USG Benefits Update

Thursday, August 8, 2019

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

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Housekeeping Items

➢ This session 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

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Agenda

- Known Issues
- Alight Updates
- Dependent Audit
- Service Center Performance
- Retirement Update
- Open Enrollment
- TAP Update
- USO Team Update
- Biometric Screenings Kickoff
- Wrap-Up

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Known Issues

Issue A: 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.
    - Updates are in progress. The adjustments will be reflected on the August BDEF
- 41 Employees had payroll impacting corrections. All have been updated with the exception of those that may owe retroactively. USG legal will provide direction

Issue B: ABBR vs. Annual Base Pay mismatches

- Mismatches between ABBR and ABP- Life and Disability values are calculated base on the ABBR amounts. When ABBR values are changed, the Life/Disability plans get recalculated.

- We've seen a number of accounts where these values are not matching or appear to be incorrect. USG is in the process of querying to look for the mismatches or the incorrect values and will provide Alight with new information where required

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Alight Updates

HR Data

- **Volume Spike** – 75,000 data rows received on the 8/1 file. This amount of data is much higher than normal but expected for this time of year. Our team is working through clearing edits and normal processing steps. Your employee may experience slight delays.

- **Keying Addresses** – To prevent errors that puts employee data a risk, be sure to check the EEID and DOB when entering personal information. We've received 2 instances of an EE address for one entered to another employees records (same name).

- **Retro dated data** - Data sent >90 days in the past for newly eligible employees will not be offered an enrollment opportunity. We will update the employment status and the coverage will be reflected as 'no coverage' until the next enrollment opportunity presents itself (QSC or OE).

Alight Updates

HSA Limits for 2020

- Individual $3,500 to $3,550
- Family (2 or more) $7,000 to $7100
- Catch-up contribution age 55 and over remains at $1,000

Employee Portal Enhancements

- Updating the Fonts
- Updating the shapes of the buttons – (Oval buttons)

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Alight Updates

Web Browsers

- Optimal web browsers for UPoint (OneUSG Connect-Benefits Website)
- Internet Explorer will have performance issues
- Chrome is the best browser to use

Internet Explorer (IE 11) performance issues

As you may know, Microsoft is no longer investing in IE 11; instead, it's focusing efforts on developing the Edge browser. Recently, we learned that Microsoft has decided not to add any of the latest memory management capabilities into IE 11. As a result, participants will likely experience sub-optimal performance when using IE 11 with many modern applications (including UPoint), and exacerbated if using an older operating system (such as Windows 7 or a PC that has lower memory available). As a result, we are advising you and your participants to use the latest versions of other modern browsers instead of IE 11, to access UPoint/ OneUSG Connect-Benefits.

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Dependent Audit

Anyone who has certified dependents after 7/01/17 will not have to recertify - 24,220 (Actives/Retirees);44,333 (dependents)

Began 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**

Updates

- Document Upload Instructions

- Fax & Mailing Instructions

- Status Reports are posted to your PSP folders every Tuesday

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Dependent Audit Standings

Count of VERIFIED	VERIFIED		
RPT FLD 7 (DIV)	N	Y	Grand Total
030	6739	453	7192
090	4052	398	4450
120	4585	313	4898
180	9708	606	10314
220	601	27	628
280	531	50	581
300	683	58	741
330	354	12	366
360	842	55	897
390	2468	236	2704
400	760	65	825
420	246	45	291
430	2619	186	2805
480	402	19	421
510	1063	89	1152
530	1371	127	1498
540	1224	120	1344
570	357	18	375
610	125	3	128
630	200	18	218
690	280	29	309
720	172	13	185
730	301	28	329
760	180	34	214
830	609	77	686
880	168	11	179
980	555	48	603
Grand Total	41195	3138	44333

Call Center Performance

Performance Topic	Results
Call Center Forecast	Actual is 5% below the forecast
Call First Call resolution	86%
Calls Abandoned	5%

Trends	• DVS Audit Related
	  • Validation of the DVS Audit
	  • Agreement that documents are valid
	 • DBP

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Call Center Updates

Awareness

- Call Volume has spiked do to the Audit. Employee can call and be directed to the DVS team by using the call tree

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.

