

# USG Benefits Update

WELCOME  
APRIL

Facilitator: BeNedra Williams  
Thursday, April 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
- Financial Manager Improvement
  - Summarize High Priority items
  - Stop Deduction related to pay frequency changes
  - SA DBP Process for Term/Retirees
  - Summer Accruals/Refund Process
  - Forms-greater than 60 days
- Service Connect Tool Enhancements
- Open Enrollment Dates
- Benefit Fairs Questionnaire
- TAP Workgroup
- USG Website Updates
- Well-being Update
- Retirement Update
- Healthcare Update
- Service Center Performance
- Wrap-Up

# Known Issue

## Basic Life AD&D Plan

### Issue:

- Incorrect plan rates for Active Basic Life and AD&D in Alight System

### Impact:

- A rate difference of \$.35 per month, per person discrepancy
- Incorrect Rate: \$0.669/\$1,000
- Correct Rate: \$0.683/\$1,000

### Resolution Steps:

- Details of the issue was shared last week via ListSv
- The April PIF included retro premium added to the correct monthly premium amount
- The April BCAF (received in May) will include the adjustments

### Example: Monthly Paid EE

- ND = 17.08
- RD = 1.05
- Total on April PIF = 18.13
- Deduction Date = 4/1 (on 4/11 PIF)
- On the 5/1 PIF we will send 17.08 (after the April paycheck is processed), deduction date 5/1

# Financial Quality Update

## Financial Quality Workgroup's Focus Areas

The group worked to identify a number of issues and then prioritized them into categories of Urgent, High, Medium and Low. The initial focus areas include:

### (A) Stop Deduction related to pay frequency changes

- Issue: In instances where a person changes from BW to Monthly, the start for the monthly pay schedule starts before the stop of the BW pay schedule is received. Then once the Stop is received for the BW pay schedule, it causes issues with the calculation.
- Resolution: Discontinue sending Stops

### (B) Summer Accrual DBP Process for Term/Retirees

- Issues: The system is set up to trigger a bill effective date of 8/1 for Retirees and LOA who have the change in status prior to 6/1.
- Resolution: System update to start the bill effective 6/1

### (C) Summer Accruals/Refund Process – Reporting enhancements

- Identify the population of SA employees who are due a premium refund as a result of their change in status prior to 6/1

### (D) Form- Premium Refunds Greater than 60 days

- Development of a form that will be used to request premium refunds older than 60 days

# Service Connect Enhancements

## **New Design –Similar to the OneUSG Connect Benefits Portal**

- Same information, new layout

## **Request and Activity List Views:**

- Each record displays as small tiles with the Request/Activity number as the header

## **Attachments:**

- Attachments file size allows up to 2 GB
- Spaces are also accepted in file name

## **New Functionality--“URGENT” Button**

- Can be accessed on the Request Details page under the drop down arrow
- Filter results in Requests and Activities List views as well as Reports

***Go Live Date: 5/2/2019***

# Service Connect Enhancements

The screenshot displays the Service Connect Premier Portal Customer Care Support interface. At the top, a navigation bar includes a logo, a home icon, and links for Requests, Activities, and Reports. A search bar with the placeholder text "Enter search text..." and a user profile for Karmeshea E. are also present. Below the navigation bar, a welcome message reads: "Welcome to Premier Portal Customer Care Support. On this site, you can submit requests to the Customer Care Center, review status, and provide more information when needed. You can also start an online chat with a Customer Care Representative." To the right of the welcome message is a "Role Selector" dropdown menu currently set to "Manager", with a note: "Use the Role Selector to create, submit and view specific to your role within your organization." Below the welcome message, there are three main action buttons: "Information and Assistance", "Submit or View Requests", and "View Action Needed Items". To the right of these buttons, a note states: "All Date / Time fields are displayed according to British Summer Time (Europe/London)". Below this note is a "Recently Viewed" section listing three items: "07166813" (Standard • New • 8/14/2018 9:59 PM), "02882944" (Standard • In Progress • 6/23/2017 9:59 PM), and "02869658" (Internal Escalation - External Info Needed • 7/27/2017 8:57 PM).

**Welcome to Premier Portal Customer Care Support**

On this site, you can submit requests to the Customer Care Center, review status, and provide more information when needed. You can also start an online chat with a Customer Care Representative.

**Role Selector:** Manager ▼

Use the Role Selector to create, submit and view specific to your role within your organization.

