer Services Supervisor at erandall@dch.ga.gov.
- For further concerns, you may also contact Rhonda Manning, Employer Services Manager at rmanning@dch.ga.gov.
- Employer Services, is a sub-unit under the Eligibility & Benefits Administration unit led by Lekeisha Johnson, Esq., Deputy Chief, SHBP. Please feel free to contact her at ljohnson4@dch.ga.gov.

Thank You!