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Service Connect—Performance

Performance Topic	Results
Service Tickets Pending in total	136
Service Tickets Pending > 5 days	82
Service Tickets pending an external response	6
Trends	• Life Interaction • Coverage and Confirmation of coverage

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Retirement Update

August Progress

- Retirement Implementation (Campus Progression)

- Vendor Communications

- ORP/403b/457b Enrollment Kits Progress

Retirement Update

Fidelity

- Registered Investment Advisory Fee Discontinued starting 1/1/2020
- "Saving for Vacation" email- Delivered to 63,829, 12,904 have Fidelity Balances
- Incorrect Address Correspondence, 601 emailed, 79 have Fidelity plan balances
- Updated QA process- USG plans have been completely removed from all automated delivery processes. New communications consultant assigned to provide third layer of internal communications audit
- Retirement Services Brokerage Account Flyer available 8/9/2019

AIG Retirement Services

- Retirement Services Brokerage Account Flyer available 8/9/2019

TIAA

- Open Enrollment Vendor Neutral Enrollment Kits (ORP,403b,457b)
  - Last round of review; Shipping to campuses soon
- Retirement Services Brokerage Account Flyer available 8/9/19

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Board Meeting

2020 Board Approved Changes

- Meeting today, August 8th

Communications

- Preliminary Email sent 8/7
  - For Presidents and CHRO's

- Post Email and FAQs send on 8/8
  - For Faculty and Staff

Open Enrollment

Open Enrollment Dates

- October 28 – November 8

2020 Board Approved Changes -Skype Sessions

- Friday, August 9th – 9am
- Wednesday, August 14th – 9am

Regional Open Enrollment Kickoff Meetings

- Mini session
  - ➢ Interact USG in Savannah, September 18 – 20
- Full sessions
  - ➢ Monday, September 23rd- Georgia Southern
  - ➢ Tuesday, September 24th – Kennesaw State
  - ➢ Thursday, September 26th – ABAC- Tifton

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Open Enrollment

Benefit Fair Vendor Management

- Planning assistance

- Confirmation of attendance for date and time of your fair

- Proactively send invoices to vendors

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TAP Update

Workgroup Updates

- Changes effective November 15 deadline for Spring 2020

- What's new
  - HRAP Updates
  - FAQs
  - Procedures
  - TAP Application

- Collaborative Effort
  - Participants
  - TAP Coordinators
  - Bursars
  - Payroll

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EMPLOYEE APPLICATION FOR TUITION ASSISTANCE PROGRAM (TAP)

(Please Print)

Complete this application with required approval signatures and submit by the required deadline to the TAP Coordinator at the Home Institution.

Application Deadlines: Spring- November 15   Summer & Maymester- April 15   Fall- July 15

Submit one application per semester up to 30 days prior to the application deadline for program consideration. If the deadline is on a holiday or weekend, the business day prior then applies. **Tuition Assistance waives tuition for up to 9 academic credit hours per semester and applicable student fees for courses at a USG institution.**

EMPLOYEE INFORMATION					
Last Name:		First:	Middle:	Employee ID#	Student ID#
Phone Number:		Work Email Address:		Job Title:	
Home Institution:			Teaching Institution:		

Year: _____
Academic Term: ☐ SPRING ☐ SUMMER/MAYMESTER ☐ FALL   ☐ Undergrad ☐ Graduate   Are you taking classes for academic credit? ☐ YES ☐ NO

Are you pursing a degree? ☐ YES ☐ NO   If yes, indicate your degree program (Associates, Bachelor's, Masters, etc.):   Area of discipline (e.g. Math, Enginerring):

Are you eligible for a Hope Scholarship, Hope Grant, Pell Grant, or additional Financial Aid? If so, please list.

Are you a prior TAP participant?   If so, what year, term, and teaching institution?

REQUESTED ACADEMIC COURSES			
Course Number/CRN#	Credit Hrs	Course Name	Class Days & Times (e.g. MWF , T & Th 12:30 - 1:45pm)
1.			
2.			
3.			