**Information and Assistance**

**Submit or View Requests**

**View Action Needed Items**

All Date / Time fields are displayed according to British Summer Time (Europe/London)

**Recently Viewed**

- 07166813  
Standard • New • 8/14/2018 9:59 PM
- 02882944  
Standard • In Progress • 6/23/2017 9:59 PM
- 02869658  
Internal Escalation - External Info Needed • 7/27/2017 8:57 PM

# Service Connect Enhancements

## Request and Activity List Views

### Current View

The screenshot shows the 'Requests' tab in the Service Connect interface. The top navigation bar includes 'Home', 'Contacts', 'Requests', 'Activities', 'Knowledge', 'Reports', and 'Accounts'. A search bar is on the left. The main content area shows a 'Requests' section with a 'Home' link and a 'View: My Open Requests' dropdown. Below this is a table of 'Recent Requests'.

| Request Number | Request Status       | Request Description   | Request Date     |
|----------------|----------------------|---|------------------|
| 05206902       | Closed               | Shaunte called to get an update on the Appeal she submitted. She was informed that there is no update yet.  | 12/12/2016 PM    |
| 05119123       | External Info Needed | EE is calling about the details of an appeal on her account. I do not show any request was created for the appeal process on the account.   | 5/4/2019 6 AM    |
| 06166154       | Assigned to User     | Mr. Chang called stating will be retiring in May and into get coverage in AON system is incorrect Sheng-Yuean Chu. Stating they will need an update from the BC, we are showing correction in our file.                 | 4/9/2019 7:59 PM |
| 06152385       | In Progress          | Ms. Horvath called to get 1095C Georgia State and 1095C from the University of Georgia.   | 4/10/2019 7:5 PM |
| 05428950       | In Progress          | Calling about the details of what amount is being paid while out on a LOA thru the billing notice   | 4/6/2019 5:47 AM |
| 06139884       | In Progress          | Ppt has a bal of 75.00 with Optum for transit haven't been reimbursement opted out for 2019 didn't renew. Didn't get a payout at end of March.  | 4/9/2019 7:59 PM |
| 06142568       | In Progress          | Rhonda is calling about a check she received on the account for her mother that passed away but it will not allow her or father to cash, since she is the Beneficiary she wants to see if the check can be in her name. | 4/9/2019 7:59 PM |

### Future View

The screenshot shows the 'Future View' of the Service Connect interface. The top navigation bar includes 'Home', 'Requests', 'Activities', and 'Reports'. A search bar is on the right. The main content area shows a 'Request List View' with a 'Sort By' dropdown and a table of requests. Red boxes highlight the 'Sort By' dropdown and the 'Request List View' dropdown.

| Request Number | Request Status   | Request Description  | Request Date |
|----------------|--|--|--------------|
| 01949740       | Time   | Request Description: Elm Full Name: AJOY PAK Request Due Date: 8/27/17 Created Date: 8/15/2017 3:12 PM Request Status: Assigned to User  |              |
| 02084940       | Personal and Job Data - Manager/HR Transaction - Org Change - Change - Manager | Request Description: Please process manager change for Garret Cole per the attached form. Full Name: AJOY PAK Request Due Date: 9/25/2017 9:59 PM Created Date: 9/15/2017 3:06 AM Request Status: Assigned to User |              |
| 02088449       | Personal and Job Data - Position Management - Change                           | Request Description: Test Full Name: AJOY PAK Request Due Date: 9/22/2017 9:59 PM Created Date: 9/19/2017 8:47 AM Request Status: Assigned to User   |              |



# Service Connect Enhancements

## “URGENT” Button

Cancel Request   New Activity   New Target Contact   ▼

Create Rework Request  
Urgent

All Date / Time fields are displayed according to Central Time (America/Chicago)

### Request Urgent

**REQUEST INFORMATION**

Request Status: Assigned to User ▼   Request Record Type: External ▼

Request Number: 02084940

Comments\*  
Please prioritize this request and complete updates with Urgency - Provide Details

