

USG Benefits Update

Facilitator: BeNedra Cleveland (formerly Williams)
Thursday, February 13, 2020

- ✓ *Place your phone or computer on mute*
- ✓ *Don't place your call on hold*
- ✓ *Let us know if you have difficulty hearing*

Housekeeping Items

- This Skype meeting is being recorded and the archive/presentation will be distributed following today's meeting
- Feel free to unmute yourself or post questions in the chat
- Please place phone on mute to prevent background noise

Agenda

- USG Benefits Team Update
- Known Issues and Follow Ups
- 2020 Open Enrollment Wrap-Up
- GRA Wrap up
- ACA Wrap up
- Retiree Basic Life Data Validation
- Service Center Performance
- Alight Team Update
- USPS Address Changes
- New Hires Newsletter & Video
- Important Dates- Cohort 6
- Optum Team Update
- Retirement Update
- Well-being Update
- Wrap-Up

USG Benefits Team Update

BeNedra Cleveland (formerly Williams)

Director of Benefits, Administration & Engagement

Known Issues and Follow Ups

EOI Issue for a small group of Employees enrolled in GF plans

Status: Resolved

Impact: 6

Action Taken:

- Updated the records back to their prior coverage amount
- Initiated EOI
- Emailed employees to inform them of the requirement for EOI

Spouse Life election increments <> \$10,000 – During OE, employees were allowed to elect spouse life in dollar values <> \$10,000 increments

Status: Open

Impact: 10

Action Taken:

- Confirmed with MetLife that the Employee not be required to submit additional EOI
- Met confirmed that 1 person submitted their EOI and received approval for the amount they elected
- Alight will call the Employee to determine if they want to increase or decrease their value. If no response, 7 days will be given for them to respond. Next steps will be defined by USG
- Adjust account as required

Known Issues and Follow Ups

Optum accounts for 2020 were not activated

Status: Open

Impacted: 8

Action Taken:

- Reviewed the file and confirmed that all impacted accounts were sent
- Notified Optum to begin their research and add the accounts to their system
- Identify the root cause of the issue
- Respond to outstanding requests

OE 2020 Wrap Up

OE exception Window

- Closes on 2/14/2020 @5pm EST
- Changes via call center only
- No changes to benefits will be accepted outside of a valid Qualified Life Event

