

USG Benefits Update



Thursday, July 11, 2019

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

Agenda

- Known Issues
- Alight Updates
- Dependent Audit
- Open Enrollment
- Retirement Update
- Well-being Update
- Healthcare Update
- Service Center Performance
- Practitioner Reference Materials
- Wrap-Up

Known Issues

Issue A: Employees with EOI approvals received during OE were not applied

Impacted employees received their EOI approvals before the OE election period window closed did not receive the amount approved by the Securian.

Population impacted: Approximately 215

Root cause: Incorrect set up

Corrective action steps: Alight is doing a full compare between what is on their system to what was received on the Life plan inbound file and amounts will be updated prospectively. Sent adjusted amounts on May PIFs so that each employee ends up with the correct total amounts through the end of July. The system fix will be applied in a future migration prior to the next OE.

Issue B: Issue with Tobacco Surcharge – Premium vs. Payroll discrepancies

179 Impacted accounts have a premium amount for tobacco surcharge that is different from the amount that is getting deducted from the employee.

41 Employees are paying the incorrect surcharge amounts.

Population impacted: 220

Root cause: Administrative error

Corrective action steps: Alight is updating the 179 accounts so that the adjustments are reflected on the next BCAF and we are working with USG to remediate the 41 accounts for employees who will have payroll impacts.

Updates

Qualified Life Events

- Portal platform will be updated
- New look; flow similar to the New Hire enrollment flow

Communication Statements

- Date of Birth will be removed

Retirement @ Work

- Transition to TIAA is completed; system is live

Dependent Audit

- Ensure all dependents enrolled in the USG Healthcare Plan are eligible under the plan rules
- Keep healthcare costs down by only having eligible dependents on coverage
- Anyone who has certified dependents after 7/01/17 will not have to recertify
- Begins July 22nd; Ends September 6th
 - 1st mailing to home address – **7/22/2019**
 - Reminder email- **8/1/2019**
 - 2nd mailing to home address - **8/11/2019**
 - Reminder email – **8/21/2019**
- Information available on USG HR website at:
<https://www.usg.edu/hr/benefits>
- FAQs will be posted to website

Open Enrollment

Regional Kick Off Meetings

- Mini session - Interact USG in Savannah, September 18 - 20
- Three meetings will be held the week of September 23rd
- Dates and locations will be shared on the next monthly Benefits Update

Benefit Fair Vendor Contact Lists

- Planning assistance
- Confirmation of attendance



Retirement Update

July Newsletter

- July 8th (approx.) includes links to My Retirement@Work user guides

Fidelity & TIAA issued letters

- To notify participants of resolutions to incorrect call center numbers (Fidelity) and multiple vendor sources on statements (TIAA)

Full-day Practitioner Training Session

- Macon – July 16th, 10:00 am to 4:00 pm

Retirement Update

July Go live Progress

- My Retirement@Work call center is live (Multivendor Assistance)
- My Retirement @Work access is live through One USG connect participants can:
 - Enroll in the voluntary (403(b), 457(b)) plans.
 - Select vendors and investments.
 - View USG retirement plan balances for all plans by vendor.
 - Change voluntary contribution amounts.
 - Access investment tools and calculators.

USG Well-being

Participation rate

- As of 07/02/2019 we are at 16.94%.
- University System Office is leading with 31.38%
- Dalton State College close 2nd with 30.48%
- 2019 goal is 45% for all campus locations.

Money Monday

- July 29 at 12 p.m., University of West Georgia
- Topic: Managing Risk With Life Insurance

USG Well-being email

- Tuesday, August 6: Sleep

Well-being Wednesday

- August 14 at 12:30 a.m., Kennesaw State University
- Topic: Sleep for Optimal Well-being

Biometric Screenings

Flu Shots



USG Well-being

KEPRO

- Visit www.EAPHelplink.com
- Company code: USGCares
- 1-844-243-4440
- Up to four in-person counseling sessions (per incident)
- Point of contact to approve Critical Incident Services (CIR) & use of workshop hours
- Workshop request form
- Brochures and wallet cards
- Postcard to employees home
- One USG Connect Benefits Portal and Call Center have been updated

Healthcare Update

Silverscript Employer PDP Coverage

SilverScript Employer PDP (SilverScript) is a group Medicare Part D prescription drug plan. SilverScript® Insurance Company, affiliated with CVS Caremark®, has a contract with Medicare, and administers the plan.