Save   Cancel

# Open Enrollment Dates

**Monday, October 28 through Friday, November 8**



# Benefit Fairs

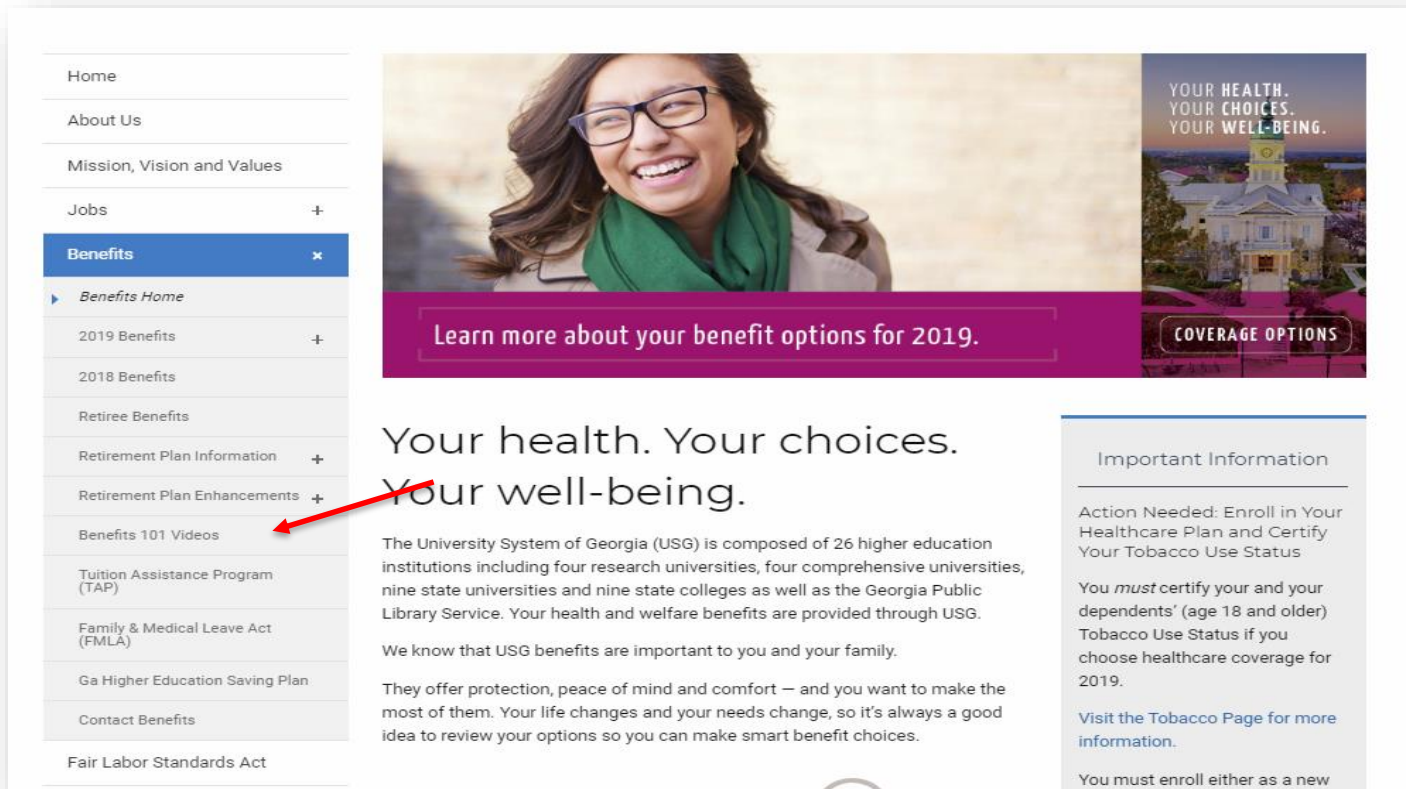
## Benefits Fair Questionnaire

- Sent March 26<sup>th</sup>; Due April 5<sup>th</sup>
- Dates range from August then September 30<sup>th</sup> - November 5<sup>th</sup>
- Comparison Guide and Benefit Fair Poster counts needed
- Completed calendar will be sent later this month
- All vendors will be invited to your campus
  - Follow up with them directly and send parking passes early (if applicable)
  - Vendor spreadsheet will be sent
- Gift Cards of monetary value can no longer be accepted from vendors

# TAP Workgroup Update

- Meeting was held March 26<sup>th</sup>
- HRAP Recommendations were made
  - Defining FTE
  - Eligible Programs
  - Application Deadlines (including mini-semesters)
  - Coordination of \$5,250 limit
- Application will be revised
- Will meet routinely via WebEx for updates
- Goal for changes- July 2019

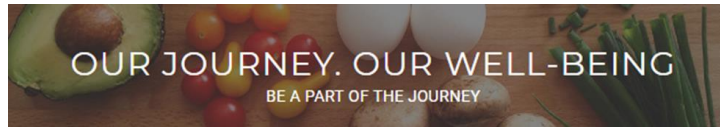
# USG Website Updates



Videos Included: Preventative Care, Coinsurance, Deductible, Telemedicine, Life Insurance, and Vision Care

More will be added

# USG Well-being



2019 Engagement Rate Goal: **45%**

Engagement Rate as of 4/8/19: **12.19%**

## Keep America Active

- Ended April 7
- Last day to log any activity is April 10

## Well-being Wednesday

- Wednesday, May 8 at 1 p.m.
- Keeping your health and wellness journey achievable and fun

## Communications

- April email is delayed due to file issues.