Program Exclusions: Employees may not enroll in certain programs or courses, including: dental, law, medical, pharmacy, veterinary, or executive total cost programs, workshops,

USO Team Update

BIOMETRIC SCREENING KICK-OFF

USG

AGENDA

OVERVIEW OF ONSITE SERVICES

- Fingerstick
  - Non-fasting vs. fasting
    - Measurements included: Total Cholesterol, HDL, LDL*, Triglycerides*, Glucose, BMI, Measured Height & Weight, Waist Circumference, Blood Pressure

These values are only available at fasting events.

ROLES & RESPONSIBILITIES: VIRGIN PULSE

DEDICATED SCREENING COORDINATOR

PLANNING & IMPLEMENTATION

- Dedicated Screening Coordinator will:
  - Manage event request submissions including recommendations to ensure efficient and successful events
  - Collaborate with Virgin Pulse teams to ensure timely processing of all on-site data

DELIVERY

- Dedicated Screening Coordinator will:
  - Monitor registration and send friendly reminders for the 10-business commitment number
  - Send logistical information prior to the event
  - Be available as a resource for questions and concerns

ROLES & RESPONSIBILITIES: CLIENT

SITE CONTACT/WELLNESS CHAMPION

PLANNING & IMPLEMENTATION

- Site Contact will:

  - Collaborate with Virgin Pulse Screening Coordinator to manage event request recommendations

  - Promote event at individual location and encourage participation

  - Schedule and reserve space at each location

  - Assist in answering participant questions

DELIVERY

- Site Contact will:

  - Provide 10-business day commitment number

  - Arrange for event supplies including: chairs, tables, trashcans, power supplies and extension cords (if necessary)

  - Arrange for snacks, if desired (Recommended: juice, fresh fruit, healthy snack bars, water)

  - Meet screening team on-site, day-of, one hour prior to start of clinic

  - Store and secure supplies that are shipped to your location

  - Serve as the Screening Team point of contact during events

ROLES & RESPONSIBILITIES: SCREENING TEAM

ONSITE SCREENING TEAM

EVENT LEAD

- Main focus is to manage all aspects of the event and assist where needed
- Available as back-up to biometric screeners, if needed
- May take the place of registration coordinator at small events

REGISTRATION COORDINATOR

- Manages event flow, registration and walk-ins
- Checks-in participants using tablets or paper consent and result forms

BIOMETRIC SCREENER

- Conducts screening and collects biometric measurements
- Screens 5 participants per hour based on 12 minutes per screening/per participant

STANDBY STAFF

- On-call staff members who are available if there is a cancelation from a scheduler team member

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PLANNING PROCESS

STAFFING MATRIX

- When requesting an event the event duration should follow the following matrix:
  - 5 participants per hour, per biometric screener
- Using the matrix below simply find the expected participation number and approximate preferred duration of event.*

Number of WCS Staff

Screener	Health Educator	Registration Coordinator	Number of Participants / Event Hours → 1	2	3	4	5	6	7	8	9	10
1			5	10	15	20	25	30	35	40	45	50
2	1		10	20	30	40	50	60	70	80	90	100
3		1	15	30	45	60	75	90	105	120	135	150
4			20	40	60	80	100	120	140	160	180	200
5	2		25	50	75	100	125	150	175	200	225	250
6			30	60	90	120	150	180	210	240	270	300
7			35	70	105	140	175	210	245	280	315	350
8	3	2	40	80	120	160	200	240	280	320	360	400
9			45	90	135	180	225	270	315	360	405	450
10			50	100	150	200	250	300	350	400	450	500
11	4		55	110	165	220	275	330	385	440	495	550
12			60	120	180	240	300	360	420	480	540	600
13		3	65	130	195	260	325	390	455	520	585	650
14	5		70	140	210	280	350	420	490	560	630	700
15			75	150	225	300	375	450	525	600	675	750
16	5+	3+	80	160	240	320	400	480	560	640	720	800

Any event with additional event hours beyond this model are subject to staff fees

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EVENT LOGISTICS

SUPPLIES

- All supplies will be shipped to each location approximately 3 business days prior to each event via UPS Ground

    - Screening Coordinator will email tracking information in advance

- Site contacts are responsible for storing supplies in a secure place and ensuring that supplies are available to the screening team upon their arrival

