

# USG Benefits Update

Facilitator: BeNedra Williams  
Thursday, January 10, 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
- Please place phone on mute to prevent background noise
- Feel free to post questions in the chat

# Agenda

- Known Issues and Follow Ups
- Open Enrollment Wrap-Up
- GRA Enrollment
- USG Transfers OE Events
- ACA Update
- Benefit Rates Spreadsheet
- Life Insurance Timeline
- Well-being Update
- Retirement Update
- USG Healthcare Update
- Service Center Performance
- Wrap-Up



# Known Issues and Follow Ups

## HR Data files on Hold – Cohort 4 related

- Additional reviews by both USG and Alight; loading of the files delayed
- Escalation Emails, allow approximately 72 hours for response

## Direct Billing and Payments Statement-Leave of Absence

- **Issue found:** System is not billing for the Before Tax plans
- Impacted accounts will be identified and updated

## Tobacco Surcharge Defect

- Surcharges reset to the 2018 designation for accountholders that defaulted
- 182 identified records
- Only 44 BW paid employees were impacted
- 138 Monthly paid employees have not been impacted



# OE 2019 Wrap Up

## Reasonable Alternative Program

- Effective 1/1/2019, Employees and Retirees must complete the online USG Tobacco Certification Form to change their status from “Yes” to “No”
  - The OneUSG Call center will refer employees to USG Tobacco website
- Changes will be applied the first of the following month upon completion
- No refunds
- If the employee/retiree made the update prior to 1/1 but after the payroll/billing cut off, adjustments will be sent on the next available PIF/DBP bill



# GRA Open Enrollment – 2019

GRA OE 2019 Schedule	Begin Date	End Date
GRA OE Forms initiation and mail date	12/24/18	12/27/18
OE Enrollment Window- Benefits Eff.	1/2/19	1/18/19
Alight will remove the OE Event from the	1/22/19	1/22/19
COBs forms initiated and mail date	1/23/19	1/25/19
Monthly PIF	1/24/19	1/24/19
BW PIF	1/28/19	1/28/19

## Things to know

- OE extended to approx. 4,000 GRAs
- 441 in total have taken action
- 174 are enrolled (60 completed OE and maintained coverage)
- Enrollment window closes on 1/18/2019
- If no election is made, the GRAs will default to current coverage and the tobacco surcharge will apply if they are enrolled and took no action

# USG Transfers After OE Close

**Awareness:** USG Transfers will have to re-enroll in benefits for 2019

*Example A:*

- *11/5 – OE election made*
- *12/15- Terminated from Institution A*
- *12/31- Benefits terminated at Institution A*
- *1/4 – Transferred to Institution B (OE elections did not transfer; EE will have another OE event to re-enroll)*

*Example B:*

- *11/5- OE election made*
- *1/3- Terminated from Institution A*
- *2/2- Transferred to Institution B (OE elections transfer as current coverage, no additional action needed)*



# ACA Update

## Employer Reporting

- The Electronic Consent option is available to receive form 1095C
- Tile is currently available on portal and notification will be sent to employees this month
  - Approximately 48k emails were sent
  - Approximately 2,400 have elected to receive electronic forms

**1/23** Available for those who elected electronic delivery

**1/31** Available for those to receive paper statements

**2/7** Reprints available for those who chose US Mail





# Benefit Rate Spreadsheet

## 2019 Benefit Rate Spreadsheet

- Available for reconciliation for all institutions
- Variances expected, some rates aren't evenly divided
- Located on OneUSG site; will be sent to R1s



# Life Insurance Timeline

- 11/8** Death Process Flows reviewed
- 11/27** Life Plan Classing and Requirements reviewed
- 11/29** Workgroup met to evaluate how life plans are being administered
- 12/10** Follow up meeting to review accounts and discuss next steps and the timeline
- 12/12** Reports posted in the PSP folders for institutional review and sign off
- 12/18** Institutional review and sign off deadline
- 12/20** Workgroup meeting to review the audit results
- 12/21** The population report was sent over to Securian for review
- 1/10** Workgroup meeting to discuss the Action plan and timeline

## Correction of information

- **Follow up question:** Does Alight send a Termination File to Securian?
- **Corrected Response:** Yes, Alight provides a weekly term file to Securian



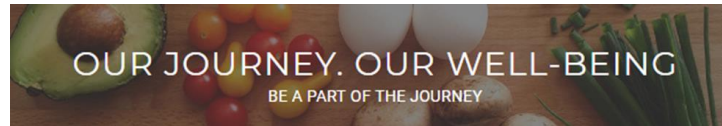
# USG Well-being

## Engagement Rates as of December 31

Abraham Baldwin Agri College	47%
Albany State University	35%
Atlanta Metropolitan State College	40%
Augusta University	30%
Board of Regents (USG)	47%
Clayton State University	34%
College of Coastal Georgia	43%
Columbus State University	40%
Dalton State College	55%
East Georgia State College	41%
Fort Valley State University	33%
Georgia College & State University	46%
Georgia Gwinnett College	40%
Georgia Highlands College	50%
Georgia Southern University	41%
Georgia Southwestern State Univ	39%
Georgia State University	31%
Georgia Institute of Technology	32%
Gordon State College	44%
Kennesaw State University	37%
Middle Georgia State University	41%
Savannah State University	36%
South Georgia State College	39%
University of Georgia	38%
University of North Georgia	35%
University of West Georgia	41%
Valdosta State University	44%



