

1  
00:00:00,237 --> 00:00:03,070  
(dramatic music)

2  
00:00:10,860 --> 00:00:12,720  
- And then she said, "I'll see you in HR."

3  
00:00:12,720 --> 00:00:16,020  
And I was like, "Ah,  
no, I'll see you in HR."

4  
00:00:16,020 --> 00:00:16,863  
Oh, game.

5  
00:00:18,300 --> 00:00:19,133  
- Ah, Beth.

6  
00:00:19,133 --> 00:00:19,966  
- I know the audacity

7  
00:00:19,966 --> 00:00:22,440  
because I work out for  
wellness reasons, right?

8  
00:00:22,440 --> 00:00:26,310  
I mean, who would challenge  
the redheaded Rocky?

9  
00:00:26,310 --> 00:00:27,584  
- Beth, we're actually.

10  
00:00:27,584 --> 00:00:28,525  
- My coaches call me MPE.

11  
00:00:28,525 --> 00:00:30,285  
- We're actually in the show.  
- Oh, right.

12  
00:00:30,285 --> 00:00:32,700  
So chatty, you'd think my name was Kathy.

13  
00:00:32,700 --> 00:00:33,840

- It could be your middle name.

14

00:00:33,840 --> 00:00:34,673

- Well, it's not.

15

00:00:34,673 --> 00:00:35,972

- Are you sure?

16

00:00:35,972 --> 00:00:36,805

- Yes, Tony, I know my own names.

17

00:00:36,805 --> 00:00:37,680

- Good evening, Georgia.

18

00:00:37,680 --> 00:00:38,880

I'm Tony Harris.

19

00:00:38,880 --> 00:00:39,713

- Good talk.

20

00:00:39,713 --> 00:00:40,920

And I'm Beth Pilgreen.

21

00:00:40,920 --> 00:00:43,230

- And tonight on HR  
Hour, we bring you news

22

00:00:43,230 --> 00:00:45,390

of the Georgia Department  
of Community Health's

23

00:00:45,390 --> 00:00:47,010

State Health Benefit Plan

24

00:00:47,010 --> 00:00:50,610

known in the delightful shorthand as SHBP.

25

00:00:50,610 --> 00:00:52,530

- It sure is delightful, Tony.

26

00:00:52,530 --> 00:00:54,720

SHBP is a self-funded plan

27

00:00:54,720 --> 00:00:58,290  
exempt from the Employee  
Retirement Income Security Act,

28

00:00:58,290 --> 00:01:00,870  
ERISA, federal legislation.

29

00:01:00,870 --> 00:01:04,320  
SHBP pays claims using  
premiums contributed

30

00:01:04,320 --> 00:01:05,730  
by members like you,

31

00:01:05,730 --> 00:01:07,950  
and contributions from employers

32

00:01:07,950 --> 00:01:09,780  
that offer the SHBP,

33

00:01:09,780 --> 00:01:12,870  
state agencies and public  
schools for example.

34

00:01:12,870 --> 00:01:15,990  
SHBP also offers fully  
insured plan options,

35

00:01:15,990 --> 00:01:18,930  
including Anthem Blue Cross Blue Shield,

36

00:01:18,930 --> 00:01:21,390  
UnitedHealthcare Medicare Advantage,

37

00:01:21,390 --> 00:01:24,960  
and the Kaiser Permanente Regional HMO.

38

00:01:24,960 --> 00:01:27,510  
SHBP provides several plan options

39  
00:01:27,510 --> 00:01:30,210  
for its active and pre-65 members.

40  
00:01:30,210 --> 00:01:32,400  
And Tony, that's you and me, bud.

41  
00:01:32,400 --> 00:01:35,269  
- And all this time,  
I thought you were 65.

42  
00:01:35,269 --> 00:01:37,648  
- Not a day over 21.

43  
00:01:37,648 --> 00:01:39,990  
- Active members under the age of 65

44  
00:01:39,990 --> 00:01:42,420  
are offered the following  
plan options and vendors.

45  
00:01:42,420 --> 00:01:45,390  
Your HRA plan options are Anthem Gold,

46  
00:01:45,390 --> 00:01:47,580  
Anthem Silver, Anthem Bronze.

47  
00:01:47,580 --> 00:01:51,611  
- [Beth] Your HMO plan options  
are Anthem Statewide HMO,

48  
00:01:51,611 --> 00:01:53,910  
UnitedHealthcare Statewide HMO,

49  
00:01:53,910 --> 00:01:56,370  
Kaiser Permanente Regional HMO.