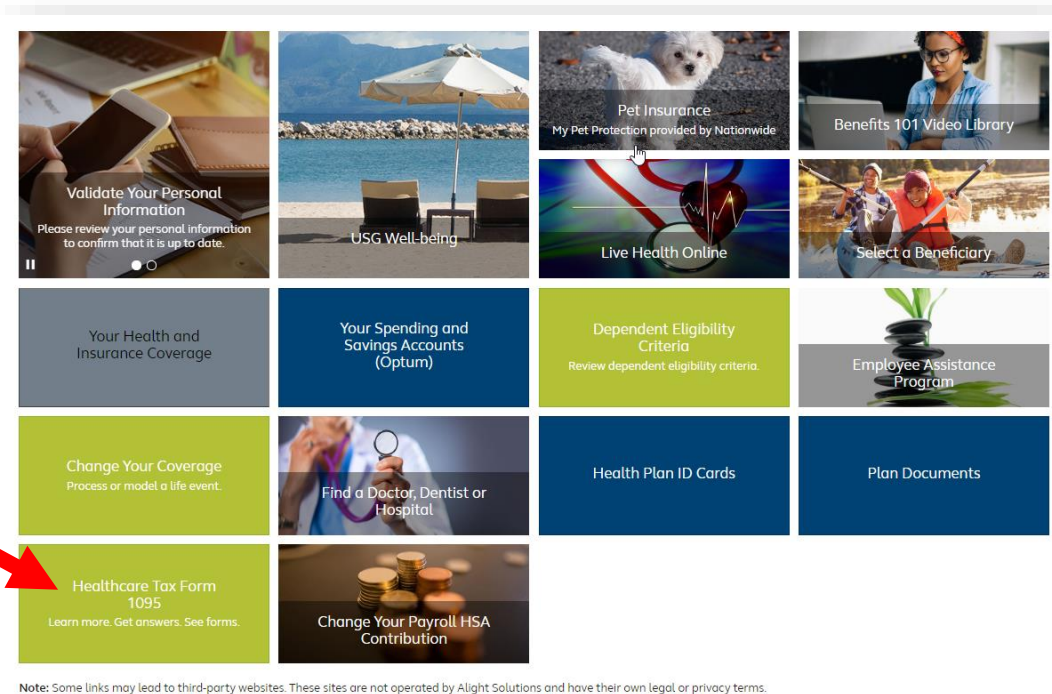
GRA Wrap Up

- 3,987 GRAs were extended an OE opportunity
- 179 took action
- 207 Are enrolled in the GRA Healthcare plan
- 78 GRAs are Tobacco Users

ACA Wrap Up

Employer Reporting

- Notifications were sent on 1/18/2020 for Electronic forms
- Paper forms were mailed on 1/29/2020 for those who elected to receive a paper statements
- Reprints are available on 2/1/2020 for those who chose U.S. Mail
- Online version available



Retiree Basic Life Data Validation

- Alight queried the system and identified all Retirees who are without a Retiree Basic Life Value
- Institutions who have a retiree within this population will be provided with a report so that you can research the history and provide feedback
- Once all feedback is received, the information will be shared with the Systems Office and Alight will follow the direction provided
- Institutions will be informed of the outcome

Service Center Performance

Call Center Trends (1/27- 2/7)

- Coverage changes – Exception window
- Direct billings and payments
- 1095C inquiries

Service Ticket Trends (as of 1/27 – 2/7)

- Life/Death Processing
- Health coverage corrections/exceptions

Alight Team Update

Theresa Wood

- Will transition to a new role within Alight as of 3/1
- Extends a heartfelt farewell to all USG Partners.
- Thank you for your support and partnership over the past 4 years

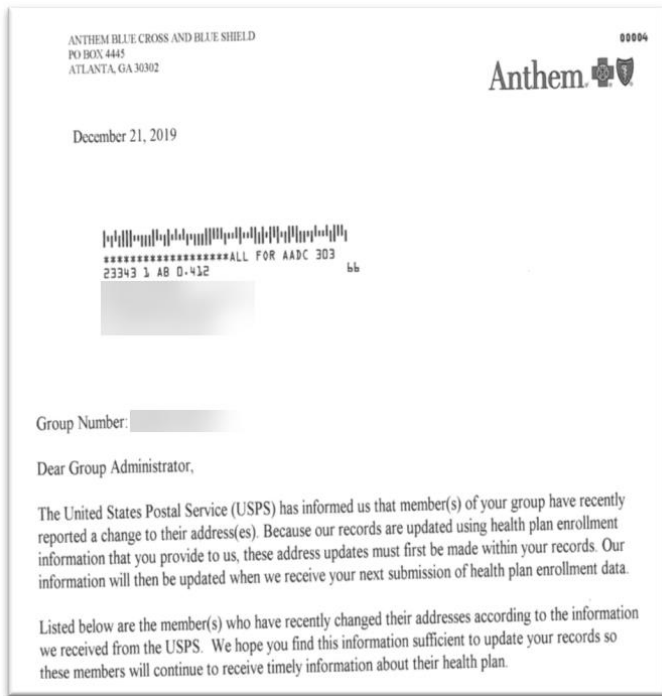
Kathleen Proctor

- Will join the USG team as the dedicated Client Manager
- Has been with Alight for 20 years and comes to us with a wealth of experience in Health and Insurance

Contacting Alight

- ECS
- Escalation Mailbox

USPS Address Changes



- Anthem will consolidate USPS reported address changes via a monthly excel list.
- This list will include all reported address changes for the prior month.
- At the beginning of each month, SSC will upload a copy of your institution specific report to the SSC FTP Server.
- Please continue your usual address verification process to determine if address updates need to be made within OneUSG Connect.