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

# Retirement Update

## May 1<sup>st</sup> Plan Changes

- Plan consolidation, new investment lineup, discontinuation of some vendors - transition occurring 4/26 to 5/10
- Participant education sessions at every campus and 4 regional retiree sessions complete
- Next Practitioner Training scheduled for 4/18



# Retirement Update

## First Contribution Affected

Monthly Employees – April 30<sup>th</sup> Pay Date – Posted on May 1<sup>st</sup>

| Vendor    | Plan                       | Transition Date to New Investment Lineup |
|-----------|----------------------------|--|
| TIAA      | All                        | May 1 <sup>st</sup>                      |
| Fidelity  | ORP                        | May 10 <sup>th</sup>                     |
| Fidelity  | 403(b) & 457(b)            | May 1 <sup>st</sup>                      |
| VALIC/AIG | All -Existing Participants | May 7 <sup>th</sup>                      |
| VALIC/AIG | All - New Participants     | May 1 <sup>st</sup>                      |

Bi-Weekly Employees – May 10<sup>th</sup> Pay Date – Posted on May 10<sup>th</sup>

| Vendor    | Plan | Transition Date to New Investment Lineup |
|-----------|------|--|
| TIAA      | All  | May 10 <sup>th</sup>                     |
| Fidelity  | All  | May 10 <sup>th</sup>                     |
| VALIC/AIG | All  | May 10 <sup>th</sup>                     |





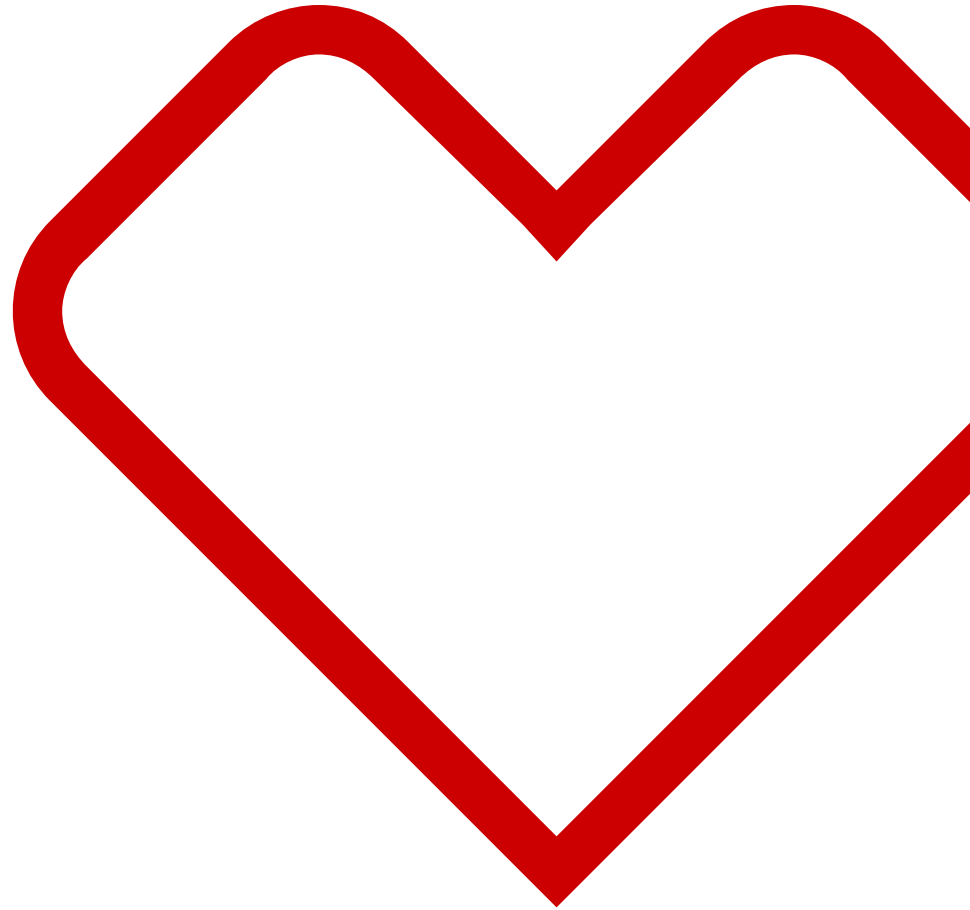
# Retirement Update

Retirement@Work – Live July 3<sup>rd</sup>

- Replaces manual/paper based process today for enrollment, contribution changes, vendor allocation