- Supplies are returned via UPS

    - If your location has a regular UPS pick-up, you may leave the returning packages in the designated area

    - If your location does not have a regular UPS pick-up, Virgin Pulse will arrange a pick-up on your behalf

EVENT LOGISTICS

ROOM SET-UP

- About 3-5 days before your event, the Dedicated Screening Coordinator will send an email containing information about the screening team and any items needed such as tables, chairs, trash cans and outlets

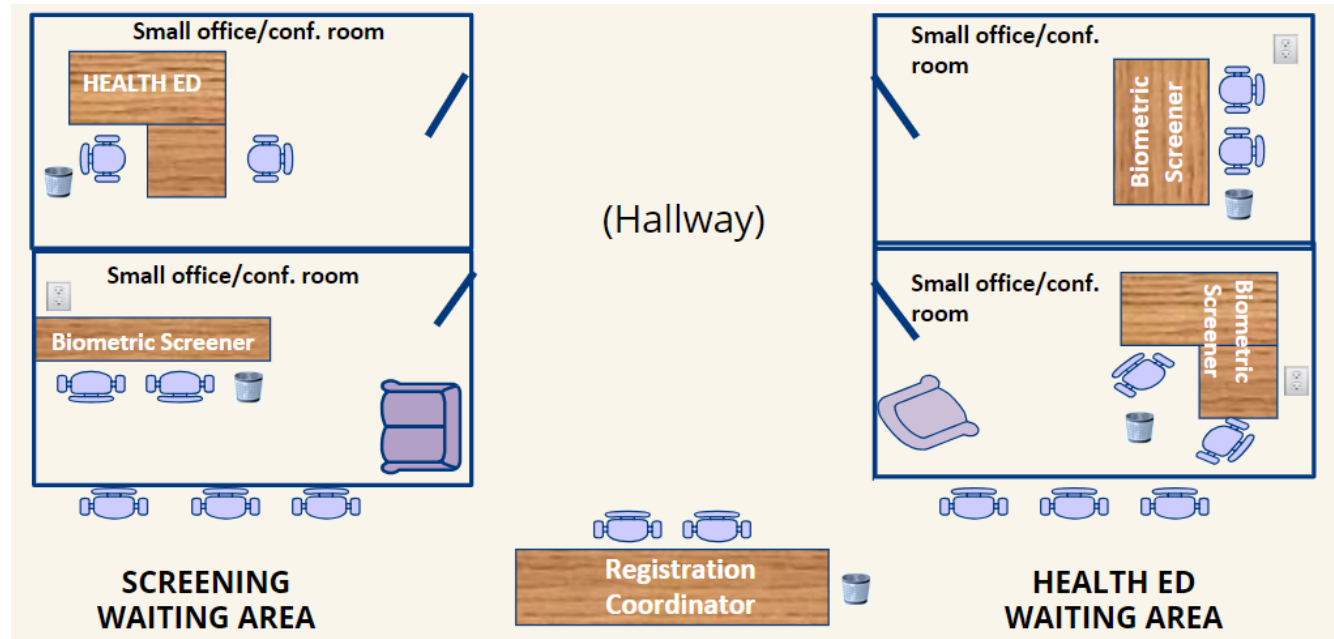- One privacy screen is provided per station