New Hire Resources

The 2020 New Hire Newsletter and Benefits Overview video have been added to the following sites:

- USG Benefits Homepage- <https://www.usg.edu/hr/benefits>
- USG Enroll Page- https://www.usg.edu/hr/benefits/2020_benefits/enroll
- Employee Services website- https://www.usg.edu/oneusg_connect/employee_services/new_hire_information

These resources can be given to candidates and new hires



HCM Blackout Dates

Cohort 6- Blackout Dates

- First pass for blackout
 - March 13 at 6pm – March 18 at 7am
- Second pass for blackout
 - March 27 at 6pm – March 31 at 7am

Systems Impacted

- Employee/Manager Self Service
- Careers Portal

Available Systems

- KABA time clocks
- OneUSG Connect- Benefits

Optum Update

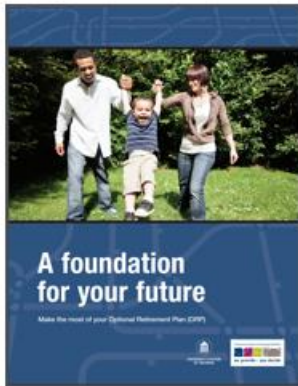
Optum Contacts

- Adam Braithwaite is no longer with Optum
- Sharlette Chrenshaw is our new Account Coordinator
- All inquiries (except Georgia Tech) should go through Shared Services
 - Email: Oneusgsupport@usg.edu

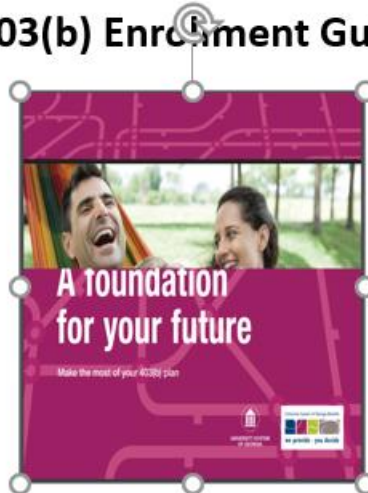
USG Retirement Updates

- The 2020 ORP and Voluntary Retirement Savings Guides are available on the USG Retirement website - retirement.usg.edu - under QUICK LINKS.
- A limited supply of hard copies have been mailed to each institution.

