



St. Patrick's Day

USG Benefits Update

Facilitator: BeNedra Williams
Thursday, March 14, 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

- ACA Update
- Securing Employee Data
- Coverage Extension of Deceased Employee
- Gender Reassignment
- NORET Flags
- HRID and PIF Queries
- Data Entry
- USG Website Updates
- Well-being Update
- Retirement Update
- Healthcare Update
- Service Center Performance
- Wrap-Up

ACA Update

Employer Reporting:

- Monthly Corrections Process Implementation is completed
- Process will run monthly and generate corrected forms for those meeting the criteria
- Questions about forms should be sent via Service Connect or to OneUSG Connect-Benefits Call Center



Securing Employee Data

Protecting PHI (Protected Health Information)

What should not be included in emails

- Full Social Security Number
- Health Coverage information in combination with the employee name, DOB and/or address

How to share Protected Health Information (PHI)

- Use the employee's name and EEID when emailing
- Use last 4 of SSN to further identify the employee if necessary
- Use a password-protected Excel Spreadsheet if there is a need to send a full social security number
- Post the information to the PSP site and notify the recipient by email



Coverage Extension of Deceased Employee

Death of an Employee – Retirement Eligible

- Coverage in the pre65 healthcare plan can be extended up to 60 days for survivors who are eligible for Post65 health coverage at the time of the Employee's death
- Notify Alight that an extension is needed
- Alight will automatically extend coverage in the pre65 plan for up to 60 days to give the survivor time to enroll in Medicare and the Retiree Health Exchange



Disability Coverage

Gender Reassignment

- MetLife has enhanced its practices to recognize recovery from gender reassignment surgery as a disability
- Gender reassignment will now be covered under MetLife disability plans when medically substantiated
- MetLife is making this change to align with the more up to date medical community consensus that gender-reassignment surgery is a medically-necessary procedure for some individuals



Data Entry Concerns

Newly Eligible Enrollment Events

- Data entry or transmission of data > 60 days
- Alight manually updates event
- Enrollment effective dates and deductions impacted
- Exceptions are required

Assistance Needed

- Reinforce data entry accuracy within HR and/or departments
- Use job aids and queries to confirm data has been sent
- Encourage employees to review their check stubs for correct deductions



NORET Flags

- When a job record is transmitted to Alight, the value in the Retirement field is sent
- A value of NORET lets Alight know to not open a retirement election window for the employee
- https://www.usg.edu/assets/hr/benefits_docs/ORP_plan.pdf
- When is this value appropriate?
 - When an employee was enrolled in a retirement plan prior to Alight and you do not want the employee enrolling in a new plan.
 - Example:
 - Employee had ERS and leaves the University System prior to conversion to Alight. The employee returns a few years later. Alight gets my new hire record in the HRID but the NORET value is sent. Alight will allow me to enroll in benefits but will not open the retirement window as I want to re-enroll in the same ERS plan that I had prior to leaving the University System.



BAS Group ID

Retirement

Elig Fld 4

Elig Fld 7



Search Results

View 100 First 1-9 of 9 Last

Field Value	Field Short Name
ERS	ERS
ERSOLD	ERSOLD
NORET	NORET
OPTOUT	OPTOUT
ORP	ORP
ORPH	ORPH
RETTRS	RETTRS
TRRS	TRRS



HRID and PIF Queries

Can be used to see when an employee's job records have been fed over to Alight on the daily HRID (Human Resources Indicative Data) files

Navigation: Reporting Tools > Query > Query Viewer

Search for: BOR_BN_HRID

Sample output:

BOR_BN_HRID - Shows HRID job data to Alight

Emplid

[View Results](#)

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) [XML File](#) (1 kb)

[View All](#)

[First](#) [1-2 of 2](#) [Last](#)

	EMPLID	EFFECTIVE DATE	ACTION	REASON	COMPANY	DATE SENT TO ALIGHT	PAY FREQUENCY
1	9999999	01/07/2019	HIR	NEW	000	2019-01-14-19.22.48.000000	B
2	9999999	01/07/2019	HIR	NEW	000	2019-01-11-19.21.29.000000	B

HRID and PIF Queries

Can be used to see an employee's payroll deductions sent from Alight to us on the Payroll Interface File.