50  
00:01:56,370 --> 00:01:59,220  
- [Tony] Your high deductible  
healthcare options are,

51  
00:01:59,220 --> 00:02:02,700

well option is because there's only one.

52

00:02:02,700 --> 00:02:05,400

And Beth, I follow grammar  
and usage standards.

53

00:02:05,400 --> 00:02:07,152

- A true journalist, Tony.

54

00:02:07,152 --> 00:02:10,260

- It's United Healthcare HD HP.

55

00:02:10,260 --> 00:02:12,210

- Sounds so cool when you say it.

56

00:02:12,210 --> 00:02:16,140

For all you lucky retirees  
out there, age 65 and over,

57

00:02:16,140 --> 00:02:20,528

SHBP provides the following  
Medicare Advantage plan options.

58

00:02:20,528 --> 00:02:23,340

Anthem Medicare Advantage Standard,

59

00:02:23,340 --> 00:02:25,710

Anthem Medicare Advantage Premium,

60

00:02:25,710 --> 00:02:28,800

United Healthcare Medicare  
Advantage Standard,

61

00:02:28,800 --> 00:02:30,030

and you guessed it,

62

00:02:30,030 --> 00:02:33,420

UnitedHealthcare Medicare  
Advantage Premium.

63

00:02:33,420 --> 00:02:36,960

- SHBP also works with

Pharmacy Benefits manager

64

00:02:36,960 --> 00:02:40,571  
CVS Caremark to administer  
pharmacy benefits

65

00:02:40,571 --> 00:02:42,180  
for the Anthem and  
UnitedHealthcare plan options

66

00:02:42,180 --> 00:02:45,660  
and Sharecare to administer  
the plan's wellness program

67

00:02:45,660 --> 00:02:48,780  
for the Anthem and  
UnitedHealthcare Plan options.

68

00:02:48,780 --> 00:02:51,750  
Plan benefits provided under  
each of the plan options

69

00:02:51,750 --> 00:02:55,230  
are described in their respective  
summary plan description,

70

00:02:55,230 --> 00:03:00,030  
SPD, or evidence of coverage, EOC.

71

00:03:00,030 --> 00:03:03,510  
- SHBP provides health  
coverage, pharmacy benefits

72

00:03:03,510 --> 00:03:07,110  
and wellness programs to  
approximately, and get this,

73

00:03:07,110 --> 00:03:11,310  
660,000 individuals primarily  
in the state of Georgia,

74

00:03:11,310 --> 00:03:13,710  
but also across the United States.

75

00:03:13,710 --> 00:03:16,320  
It is one of the largest state  
governmental health plans

76

00:03:16,320 --> 00:03:17,610  
in the country.

77

00:03:17,610 --> 00:03:19,410  
After reviewing the benefits offered,

78

00:03:19,410 --> 00:03:22,260  
the Department of Community  
Health hopes you'll consider

79

00:03:22,260 --> 00:03:25,500  
becoming a lifelong member of SHBP.

80

00:03:25,500 --> 00:03:26,970  
- Interesting proposition.

81

00:03:26,970 --> 00:03:30,270  
Though, Beth, I never  
commit to anything for life.

82

00:03:30,270 --> 00:03:33,211  
- Well, thank you for that  
very personal detail, Tony.

83

00:03:33,211 --> 00:03:36,000  
Now on to breaking news for new hires.

84

00:03:36,000 --> 00:03:37,530  
New hires with the state of Georgia

85

00:03:37,530 --> 00:03:40,170  
have the opportunity to  
enroll in health coverage

86

00:03:40,170 --> 00:03:42,030  
within 31 days of your hire date

87  
00:03:42,030 --> 00:03:44,250  
in a benefits eligible position.

88  
00:03:44,250 --> 00:03:46,320  
To find out more about  
the coverage options

89  
00:03:46,320 --> 00:03:48,690  
and benefits offered by SHBP,

90  
00:03:48,690 --> 00:03:52,050  
visit [shbp.georgia.gov](http://shbp.georgia.gov).

91  
00:03:52,050 --> 00:03:52,883  
- And here's the thing.

92  
00:03:52,883 --> 00:03:55,920  
You must make your new hire  
elections within 31 days

93  
00:03:55,920 --> 00:03:58,860  
of your hire date in a  
benefits eligible position.