# USG Well-being



## 2018 USG Well-being Credits

- If any employees and their spouses, did not receive their earned well-being credit in either their November or December paycheck then email [usgwellbeing@usg.edu](mailto:usgwellbeing@usg.edu)

## 2019 USG Well-being

- January 1-September 30, 2019
- Well-being credits will pay on the last paycheck in November
  - Must be a current employee at the time of payment to earn the well-being credit

## Well-being activities

### USG Well-being Funding

- Let Farrah know if interested
- Can provide guidelines and proposal template to get you started

### Health Conditions & Prevalence Report

### USG Well-being Challenge: Keep America Active

### USG Well-being Summit: Wednesday, February 13, 8:30am-3:00pm

**Questions about the USG Well-being portal: Call our partner RedBrick Health at 833-724-4874**



# Retirement Plan Update

## Transition Guide

- Email Announcement & electronic flipbook to all employees week of January 14
- Transition Guide Includes
  - Targeted Cover letters
  - Plan updates
  - Key Dates
  - Next Steps / Action Items
  - New investment menus (TIAA, Fidelity and VALIC)
  - Hard Copy Mailing the Week of January 28



## USG Retirement Plan Website

- [www.retirement.usg.edu](http://www.retirement.usg.edu)
- Goes live week of January 14<sup>th</sup>

## Transition Kick-Off Meetings

- January – April
- Agenda
  - Overview of updates
  - Transitioning to the new investment menu
  - Selecting a New Voluntary plan provider
  - How to learn more and receive assistance
  - Q&A



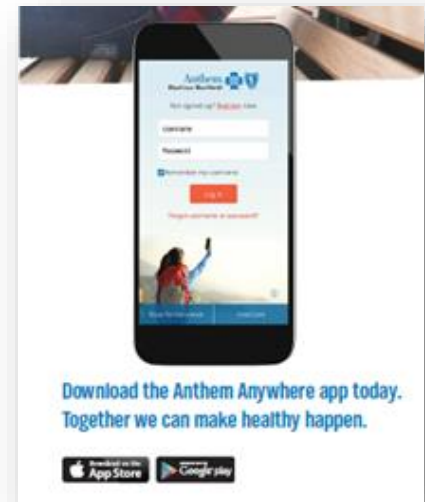
# USG Healthcare Update

## ID Cards

- Anthem ID cards mailed 12/24 - 12/28
- New packaging for 2019



- How to request or access 2019 ID cards
  - Register on the Anthem/USG microsite: [www.anthem/usg/](http://www.anthem/usg/)
  - Call Anthem Customer Service to request a new card
    - 1-800-424-8950
  - Anthem Anywhere App (download app)



# Service Center Performance

Date	Actual Call Volume	Average Queue Time Service Level (Calls answered in 30 seconds)	Avg Speed to Answer	Calls Abandoned	Abandonment Rate	First Call Resolution
24-Dec	48	100.00%	:04	0	0.00%	67%
25-Dec	Holiday					
26-Dec	134	92.54%	:12	0	0.00%	90%
27-Dec	168	80.12%	:54	7	4.17%	96%
28-Dec	176	44.81%	2:46	22	12.50%	90%
31-Dec	259	88.93%	:27	6	2.32%	90%
1-Jan	Holiday					
2-Jan	134	31.33%	8:01	75	20.00%	91%
3-Jan	168	25.00%	4:23	31	23.00%	95%
4-Jan	176	56.46%	1:51	12	4.29%	88%
<b>Totals</b>	<b>1263</b>	<b>64.90%</b>	<b>2:07</b>	<b>153</b>	<b>12.00%</b>	<b>88%</b>



# Call Trends

- OE Coverage inquiries, Tobacco surcharge included
- Confirmation Statements
- Navigational Support



# Service Tickets

Date	Overall YTD Created	Closed YTD	Number Pending > 5 days	Total Number Pending	Oldest Pending Request
24-Dec	7725	7609	76	116	84
25-Dec	7725	7609	70	116	85
26-Dec	7748	7633	74	115	86
27-Dec	7772	7647	71	125	87
28-Dec	7793	7667	75	126	88
31-Dec	7830	7690	76	140	87
1-Jan	7830	7690	70	140	88
2-Jan	7898	7722	74	176	89
3-Jan	7965	7745	71	220	90
4-Jan	8037	7782	75	255	91



# Methods for Contacting Alight

## Service Connect

- Submit a Service Connect ticket unless the situation calls for an escalation

## Escalations Email Box

- [oneusg.connect.escalations@alight.com](mailto:oneusg.connect.escalations@alight.com)
- Please do not email anyone directly without including the escalations mailbox



# Next USG Benefits Update WebEx

***Tentatively scheduled for  
February 14, 2019***





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# **Questions and Wrap Up**