SAMPLE ROOM SET-UP

CONFERENCE ROOM

4 Screening Stations

Health Education

WAITING AREA

Registration Coordinator

Entrance / Exit
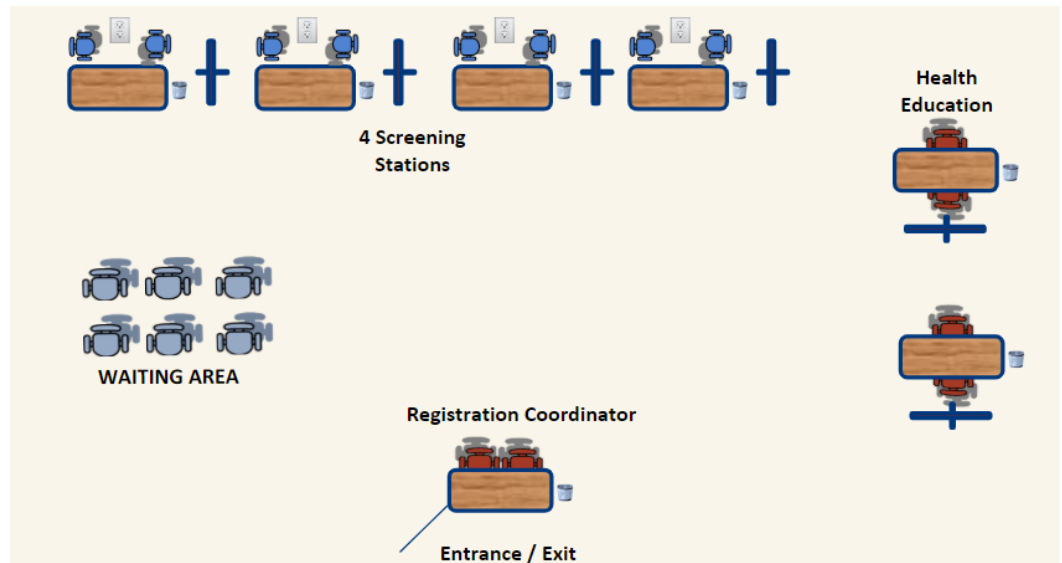
SAMPLE ROOM SET-UP

SEPARATE ROOMS

10 BUSINESS DAY COMMITMENT NUMBER

WHAT?

- The 10-business day commitment number is the final expected participation number, provided by the site contact 10-business days out from the event itself.

WHY?

- Ensure sufficient staffing is secured
- Ensure sufficient supplies are packed and shipped in time
- Prevent long lines for participants
- Manage walk-ins

PROCESS

- Screening Coordinator will provide weekly registration reports to monitor registration
- Site contacts are responsible for providing the final expected registration by 12 PM EST at the 10-business day mark
- *In the event the site contact does not confirm the commitment by 12 PM EST at the 10-business day mark, Virgin Pulse will use the original expected participation as the commitment number.*

INVOICING

- Final invoice reconciliation is based on the 10 business day commitment number or actual participation, whichever is greater

PARTICIPANT EXPERIENCE

REGISTRATION

ONLINE

- Registration is available online Online
    - Registration will open 4-6 weeks prior to the first event
    - Registration will close 24 hours prior to each individual event
    - Registration is highly recommended for all participants otherwise we cannot guarantee a spot
        - Only limited walk-up availability
    - Appointment confirmations and 24-hour reminders are sent via email
    - Text reminders are available
    - Scheduler customizations are available for certain areas of the scheduling system

DAY-OF EXPERIENCE

REGISTRATION STATION

- Participant will fill out the top portion of the Consent and Results Form while awaiting next available Biometric Screener

BIOMETRIC SCREENING STATION

- Biometric Screener will greet and confirm fasting status

- Biometric Screener will perform the biometric screening tests and measurements behind a privacy screen

- Biometric Screener will provide brochure with individual participant results

RESULTS & INCENTIVE CREDIT UPLOADS

- Results are available on the portal within 10 business days

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TABLET TECHNOLOGY

- Tablets are used onsite at screening events for registration and data collection

- Tablets are secure and do require a WiFi connection, though a MiFi Hotspot will be provided for all events

- Tablet Process:
  - Registration
    - Participant checks-in and selects a security question
  - Biometric Screening
    - Screener confirms participant identify
    - Participant answers security question allowing entry to next screen
    - Screener enters biometric data

- Good to Know...
  - Using tablets matched against an eligibility file helps to increase accuracy in data matching
  - The tablet program has checks and balances
  - Paper forms are used for consent signature if no Wifi connection is available
    - If the location is unable to provide a wireless connection, the Virgin Pulse screening team will provide wireless hotspots

PRIVACY

- **HIPAA-COMPLIANT EVENTS**
- **USER-CREATED PIN TO VERIFY IDENTIFY UPON CHECK-IN**
- **PRIVACY SCREEN PROVIDED FOR EACH STATION**
- **INDIVIDUAL RESULTS NOT SHARED WITH CLIENT**
- **RESULTS NOT REPORTED VERBALLY**

THANK YOU

Next USG Benefits Update

Tentatively scheduled for September 12, 2019

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