

STATE HEALTH BENEFIT PLAN RESOURCES / CONTACT INFORMATION

Anthem Blue Cross and Blue Shield (Anthem)		
Member Services: Monday – Friday, 8:00 a.m. – 8:00 p.m. ET	855-641-4862 (TTY 711)	anthem.com/shbp
Nurseline (24 hours a day/7 days per week)	866-787-6361	
Fraud Hotline: Monday – Friday, 8:00 a.m. – 8:00 p.m. ET	855-641-4862	
Kaiser Permanente (KP)		
Member Services: Monday – Friday, 7:00 a.m. – 7:00 p.m. ET	855-512-5997 (TTY 711)	my.kp.org/shbp
Nurse Advice and Appointment Scheduling (24 hours a day/7 days per week)	404-365-0966	
Prescription Help: Monday – Friday, 7:00 a.m. – 9:00 p.m. ET, Saturday and Sunday, 9:00 a.m. – 6:00 p.m. ET	404-365-0966	
Wellness Program Customer Service: Monday – Friday (except holidays), 11:00 a.m. – 8:00 p.m. ET	866-300-9867	
Fraud Hotline: Monday – Friday, 7:00 a.m. – 7:00 p.m. ET	855-512-5997	
Kaiser Permanente Rollover Account (KPRA) Customer Service Monday – Friday (except holidays), 11:00 a.m. – 8:00 p.m. ET	877-761-3399	kp.org/healthpayment
UnitedHealthcare		
Member Services: Monday – Friday, 8:00 a.m. – 8:00 p.m. ET (24 hours a day/7 days per week for Nurseline support)	888-364-6352 (TTY 711)	whyuhc.com/shbp
Fraud Hotline: Monday – Friday, 8:00 a.m. – 8:00 p.m. ET	888-364-6352	
Wellness Program Administrator		
Sharecare Member Services: Monday – Friday, 8:00 a.m. – 8:00 p.m. ET	888-616-6411 (TTY 711)	bewellshbp.com
Corporate Compliance Hotline: 24 hours a day/7 days per week	844-401-0005 (TTY 711)	
Pharmacy Administrator		
CVS Caremark® Member Services: 24 hours a day/7 days per week	844-345-3241	info.caremark.com/shbp
Teletype (TTY) Line	800-231-4403	
Fraud Hotline: 24 hours a day/7 days per week	877-287-2040	
SHBP		
SHBP Member Services Open Enrollment: Monday – Friday, 8:30 a.m. – 7:30 p.m. ET, Regular Business Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m. ET	800-610-1863	mySHBPga.adp.com
Additional Information		
TRICARE Supplement	866-637-9911	info.selmanco.com/ga_shbp
Social Security Administration	800-772-1213	ssa.gov
Centers for Medicare & Medicaid Services (CMS)		
24 hours a day/7 days per week	800-633-4227	medicare.gov
	TTY 877-486-2048	

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 and 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.