94  
00:03:58,860 --> 00:04:00,750  
There are two ways to enroll:

95  
00:04:00,750 --> 00:04:05,750  
access the SHBP enrollment  
portal from the [shbp](http://shbp) website,

96  
00:04:06,000 --> 00:04:11,000  
[shbp.georgia.gov](http://shbp.georgia.gov), or  
contact SHBP member services

97  
00:04:12,060 --> 00:04:14,823  
by phone at 800-610-1863.

98  
00:04:16,560 --> 00:04:17,790  
- This just in.

99



00:04:17,790 --> 00:04:19,500  
Making your election with your employer

100  
00:04:19,500 --> 00:04:21,360  
or through any other process

101  
00:04:21,360 --> 00:04:23,310  
does not satisfy the requirement

102  
00:04:23,310 --> 00:04:25,648  
to make your election directly with SHBP

103  
00:04:25,648 --> 00:04:28,410  
via the SHBP enrollment portal

104  
00:04:28,410 --> 00:04:31,170  
or SHBP member services.

105  
00:04:31,170 --> 00:04:33,660  
Failing to make your election  
via one of these two options

106  
00:04:33,660 --> 00:04:35,730  
within the 31 days of your hire date

107  
00:04:35,730 --> 00:04:38,520  
will require you to wait  
until the next period

108  
00:04:38,520 --> 00:04:39,990  
to enroll in healthcare coverage

109  
00:04:39,990 --> 00:04:42,660  
unless you experience  
another qualifying event

110  
00:04:42,660 --> 00:04:44,820  
or special enrollment event.

111  
00:04:44,820 --> 00:04:47,760  
I tell you, Tony, the  
initial 31 days of employment

112  
00:04:47,760 --> 00:04:50,580  
is so critical or you risk waiting.

113  
00:04:50,580 --> 00:04:53,940  
And you might know this,  
I am not a patient woman.

114  
00:04:53,940 --> 00:04:55,890  
- Ah, no, she isn't, Georgia.

115  
00:04:55,890 --> 00:04:58,470  
Now good news for those  
who enroll successfully.

116  
00:04:58,470 --> 00:05:01,170  
Coverage for new hires begins  
on the first of the month

117  
00:05:01,170 --> 00:05:03,900  
following one full calendar  
month of employment

118  
00:05:03,900 --> 00:05:06,450  
with an SHBP employing entity

119  
00:05:06,450 --> 00:05:09,690  
such as state agencies  
and public school systems.

120  
00:05:09,690 --> 00:05:11,700  
Unless your hire date is concurrent

121  
00:05:11,700 --> 00:05:13,650  
with the first workday of the month.

122  
00:05:13,650 --> 00:05:16,410  
Now in this case, your  
coverage is effective

123  
00:05:16,410 --> 00:05:19,447  
the first day of the month

following the hire date.

124

00:05:19,447 --> 00:05:22,020

What's with your face?

125

00:05:22,020 --> 00:05:23,670

- I have no idea what you just said.

126

00:05:23,670 --> 00:05:24,503

- Ha!

127

00:05:24,503 --> 00:05:27,631

Time now for a Tony Harris breakdown.

128

00:05:27,631 --> 00:05:29,280

(dramatic music)

129

00:05:29,280 --> 00:05:31,800

Our sources tell us if  
hired at the end of January,

130

00:05:31,800 --> 00:05:33,240

one full calendar month

131

00:05:33,240 --> 00:05:35,670

from the end of January spans February,

132

00:05:35,670 --> 00:05:37,680

and coverage would begin on March 1st.

133

00:05:37,680 --> 00:05:40,770

If hired April 1st, since  
the hire date is concurrent

134

00:05:40,770 --> 00:05:42,330

with the first day of the month,

135

00:05:42,330 --> 00:05:45,570

coverage begins on the first  
day of the following month,

136

00:05:45,570 --> 00:05:46,770  
May 1st.

137  
00:05:46,770 --> 00:05:50,250  
If hired mid month,  
October 15th, for example,

138  
00:05:50,250 --> 00:05:52,320  
one full calendar month spans November,

139  
00:05:52,320 --> 00:05:54,120  
and coverage would begin the first day

140  
00:05:54,120 --> 00:05:58,110  
of the month following  
November, December 1st.

141  
00:05:58,110 --> 00:06:00,571  
- Man, you are good.

142  
00:06:00,571 --> 00:06:02,520  
- Thank you, Beth.

