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
Impact: 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.
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
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

<table>
<thead>
<tr>
<th>Institution</th>
<th>Healthcare Enrolled Employee</th>
<th>Participant Count</th>
<th>Participation Rate</th>
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<tbody>
<tr>
<td>Abraham Baldwin Agricultural College</td>
<td>351</td>
<td>211</td>
<td>60%</td>
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<tr>
<td>Albany State University</td>
<td>608</td>
<td>280</td>
<td>46%</td>
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<tr>
<td>Atlanta Metropolitan State College</td>
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<tr>
<td>Augusta University</td>
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<td>1,808</td>
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<tr>
<td>Clayton State University</td>
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<tr>
<td>College of Coastal Georgia</td>
<td>224</td>
<td>133</td>
<td>59%</td>
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<tr>
<td>Columbus State University</td>
<td>769</td>
<td>384</td>
<td>50%</td>
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<tr>
<td>Dalton State College</td>
<td>321</td>
<td>203</td>
<td>63%</td>
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<tr>
<td>East Georgia State College</td>
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<td>45%</td>
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<tr>
<td>Fort Valley State University</td>
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<tr>
<td>Georgia College &amp; State University</td>
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<td>Georgia Gwinnett College</td>
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<tr>
<td>Georgia Highlands College</td>
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<tr>
<td>Georgia Southern University</td>
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<td>1,522</td>
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<tr>
<td>Georgia Southwestern State University</td>
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<td>Georgia State University</td>
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<td>2,354</td>
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<tr>
<td>Georgia Institute of Technology</td>
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<td>Gordon State College</td>
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<td>Kennesaw State University</td>
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<td>Middle Georgia State University</td>
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<td>Savannah State University</td>
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<td>South Georgia State College</td>
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<tr>
<td>University of Georgia</td>
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<td>University of North Georgia</td>
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<tr>
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<tr>
<td>University System Office</td>
<td>512</td>
<td>323</td>
<td>63%</td>
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<tr>
<td>Valdosta State University</td>
<td>1,032</td>
<td>551</td>
<td>53%</td>
</tr>
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</table>

**TOTAL**                                   | **46,329**                   | **21,379**        | **46%**            |
Well-being Update

2020 Participation Goal is 55%

<table>
<thead>
<tr>
<th>Top 5 Institutions</th>
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</thead>
<tbody>
<tr>
<td>Dalton State College</td>
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<tr>
<td>University System Office</td>
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<tr>
<td>South Georgia State College</td>
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<tr>
<td>Columbus State University</td>
</tr>
<tr>
<td>Gordon State College</td>
</tr>
</tbody>
</table>
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

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

Are you pregnant right now?

- Yes
- No

Have you ever been told you have Gestational Diabetes?

- Yes
- No

What is your height and weight?

Feet
Inches
Pounds

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

- Yes
- No

Do you have a family history of 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)?

(ESRD) Kidney failure requiring regular dialysis.

- Yes
- No

In the past year, has a doctor or other healthcare 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

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

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

- 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

Proprietary and Confidential. Not for Distribution.
Well-being Update

• Solera Milestones

- Enrollment (Digital scales are provided to all digital program participants)
- Engagement at 4 Weeks (Fitbits are awarded to those who achieve M2)
- Sustained Engagement at 60 Days
- Achieve 5% Weight Loss Goal

Milestones Completed: 3
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.
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)

24.9% Worklife
  ▪ Legal (39)
  ▪ Financial (16)
  ▪ Convenience/Daily Living (7)

21.4% Relationships
  ▪ Marital (24)
  ▪ Relationship (17)
  ▪ Family (10)
Well-being Update

KEPRO

• Up to four (4) counseling sessions per eligible member, per problem
• Interactive website www.EAPhelplink.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*
Questions and Wrap Up