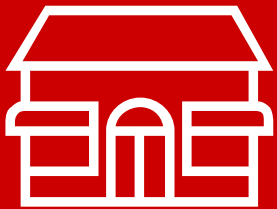
# Mail Service Pharmacy





# Robust Mail Pharmacy Infrastructure to Support the Needs of Your Members

## LEADING EDGE FACILITIES AND TECHNOLOGY



Nationwide network of six integrated pharmacies



Ability to dispense up to 72M prescriptions annually



Exceptional disaster recovery and contingency planning  
– Prescriptions can be transferred to non-impacted mail pharmacies

Source: CVS Caremark internal data, 2015



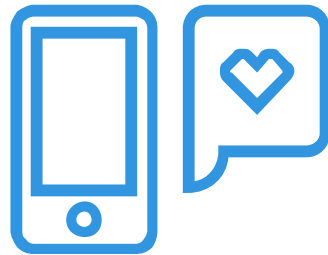
# Nationwide Network of Mail Pharmacies



# Real Time Tracking: Members Can Easily Manage Their Mail Experience

## CONVENIENT PRESCRIPTION MANAGEMENT

- Members can monitor prescriptions through each step, from order to delivery
- Real-time tracking and delivery status through digital tools and Customer Care



## FAST DELIVERY TIMES SUPPORT HIGH MEMBER SATISFACTION

Prescriptions typically arrive in 1 to 4 days, made possible by regional distribution



**Members whose packages arrive on time and who receive sufficient order updates are twice as likely to be completely satisfied with mail service.<sup>1</sup>**

\*Program currently not available for all clients. 1. CVS Health Market Probe, Q4 2015 mail order member report.



# Tools and Resources Help Make Mail Service Effortless for All of Your Plan Members

## SIMPLIFIED MANAGEMENT (OF MAIL RX'S)

- Members can fill or refill a script by scanning their Rx through their mobile device
- Automatic refills and Rx renewal options
- Proactive follow up after the initial fill