Navigation: Reporting Tools > Query > Query Viewer

Search for: BOR_BN_PIF

Sample output:

Records Query Expressions Prompts Fields Criteria Having Dependency Transformations View SQL Run

ID = 9999999

[View All](#) | [Rerun Query](#) | [Download to Excel](#) | [Download to XML](#)

First 1-24 of 24 Last

	Co	ID	Name	Deductn Cd	Ded Begin	Ded End	Ded Calc	Flat Amt	Rate/Pct	Goal Amt	Goal Bal	DateTime
1	300	9999999	Employee, Test	01BLIF			A	5.74	0.000	0.00	0.00	12/21/2017 3:18:54PM
2	300	9999999	Employee, Test	01CHSA			A	37.56	0.000	0.00	0.00	12/21/2017 3:18:54PM
3	300	9999999	Employee, Test	01CHSN			A	213.08	0.000	0.00	0.00	12/21/2017 3:18:54PM
4	300	9999999	Employee, Test	01DENB			A	15.80	0.000	0.00	0.00	12/21/2017 3:18:54PM
5	300	9999999	Employee, Test	01HSA			A	83.33	0.000	2000.00	0.00	12/21/2017 3:18:54PM
6	300	9999999	Employee, Test	01HSAN			A	15.62	0.000	375.00	0.00	12/21/2017 3:18:54PM
7	300	9999999	Employee, Test	01SPLF			A	1.42	0.000	0.00	0.00	12/21/2017 3:18:54PM
8	300	9999999	Employee, Test	01STD			A	4.36	0.000	0.00	0.00	12/21/2017 3:18:54PM
9	300	9999999	Employee, Test	01VISN			A	3.45	0.000	0.00	0.00	12/21/2017 3:18:54PM



USG Website Updates

Home

About Us

Mission, Vision and Values

Jobs +

Benefits x

- Benefits Home
- 2019 Benefits x
 - Explore Your Benefits
 - Enroll**
 - Tobacco Surcharge
 - Healthcare
 - Pharmacy
 - Affordable Care Act
 - Health Savings Account
 - Flexible Spending Accounts
 - Dental
 - Vision
 - Life Insurance
 - Disability
 - EAP
 - Critical illness plan
 - Accident plan
 - Hospital Indemnity plan
 - Legal plan

University System of Georgia Benefits
we provide · you decide

YOUR HEALTH. YOUR CHOICES. YOUR WELL-BEING.

Enroll

Before you enroll in benefits, review your options so you're prepared to make smart choices.

Here are important actions you must take during enrollment:

1. Review and enroll in your health benefit enrollment options within 30 days of your hire date.
2. Review and enroll in a required USG Retirement Plan within 60 days of your hire date. (Exempt or Paid Monthly only).
3. If you choose to enroll in a healthcare plan, you will need to certify whether you or your covered dependents (age 18+) are tobacco users.

Eligible Dependents

As an active benefit-eligible employee, working 30+ hours per week, you can also cover your eligible dependents in the following USG plans - Healthcare, Dental, Vision, Life and AD&D. Eligible dependents include:

- [Legal Spouse](#)
- [Children](#)

Disabled children with proof of disability

Documentation is required to add dependents to your coverage as proof of your relationship and you child's age. Examples include, but no limited to, copies of your marriage certificate, birth certificate, disabled child document, and income tax returns.

If both you and your spouse are benefits eligible USG employees, only one may elect to cover the other spouse and/or dependent children. Also, you and your spouse are not eligible for spouse life insurance coverage.

Benefits Begin Date

Healthcare Benefits will begin on the first day of the month if you are hired on the first day of the month (e.g., Jan. 1 or Sept. 1). If you are hired on any day other than the first day of the month, your benefits will begin the first of the following month (e.g., Jan. 2 or Sept. 13).

USG Website Updates

Mission, Vision and Values

Jobs +

Benefits x

▶ *Benefits Home*

2019 Benefits +

2018 Benefits

Retiree Benefits

Retirement Plan Information +

Retirement Plan Enhancements +

Benefits 101 Videos

Tuition Assistance Program (TAP)

Family & Medical Leave Act (FMLA)

Ga Higher Education Saving Plan

Contact Benefits

Fair Labor Standards Act

New Employee Orientation

Policies +

Organizational Development +

Campus HR Officers

News

USG Well-Being

Contact Us



Your health. Your choices.
Your well-being.

The University System of Georgia (USG) is composed of 26 higher education institutions including four research universities, four comprehensive universities, nine state universities and nine state colleges as well as the Georgia Public Library Service. Your health and welfare benefits are provided through USG.

We know that USG benefits are important to you and your family.

They offer protection, peace of mind and comfort – and you want to make the most of them. Your life changes and your needs change, so it's always a good idea to review your options so you can make smart benefit choices.



