

Resources/Contact Information State Health Benefit Plan (SHBP)

Medical Claims Administrator	Member Services	Website
Blue Cross and Blue Shield of Georgia (BCBSGa)		
Member Services: Monday thru Friday, 8:00 a.m. to 8:00 p.m. ET	855-641-4862 (TTY 711)	www.bcbsga.com/shbp
NurseLine (24 hours a day/7 days per week)	866-787-6361	
Fraud Hotline	800-831-8998	
Kaiser Permanente (KP)		
Member Services: Monday thru Friday, 7:00 a.m. to 7:00 p.m. ET.	855-512-5997 (TTY 711)	my.kp.org/shbp
Nurse Advice (24 hours a day/7 days per week)	404-365-0966 800-611-1811	
Appointment Scheduling or Prescription Help: Monday thru Friday, 7:00 a.m. to 7:00 p.m. ET	404-365-0966 800-611-1811	
Wellness Program Customer Service: Monday thru Friday (except holidays), 8:00 a.m. to 10:00 p.m. ET	866-300-9867	
Kaiser Permanente Rollover Account (KPRA) Customer Service Monday thru Friday (except holidays), 11:00 a.m. to 8:00 p.m. ET	877-761-3399	www.kp.org/healthpayment
Fraud Hotline	855-512-5997	
UnitedHealthcare		
Member Services: Monday thru Friday, 8:00 a.m. to 8:00 p.m. ET (24 hours a day/7 days per week for Nurseline support)	888-364-6352 (TTY 711)	www.welcometouhc.com/shbp
Fraud Hotline	866-242-7727	
Wellness Program Administrator	Member Services	Website
Healthways Member Services: Monday thru Friday, 8:00 a.m. to 8:00 p.m. ET	888-616-6411 (TTY 711)	www.BeWellSHBP.com
Corporate Compliance	844-401-0005 (TTY 711)	
Pharmacy Administrator	Member Services	Website
Express Scripts Member Services: 24 hours a day/7 days per week	877-841-5227	www.express-scripts.com/GeorgiaSHBP
TTY Lines	866-707-1862 Commercial 877-804-9222 Specialty	
Fraud Hotline	866-216-7096	
SHBP	Member Services	
SHBP Member Services Monday thru Friday, 8:00 a.m. to 6:00 p.m. ET during Open Enrollment <i>Regular Business Hours 8:30 a.m. to 5:00 p.m. ET</i>	800-610-1863	www.mySHBPga.adp.com
Additional Information	Member Services	Website
PeachCare for Kids®	877-427-3224	www.peachcare.org
TRICARE Supplement	866-637-9911	www.selmantricareresource.com/ga_shbp
Social Security Administration	800-772-1213	www.ssa.gov
Centers for Medicare & Medicaid Services (CMS)	Help Line	Website
24 hours a day/7 days per week	800-633-4227 TTY 877-486-2048	www.medicare.gov

The material in this Decision Guide is for informational purposes only and is not a contract. It is intended only to highlight principal benefits of the SHBP Plan Options. 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 member, active or retired, to read all Plan materials provided to fully understand the provisions of the option chosen. Availability of SHBP Options may change based on federal or state law changes or as approved by the Board of Community Health. Premiums for SHBP options are established by the Board of Community Health and may be changed at any time by Board Resolution, subject to advance notice.