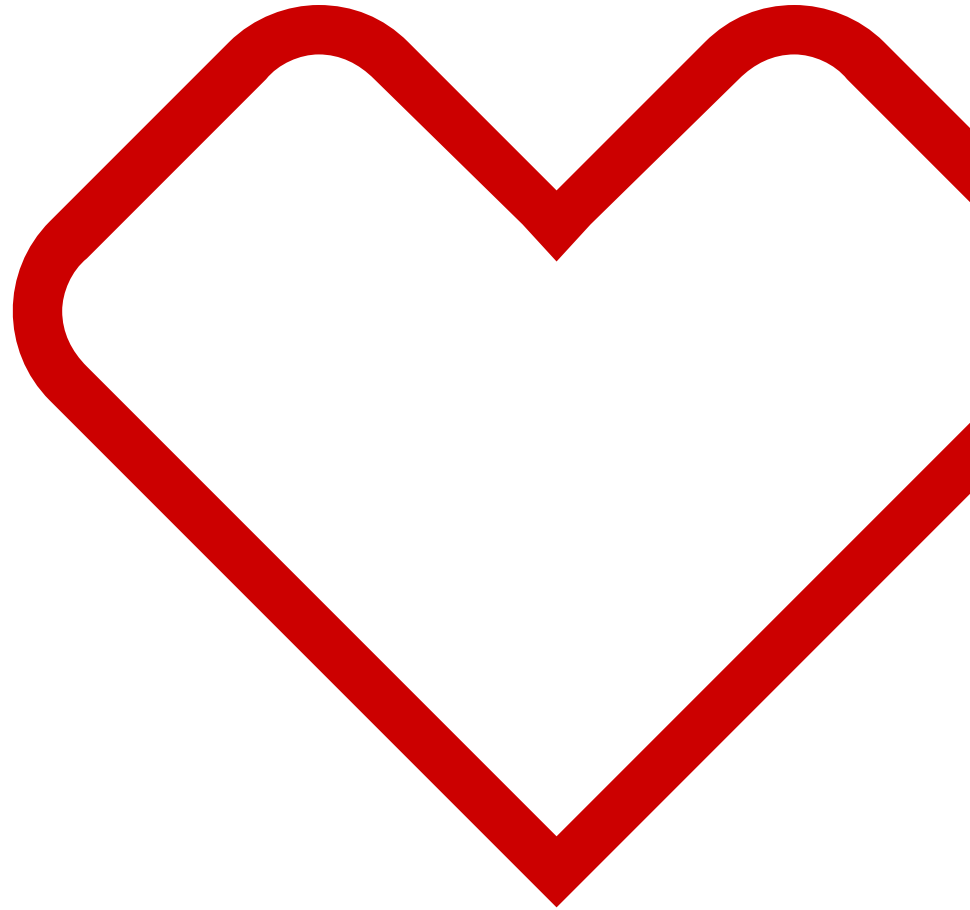


## ACCESS, ANYTIME, ANYWHERE THROUGH CONNECTED RESOURCES

- **Caremark.com** lets members proactively manage their prescriptions online including their mobile device
- **Customer Care** gives members the ability to call a specialist



# Dispense-As-Written Guidelines





# Dispensed-As-Written (DAW)

- DAW
  - When noted on a prescription, the pharmacist cannot make a substitution; the pharmacist must dispense the exact drug to the member
- DAW Penalties
  - Plan design that applies a cost penalty when a multi-source brand (MSB) medication is dispensed by request over available generic equivalents
- DAW Solutions
  - Communication strategy that educates members and physicians about generic equivalents to multi-source brand (MSB) medications

**These solutions can offer savings to both clients and their members.**

1 Kelly, B, Fabius, R, A Path to Eliminating \$3.6 Trillion in Wasteful Healthcare Spending. Thomson Reuters, June 2010





# DAW Guidelines


- Applied when multi-source brand (MSB) medications are chosen over generic equivalents
  - DAW 1: physician prescribes multi-source brand drug over generic
  - DAW 2: member requests multi-source brand drug over generic
- Members pay:
  - Usual copay + (multi-source brand cost – generic cost)
- Brand penalty exception process is available and members can initiate the exception via contacting customer care

**DAW 2 is in place today**



# Questions?

# Service Center Performance

|  eline<br>Forecasted<br>Call Volume | Actual Call<br>Volume | Percentage<br>Over/Under<br>Baseline | Calls<br>Abandoned | Abandonment<br>Rate | First Call<br>Resolution |
|--|-----------------------|--------------------------------------|--------------------|---------------------|--------------------------|
| 164  | 153                   | -6.8%                                | 4                  | 2.61%               | 83%                      |
| 135  | 113                   | -17%                                 | 0                  | 0                   | 73%                      |
| 121  | 105                   | -13.1%                               | 1                  | .95%                | 78%                      |
| 115  | 110                   | 4%                                   | 1                  | 0.00%               | 73%                      |
| 118  | 114                   | 3%                                   | 3                  | 2.10%               | 88%                      |
| <b>653</b>   | <b>595</b>            | <b>9% below</b>                      | <b>9</b>           | <b>0.02%</b>        | <b>79%</b>               |

# Call Trends

- Questions about Benefits
- Requirements Questions
- Life Events

# Service Tickets

| Date          | Total # of Internal Request Started | External Request | Number Pending > 5 | Total Number |
|---------------|-------------------------------------|------------------|--------------------|--------------|
| 25-Mar        | 14                                  | 4                | 115                | 169          |
| 26-Mar        | 30                                  | 2                | 113                | 160          |
| 27-Mar        | 18                                  | 4                | 110                | 166          |
| 28-Mar        | 16                                  | 3                | 107                | 169          |
| 29-Mar        | 19                                  | 4                | 105                | 168          |
| 1-Apr         | 30                                  | 4                | 121                | 183          |
| 2-Apr         | 27                                  | 2                | 124                | 194          |
| 3-Apr         | 30                                  | 2                | 119                | 193          |
| 4-Apr         | 29                                  | 0                | 122                | 195          |
| 5-Apr         | 27                                  | 0                | 123                | 194          |
| <b>Totals</b> | <b>139</b>                          | <b>12</b>        | <b>118</b>         | <b>192</b>   |

# 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  
May 9, 2019***



**UNIVERSITY SYSTEM OF GEORGIA**

# **Questions and Wrap Up**