2019 New Hire Newsletter 



Enroll in Your Benefits



New Hire Benefit Video 



Review the Comparison Guide 

Important Information

Action Needed: Enroll in Your Healthcare Plan and Certify Your Tobacco Use Status

You *must* certify you and your dependents' (age 18 and older) Tobacco Use Status if you choose healthcare coverage for 2019.

[Visit the Tobacco Page for more information.](#)

You must enroll either as a new hire or every year during open enrollment if you wish to have an FSA.

- USG Retiree Healthcare
- OE presentation 

USG Well-being



2019 Engagement Rate Goal: **45%**

USG Well-being Funding

- Funding up to \$10,000 a year for institution well-being programs
- Let Farrah know if interested
- Can provide guidelines and proposal template to get you started

Health Conditions & Prevalence Report

- Sent to Presidents on 1/24/19
- Setting up meetings at every institution

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

- Ends April 7, 2019
- There will be a Fall challenge

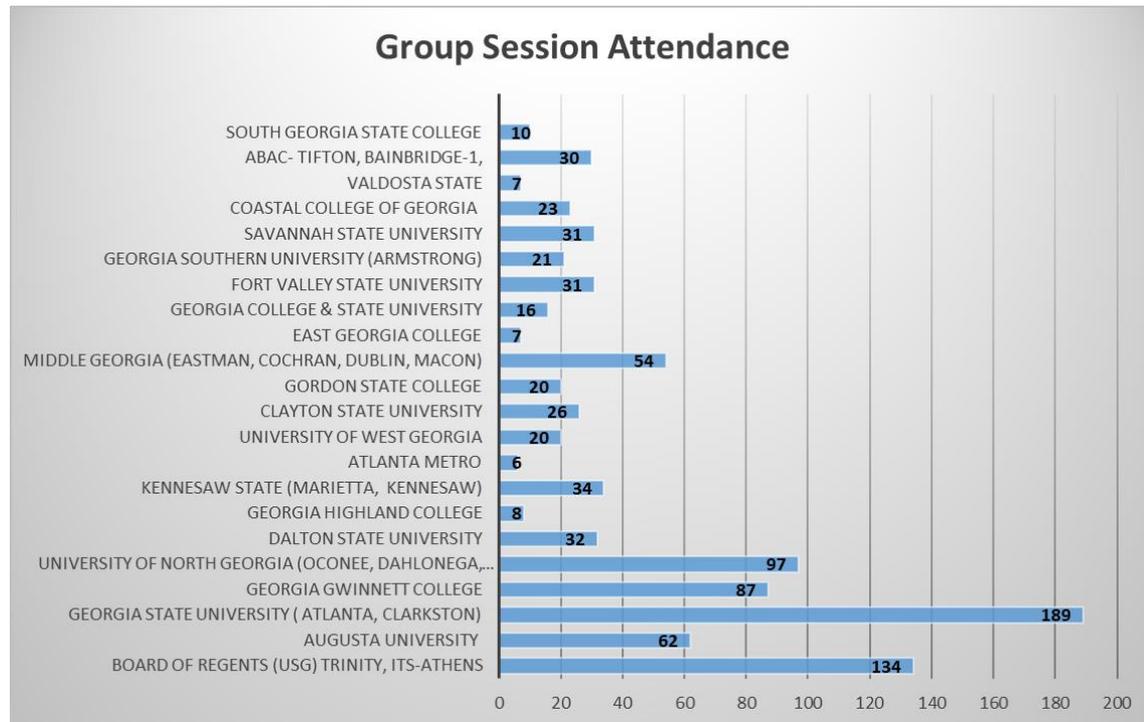
Flu Shot feedback and preparation for this year's benefits fair

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



Retirement Group Session Progress (7 Weeks)

- 898 employees informed as of 3-11-19
- Over 119 advice desk interactions, 76 Retirement Blueprints prepared. (CAPTRUST)
- Retiree sessions begin 3-21-2019
- Positive feedback continues to be received from employees at each session to date.
- Session attendees continue to be excited about the flexibility to invest and enroll under the upcoming structure.
- Attendees continue to expressed interest to enroll in supplemental plans (403b and 457b) during 2019. Many of the attendees are asking for additional education on how the two plans work.



Remaining Retirement Sessions

- Group Session Slide Deck and Pre-Recorded Presentation is available online at retirement.usg.edu
- Wellness Credit- Participants receive \$25 for a 1 on 1 counseling session. Encourage attendance to specifically meet with onsite vendor partners

HOW TO REGISTER



On Campus Education Sessions

Want to learn about the changes effecting the University System of Georgia's sponsored Retirement Plans and how it may affect you? Join us for one of our live group transition seminars that will be held throughout the University System starting in early 2019.