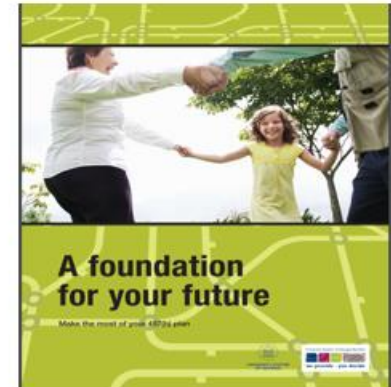
ORP Enrollment Guide



403(b) Enrollment Guide

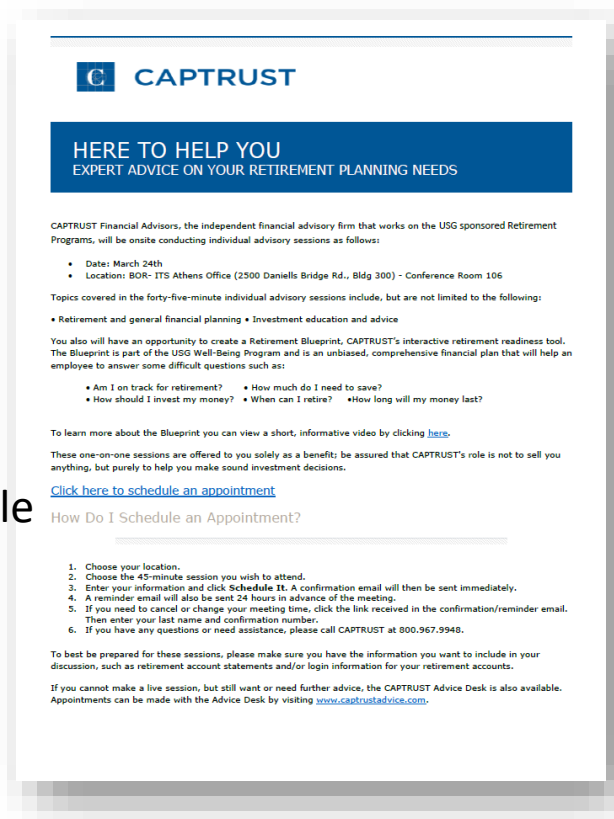


457(b) Enrollment Guide



USG Retirement Updates

- CAPTRUST is available for one-on-one meetings to provide financial planning for employees
- Areas of focus:
 - Retirement planning
 - General financial planning
 - Debt management
 - Investment education and advice
- 12 institutions have confirmed meetings
 - Contact Jason Culp at Jason.Culp@usg.edu to schedule
 - One private meeting room is required
- Appointment scheduling tool is live
 - Schedule also is available via retirement.usg.edu



The screenshot displays the CAPTRUST website. At the top, the CAPTRUST logo is visible. Below it, a blue banner reads "HERE TO HELP YOU" and "EXPERT ADVICE ON YOUR RETIREMENT PLANNING NEEDS". The main content area states that CAPTRUST Financial Advisors, an independent financial advisory firm, works on USG-sponsored retirement programs and offers onsite individual advisory sessions. Key details include the date (March 24th) and location (BOR- ITS Athens Office, 2500 Daniels Bridge Rd., Bldg 300, Conference Room 106). Topics covered in the sessions include retirement and general financial planning, investment education, and advice. The site also mentions the Retirement Blueprint, an interactive retirement readiness tool. A list of questions to consider is provided, such as "Am I on track for retirement?" and "How much do I need to save?". A link to schedule an appointment is included. A section titled "How Do I Schedule an Appointment?" lists six steps: 1. Choose your location, 2. Choose the 45-minute session, 3. Enter information and click Schedule It, 4. A reminder email will be sent 24 hours in advance, 5. If you need to cancel or change your meeting time, click the link in the confirmation/reminder email, and 6. If you have questions, call CAPTRUST at 800.967.9940. The bottom of the page notes that users should be prepared for sessions by having account statements and login information ready, and that appointments can be made via the Advice Desk by visiting www.captrustadvice.com.

USG Retirement Updates

- The Secure Act was enacted Dec. 20, 2019 and the goal of the new legislation is to improve retirement security for many Americans.
- A few of the components of the act will impact the USG plans, namely the 403(b) and 457(b) plans. We are currently assessing and will provide information soon. Deadlines for the plan amendments is Dec. 31, 2022.
- The key components of the act impacting employer plans are as follows:
 - Increases the required minimum distribution (RMD) age for retirement accounts to 70 (up from 70 ½).
 - Allows long-term, part time workers to participate in 401(k) plans.
 - Offers more options for lifetime income strategies - related to annuities in retirement plans
 - Permits individual to take a qualified birth or adoption distribution of up to \$5,000 from an applicable defined contribution plan, such as a 401(k)
 - Increases auto enrollment limit from 10% to 15% for plans that have auto enrollment for 401(k) plans
 - Age 59 ½ in-service withdrawals allowed for 457(b) governmental plans

CONGRATULATIONS



The University System of Georgia

2020 Pensions & Investments Eddy Award

Investment Education



Thanks to everyone involved in continued success of USG's
Retirement Programs.

This award is dedicated to you all!