143  
00:06:02,520 --> 00:06:05,030  
What's your story about dependents though?

144  
00:06:05,030 --> 00:06:07,860  
- Are you asking my relationship status?

145  
00:06:07,860 --> 00:06:11,880  
- No, no, I'm asking about the SHBP policy

146  
00:06:11,880 --> 00:06:13,920  
for enrolling qualifying  
spouses, children,

147  
00:06:13,920 --> 00:06:17,790  
or relatives who depend  
on a member's benefits.

148  
00:06:17,790 --> 00:06:22,020  
The literal definition of

dependents, Beth, literally.

149

00:06:22,020 --> 00:06:22,853

- I get it.

150

00:06:22,853 --> 00:06:23,686

Thanks.

151

00:06:23,686 --> 00:06:26,040

New hires must provide

verification documentation

152

00:06:26,040 --> 00:06:28,440

to confirm dependents within 45 days

153

00:06:28,440 --> 00:06:30,840

after you make your new hire election.

154

00:06:30,840 --> 00:06:33,750

Generally, dependents are

placed in a pending status

155

00:06:33,750 --> 00:06:35,220

until after the required

156

00:06:35,220 --> 00:06:38,010

dependent verification

documentation is submitted

157

00:06:38,010 --> 00:06:41,940

or the deadline to provide

the documentation passes.

158

00:06:41,940 --> 00:06:45,525

Once SHBP approves the dependent

verification documentation,

159

00:06:45,525 --> 00:06:48,270

a dependent is removed from pending status

160

00:06:48,270 --> 00:06:52,110

and coverage will begin on

the same day as the new hire.

161

00:06:52,110 --> 00:06:54,827

For a spouse, verification  
documentation includes

162

00:06:54,827 --> 00:06:58,020

a copy of a certified marriage license

163

00:06:58,020 --> 00:07:01,710

or most recent jointly  
filed federal tax return

164

00:07:01,710 --> 00:07:04,620

with legible signatures for  
both members and spouses.

165

00:07:04,620 --> 00:07:07,050

And spouse's social security number.

166

00:07:07,050 --> 00:07:09,947

For a child verification,  
documentation includes

167

00:07:09,947 --> 00:07:12,870

a copy of a certified birth certificate

168

00:07:12,870 --> 00:07:15,480

or birth card issued by the hospital,

169

00:07:15,480 --> 00:07:18,880

listing parents by name and  
child's social security number.

170

00:07:18,880 --> 00:07:22,230

SHBP requires a valid  
social security number

171

00:07:22,230 --> 00:07:24,180

for everyone enrolled in coverage.

172

00:07:24,180 --> 00:07:26,250

However, social security numbers

173

00:07:26,250 --> 00:07:29,400  
are not the only taxpayer  
identification numbers

174

00:07:29,400 --> 00:07:31,260  
accepted by SHBP.

175

00:07:31,260 --> 00:07:36,090  
Visit the SHBP website [shbp.georgia.gov](http://shbp.georgia.gov)

176

00:07:36,090 --> 00:07:40,110  
and check out the FAQs  
for more information.

177

00:07:40,110 --> 00:07:43,200  
To assist you in providing  
verification documentation

178

00:07:43,200 --> 00:07:47,400  
SHBP's Dependent Verification  
Services team, DVS,

179

00:07:47,400 --> 00:07:50,460  
will email you a letter  
with a unique barcode

180

00:07:50,460 --> 00:07:52,350  
within one to two business days,

181

00:07:52,350 --> 00:07:54,690  
provided your email address is on file.

182

00:07:54,690 --> 00:07:56,670  
If not, your letter will be mailed

183

00:07:56,670 --> 00:07:59,130  
within two to four business days.

184

00:07:59,130 --> 00:08:03,330  
This process is referred

to as your DVS audit.

185

00:08:03,330 --> 00:08:06,330

Dependents will not be  
enrolled in SHBP coverage

186

00:08:06,330 --> 00:08:09,142

until your verification  
documentation is received

187

00:08:09,142 --> 00:08:12,750

and the DVS team approves your audit.

188

00:08:12,750 --> 00:08:15,165

- Great information,  
Beth, and a lot of it too.

189

00:08:15,165 --> 00:08:18,264

Please do not submit  
verification documentation

190

00:08:18,264 --> 00:08:21,210

until you receive your letter from DVS.