This session will provide in depth and informative information on:

- Simplified enrollment processes
- Restructured and consolidated investment offerings
- Investment provider vendor selection
- How you can receive personalized advice on investment options by a licensed consultant

[Register for Sessions](#) ←

<u>Location</u>	<u>Date</u>
Columbus State University	Thursday, March 14, 2019
Georgia Southern University-Statesboro Campus	Monday, March 18, 2019
Albany State University	Tuesday, March 19, 2019
Georgia Southern University-Statesboro Campus-Retiree Session	Thursday, March 21, 2019
Georgia Southwestern State University	Friday, March 22, 2019
Georgia Tech Institute of Technology	Monday, March 25, 2019
Georgia State University-Retiree Session	Tuesday, March 26, 2019
University of Georgia	Wednesday, March 27, 2019
University of Georgia-Retiree Session	Wednesday, March 27, 2019
Middle Georgia State University-Retiree Session	Friday, March 29, 2019

Communications

- **USG Term & Retiree Letters – Mailed 3/8/19**
- **Foreign Address – Mailed 3/8/2019**
- **March News Letter (Actives & Retirees)- Scheduled for 3/18/2019**
- **Loss of Vendor – Late March**
- **Required Minimum Distribution Letters – Target Date 4/2/2019**
- **P. O. Box Email – Early April**

Important changes are coming soon to
University System of Georgia Retirement Plans

The University System of Georgia (USG) is making changes to USG's Optional Retirement Plan (ORP) and 403(b) and 457(b) voluntary plans to simplify how participants can save for the future. Although you are not actively contributing to a USG retirement plan, you should be aware of the enhancements and how these changes may affect your account.

Changes to the plans

Beginning May 1, 2019, the following changes take effect:

- **Streamlined investment options** with lower fees for most options.
 - **Transfer of existing mutual fund balances to new investment options** as shown in the enclosed *Guide to New Investments* inserts.
- Please note that **many systematic payments will continue without interruption**. If any action is required, you will receive a separate notice.

Steps you may want to consider

- Review the *Guide to New Investments* inserts to understand how your account balances will be transferred to the new lineups in May.
- Attend one of these retiree group education sessions:

Thursday, March 21
10 a.m. – 11 a.m.

Georgia Southern University
Nessmith-Lane Center Room 1915
1st Floor, 847 Plant Drive
Statesboro, GA 30458
Parking is available in a lot open to the public in front of the building free of charge.

Tuesday, March 26
10 a.m. – 11 a.m.

Georgia State University
GSU – Clarkston Campus
555 N. Indian Creek Drive
Clarkston, GA 30021
Bldg CL (Jim Cherry LRC), Room 1100
Parking is available in designated Visitor Parking in Lots 2 and 5 and is free of charge.



University System of Georgia
270 Washington Street, SW
Atlanta, GA 30334

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You have help

To schedule a financial counseling session with Fidelity, TIAA or VALIC, contact the retirement plan providers at:

Fidelity	800-642-7131	getguidance.fidelity.com
TIAA	800-732-8353	TIAA.org/schedulenow
VALIC	770-395-4794	USG.VALIC.com

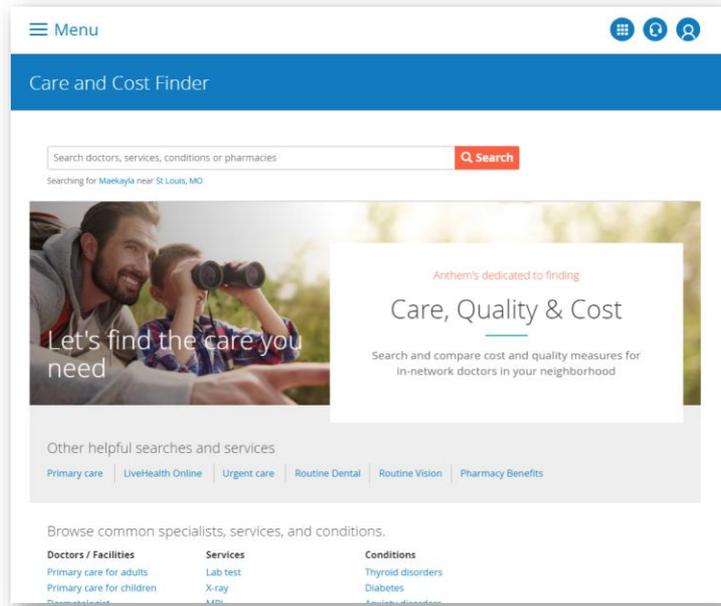
Sincerely,

USG Retirement Team



UNIVERSITY SYSTEM OF GEORGIA

Anthem Care and Cost Finder



Natural Language Search

Members search the way they speak, making it easy to find provider names, procedures and services.