Well-being Update

Institution	Healthcare Enrolled Employee	Participant Count	Participation Rate
Abraham Baldwin Agricultural College	351	211	60%
Albany State University	608	280	46%
Atlanta Metropolitan State College	166	75	45%
Augusta University	5,224	1,808	35%
Clayton State University	584	297	51%
College of Coastal Georgia	224	133	59%
Columbus State University	769	384	50%
Dalton State College	321	203	63%
East Georgia State College	190	86	45%
Fort Valley State University	516	216	42%
Georgia College & State University	868	486	56%
Georgia Gwinnett College	777	406	52%
Georgia Highlands College	294	174	59%
Georgia Southern University	2,857	1,522	53%
Georgia Southwestern State University	281	163	58%
Georgia State University	5,279	2,354	45%
Georgia Institute of Technology	7,690	3,152	41%
Gordon State College	260	147	57%
Kennesaw State University	3,147	1,541	49%
Middle Georgia State University	592	307	52%
Savannah State University	515	212	41%
South Georgia State College	180	100	56%
University of Georgia	9,976	4,770	48%
University of North Georgia	1,610	742	46%
University of West Georgia	1,506	736	49%
University System Office	512	323	63%
Valdosta State University	1,032	551	53%
TOTAL	46,329	21,379	46%

Well-being Update

2020 Participation Goal is 55%

Top 5 Institutions
Dalton State College
University System Office
South Georgia State College
Columbus State University
Gordon State College

Well-being Update

Appalachian Trail Challenge

- Registration Start Date: Jan. 27
- Challenge Start Date: Feb. 10
- Challenge End Date: Mar. 23
- Visit [OneUSG Connect](#) to access Virgin Pulse platform to register



Well-being Update

- Diabetes Prevention Program
 - 52-week program
 - After the initial 16 weeks, participants attend monthly sessions
- Eligibility for the program – those with risk factors for Diabetes based on CDC Guidelines
- 1-minute quiz: solera4me.com/en/usg
- Supporting materials: [USG Well-being](#)

solera4me.com One-Minute Quiz

START

How old are you?

You must be at least 18 years old to take part in this program.

- ☐ 18 - 39 Years ☐ 40 - 49 Years
- ☐ 50 - 59 Years ☐ 60+ Years



Are you a man or a woman?



☐ Man



☐ Woman

Women only



Are you pregnant right now?

- ☐ Yes ☐ No

Women only



Have you ever been told you have Gestational Diabetes?

This is a type of high blood sugar pregnant women can get.

- ☐ Yes ☐ No

What is your height and weight?

Feet	Inches	Pounds
------	--------	--------



Please tell us your ethnicity/race

Choose all that apply

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Hispanic or Latino |
| <input type="checkbox"/> Native Hawaiian or Other Pacific Islander | <input type="checkbox"/> White |
| <input type="checkbox"/> Other/Prefer not to say | |



Are you active for 2-3 hours or more each week?

Ways to be active include walking, dancing, yard work, or biking.



☐ Yes



☐ No

Do you have a father, mother, brother or sister with diabetes?

A family history of diabetes could contribute to your risk for type 2 diabetes.

- ☐ Yes ☐ No



Do you have End Stage Renal Disease?

(ESRD) Kidney failure requiring regular dialysis.

- ☐ Yes ☐ No



In the past year, has a doctor or other health care professional told you that you're at risk for diabetes, after giving you a blood test?

With prediabetes, a blood test shows that a person's blood sugar level is higher than normal, but not as high as in diabetes.

- ☐ Yes ☐ No



Has a doctor or other healthcare professional told you that you have high blood pressure?

High blood pressure can change your chance of getting type 2 diabetes.

