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
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

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

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
– Goes live week of January 14th

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/
  • Call Anthem Customer Service to request a new card
    • 1-800-424-8950
  • Anthem Anywhere App (download app)
## Service Center Performance

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

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

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

• Please do not email anyone directly without including the escalations mailbox
Next USG Benefits Update WebEx

*Tentatively scheduled for February 14, 2019*
Questions and Wrap Up