191

00:08:21,210 --> 00:08:24,210

Providing documentation to  
anyone, including your employer,

192

00:08:24,210 --> 00:08:27,944

or via any other means not  
provided for in this letter

193

00:08:27,944 --> 00:08:31,290

will result in you failing the DVS audit.

194

00:08:31,290 --> 00:08:33,360

New hires can also upload their documents

195

00:08:33,360 --> 00:08:36,007

directly to the SHBP enrollment portal.

196

00:08:36,007 --> 00:08:38,070



If you fail the DVS audit,

197

00:08:38,070 --> 00:08:40,860  
you must wait until the  
next open enrollment period

198

00:08:40,860 --> 00:08:44,130  
unless you experience  
another qualifying event

199

00:08:44,130 --> 00:08:46,290  
or special enrollment event

200

00:08:46,290 --> 00:08:48,360  
to make a change to your coverage.

201

00:08:48,360 --> 00:08:50,160  
To speak with a member of the DVS team,

202

00:08:50,160 --> 00:08:53,520  
contact SHBP member services via email

203

00:08:53,520 --> 00:08:57,090  
at SHBP service center at adp.com

204

00:08:57,090 --> 00:09:00,840  
or via phone at 800-610-1863

205

00:09:00,840 --> 00:09:02,940  
and select the appropriate prompt

206

00:09:02,940 --> 00:09:05,760  
for dependent verification services.

207

00:09:05,760 --> 00:09:07,770  
Now, Beth, as you know, I'm  
a naturally curious guy,

208

00:09:07,770 --> 00:09:09,780  
and I've come up with a pneumonic device

209

00:09:09,780 --> 00:09:12,120  
to help our viewers remember SHBP.

210  
00:09:12,120 --> 00:09:14,370  
- Well, by all means, Tony, lay it on us.

211  
00:09:14,370 --> 00:09:15,420  
- Okay, here we go.

212  
00:09:15,420 --> 00:09:18,730  
SHBP, super high blood pressure.

213  
00:09:18,730 --> 00:09:20,490  
- Okay, yeah, I think that seems

214  
00:09:20,490 --> 00:09:21,600  
counter to our health goals.

215  
00:09:21,600 --> 00:09:24,600  
- Or, or send help big penguin.

216  
00:09:24,600 --> 00:09:26,700  
- Have you ever even seen a penguin, Tony?

217  
00:09:26,700 --> 00:09:28,140  
- Okay, how about this one?

218  
00:09:28,140 --> 00:09:29,190  
Some harpies.

219  
00:09:29,190 --> 00:09:30,408  
- Okay.

220  
00:09:30,408 --> 00:09:31,241  
- Be people.

221  
00:09:31,241 --> 00:09:32,074  
- No HR nightmare.

222  
00:09:32,074 --> 00:09:32,940  
All you need to remember

223

00:09:32,940 --> 00:09:36,113  
is it's your state health  
benefit plan, SHBP.

224

00:09:38,430 --> 00:09:39,690  
- Oh, I actually like that.

225

00:09:39,690 --> 00:09:40,523  
- Thank you.

226

00:09:40,523 --> 00:09:41,793  
It's not crazy.

227

00:09:43,590 --> 00:09:45,690  
If you remember anything  
from this newscast,

228

00:09:45,690 --> 00:09:47,790  
let it be that the SHBP website

229

00:09:47,790 --> 00:09:49,860  
is your primary source of accurate

230

00:09:49,860 --> 00:09:51,630  
and up-to-date information,

231

00:09:51,630 --> 00:09:54,900  
and you have 31 days or bust

232

00:09:54,900 --> 00:09:56,850  
to make your new hire elections.

233

00:09:56,850 --> 00:09:59,190  
Thank you for tuning in to HR Hour.

234

00:09:59,190 --> 00:10:00,780  
I'm Beth Pilgreen.

235

00:10:00,780 --> 00:10:02,160  
- And I'm Tony Harris.

236

00:10:02,160 --> 00:10:03,900

- We'll be back at that time.

237

00:10:03,900 --> 00:10:05,272

- [Both] Next time.

238

00:10:05,272 --> 00:10:07,171

(dramatic music)

239

00:10:07,171 --> 00:10:09,145

- Right.

- I think that was excellent.

240

00:10:09,145 --> 00:10:09,978

- Let's do that again.

241

00:10:09,978 --> 00:10:10,811

- Okay.

242

00:10:10,811 --> 00:10:13,644

(dramatic music)