Suggestion Bar

An auto-populating suggestion drop-down helps members find specialists, procedures, tests, labs and more. Any information (provider search or cost estimation related) matching the search term will auto-populate as options.

Provider Profile

See provider education, specialties, gender and education

Provider Quality

Both BCBS association and industry awards and recognitions

Provider Location

See multiple locations simultaneously with Google Maps

Patient Reviews

Members can read and write provider reviews

Costs Estimates

Members get a better understanding of what they'll pay with cost estimates for top services performed that are based on their coverage, provider and services.

Description of Services

Knowing what is and isn't included with each service makes cost estimates even more precise.

- › Results highlight key provider and cost information at glance
- › Sortable by what matters most
- › The integrated experience enables quick access to both provider and related cost information
- › Costs are estimated for the initial and follow-up office visit

Accessing the Care and Cost Finder

Menu

Welcome, MAEKAYLA
Anthem Blue Cross and Blue Shield
RALLS COUNTY HEALTH DEPT
Medical, Pharmacy, Dental, Vision
Member ID: YCB794M72769
Active
Last login: Not Available

[View Benefits](#)

- [Update Primary Care Physician >](#)
- [Care & Cost Finder >](#)
- [Pharmacy >](#)
- [Request ID card >](#)

Most Recent Claims

Within the last 3 months

Service Date	Patient	Provided By	Billed	Status
+ Jan. 3, 2018	Maekayla (08/22/1987)	Hannibal Regional Medical	\$145.00	Approved

Log in to Anthem.com and select *Care & Cost Finder* from member's personal home page

Anthem Care and Cost Finder

Demo:

https://www11.anthem.com/video_player/player.html?bctid=5813295284001

Search. Estimate. Know.

Find the right care

Natural language search across physicians, facilities, specialty care providers, hospitals, urgent care and more

Convenient cost predictions

Compare provider and facility pricing for 400 of the most common medical procedures, integrated with a member's benefits for a true cost estimate

Confidence in quality

Ability to rate providers and review ratings from other members



Service Center Performance

Date	Baseline Forecasted Call Volume	Actual Call Volume	Percentage Over/Under Baseline Forecast	Calls Abandoned	Abandonment Rate	First Call Resolution
18-Feb	151	140	-8%	0	0.00%	77%
19-Feb	184	150	-18%	1	0.67%	76%
20-Feb	176	154	-12%	2	1.00%	83%
21-Feb	161	94	-42%	1	1.00%	86%
22-Feb	159	133	-17%	0	0.00%	93%
25-Feb	215	142	-34%	0	0.00%	87%
26-Feb	177	118	33%	0	0.00%	89%
27-Feb	158	159	0.5%	3	1.89%	93%
28-Feb	150	156	4%	2	1.28%	84%
1-Mar	154	179	16%	6	3.35%	84%
Total	1685	1425	-15.43%	15	1%	85%



Call Trends

- OE Coverage inquiries
- Beneficiary Designations
- Direct Billings and Payments



Service Tickets

Date	Total # of Internal Request Started	External Request	Overall YTD Created	Closed YTD	Number Pending > 5 days	Total Number Pending
18-Feb	29	3	1477	1295	127	182
19-Feb	30	10	1517	1346	125	171
20-Feb	18	3	1538	1373	120	165
21-Feb	17	2	1557	1397	115	160
22-Feb	30	2	1589	1416	118	173
25-Feb	23	5	1654	1482	115	172
26-Feb	28	2	1684	1515	113	169
27-Feb	31	5	1720	1533	107	187
28-Feb	33	6	1759	1565	108	194
1-Mar	33	4	1796	1596	110	200
Totals	148	22	1796	1596	110	200



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



Coming Soon

Service Connect Design Changes

- Go Live date is schedule for 5/2/2019
- The look of the tool will change
- New functionality
- New features are to improve data security and the overall use of the tool

More details will be shared during the month of April

Next USG Benefits Update WebEx

***Tentatively scheduled for
April 11, 2019***





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Questions and Wrap Up