To be eligible for SilverScript, you must:

- Be eligible for Medicare Part A and/or enrolled in Medicare Part B;
- Be eligible for Medicare Part D
- Live in the SilverScript service area which is the United States and its territories;
- Meet and maintain the University System of Georgia's eligibility requirements for the plan.

Medicare Part D is Medicare prescription drug coverage that helps to cover the cost of prescription drugs for anyone who is eligible for Medicare Part A and/or enrolled in Medicare Part B. It is provided through private insurance companies, plans, or retiree plans, like the sponsored plan by University System of Georgia.

Healthcare Update

Silverscript Enrollment

Enrollment in Silverscript is automatically sent from Anthem to CVS when a member is reported in the Anthem system as enrolled in Medicare Part A and/or B.

Enrollment into Silverscript requires 28 days per CMS requirements. After the 28 days, the plan will become effective on the first of the following month.

- Example: Member enrollment provided to CVS on 5/20/19, EGWP will be effective 7/1/2019

The member will receive a notification of the enrollment and will have the opportunity to opt-out of the Silverscript coverage.

- If the member chooses to opt-out of the coverage, they will not be eligible to remain in the commercial prescription drug plan (CVS) offered by USG

The member will remain enrolled in active coverage until the Silverscript coverage is effective.

Medical plan enrollment will not be affected.

Healthcare Update

Sample Documents



SilverScript Employer PDP sponsored by University System of Georgia (SilverScript)

2019 Formulary (List of Covered Drugs)

PLEASE READ THIS DOCUMENT CONTAINS IMPORTANT INFORMATION

2019 SilverScript Summary of Prescription Drug Benefits for University System of Georgia		
Monthly Premium	Please contact University System of Georgia for more information about the premium for this plan.	
Deductible	This plan does not have a deductible.	
Your share of the cost when you get a 31-day supply of a covered Part D prescription drug:		
	Network Retail Pharmacy (Up to a 31-day supply)	Long-Term Care (LTC) Pharmacy (Up to a 31-day supply)
Tier 1 (Generics)	\$15.00	\$15.00
Tier 2 (Preferred Brands)	\$40.00	\$40.00
Tier 3 (Non-Preferred Brands)	20% of total cost Minimum \$50.00 Maximum \$130.00	20% of total cost Minimum \$50.00 Maximum \$130.00



Call Center Performance

Date	Baseline Forecasted Call Volume	Actual Call Volume	Percentage Over/Under Baseline Forecast	Calls Abandoned	First Call Resolution
24-Jun	130	142	9.6%	0	
25-Jun	107	129	20%	1	
26-Jun	95	120	26	0	
27-Jun	90	107	18%	0	
28-Jun	93	145	56%	7	
1-Jul	152	231	52%	22	
2-Jul	132	168	27%	4	
3-Jul	128	136	6.3%	1	
4-Jul	N/a	N/a	N/a	N/a	
5-Jul	110	103	-6%	1	
Total	1037	1281	(19%)	36	86.67%

Call Trends

Top Topics

- Newly Eligible enrollments
- Direct Billings and Payments
- Coverage Inquiries

Action Plan for Improvement Initiatives; First Call Resolution

- Predictive Routing – Predictive routing will go live on 7/29. This update will route callers with previously identified call topics (i.e. Direct billing) to more experienced call center personnel. The goal is to improve the overall employee experience and first call resolution.

Service Connect—Performance

Date	Total # of Internal Request Started	External Request	Number Pending > 5 days	Total Number Pending
24-Jun	27	2	40	88
25-Jun	25	3	38	91
26-Jun	26	1	36	99
27-Jun	14	0	35	81
28-Jun	22	0	32	74
1-Jul	38	1	32	87
2-Jul	32	2	33	99
3-Jul	31	5	32	116
4-Jul	0	0	32	116
5-Jul	17	0	33	94
Totals	118	8	33	94

Service Connect—Trend summary

- Life/Death Processing
- Coverage related questions

Practitioner Reference Materials

OneUSG Connect – Benefit resources

https://www.usg.edu/shared_services_center/practitioner_services/benefits

Service Center Ownership Document

- Provides insight on how OneUSG Connect Benefits Call Center partners with University Systems of Georgia to service our USG Employees and Retirees

Benefits Toolkit

- Provides process information and samples of printed materials (i.e. COBs)

Training materials for tools (PSP, Service Connect, ECS, etc.)

Next USG Benefits Update

***Tentatively scheduled for
August 8, 2019***