- ☐ Yes ☐ No

END

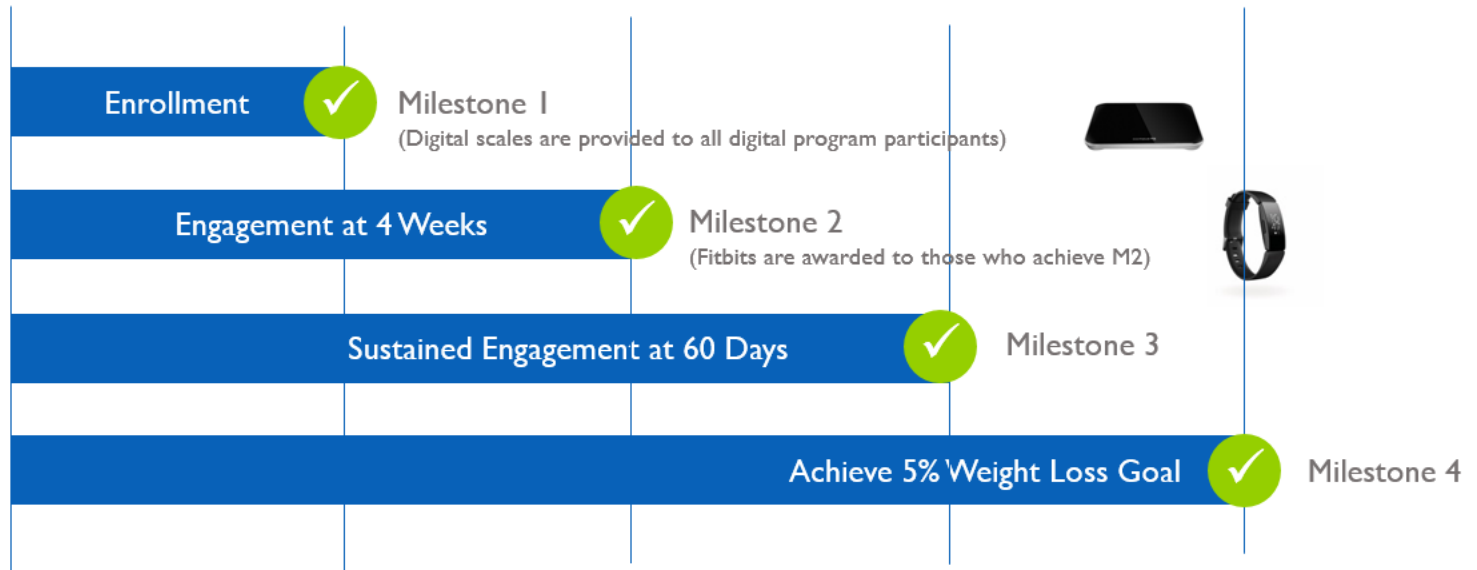
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Well-being Update

- Solera Milestones



Well-being Update

Additional Support

- Some employees with diabetes or who want to lose weight will not qualify for the program.
- Please refer them to phone coaching with Anthem or Virgin Pulse as we continue to work on additional program offerings.

COACHING BY PHONE WITH ANTHEM

Managing an ongoing health condition isn't easy. That is why we have partnered with Anthem to offer you access to tools, resources and support. Call 1-800-785-0006 to schedule an appointment.

[Show More](#) ▼



Anthem. 

COACHING BY PHONE WITH VIRGIN PULSE

If you could improve anything about your life or health, what would it be? Virgin Pulse Coaching allows you to choose from an array of topics -- whatever is most important to you.

[Show More](#) ▼



START NOW

Well-being Update

KEPRO - Q2 Oct. – Dec. 2019 Results

Individual EAP Utilization – 2.3%

- 281 EAP Cases
- 12 Management Consultation Cases
- 293 Total New Cases

Website Utilization

- 4,302 Website Logins
- 12,911 Web Hits

Well-being Update

KEPRO - Q2 Oct. – Dec. 2019 Results

Top three EAP assessed problems at intake

28.1% Emotional Wellbeing

- Stress (34)
- Adjustment (22)
- Grief/Loss (18)

21.4% Relationships

- Marital (24)
- Relationship (17)
- Family (10)

24.9% Worklife

- Legal (39)
- Financial (16)
- Convenience/Daily Living (7)

Well-being Update

KEPRO

- Up to four (4) counseling sessions per eligible member, per problem
- Interactive website www.EAPhelpink.com
 - Company Code: USGCares
- Reach out for help with:
 - Service support
 - Training requests (8 hours a fiscal year)
 - Promotional material
 - Management Consultations
 - Critical Incidents

Next USG Benefits Update

***Tentatively scheduled for
March 12, 2020***



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Questions and Wrap Up