USG Benefits Update

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

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.

Recently Viewed

07166813
07/16/2018 9:59 PM
Standard - New

02882944
07/16/2018 9:59 PM
Standard - In Progress

02869658
07/27/2017 8:57 AM
Internal Escalation - External Info Needed
Service Connect Enhancements

Request and Activity List Views

**Current View**

**Future View**
Service Connect Enhancements

“URGENT” Button
Open Enrollment Dates

Monday, October 28 through Friday, November 8
Benefit Fairs

Benefits Fair Questionnaire

• Sent March 26th; Due April 5th
• Dates range from August then September 30th - November 5th
• 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 26th
- 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
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\textsuperscript{st} 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 30th Pay Date – Posted on May 1st**

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Plan</th>
<th>Transition Date to New Investment Lineup</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIAA</td>
<td>All</td>
<td>May 1&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
<tr>
<td>Fidelity</td>
<td>ORP</td>
<td>May 10&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Fidelity</td>
<td>403(b) &amp; 457(b)</td>
<td>May 1&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
<tr>
<td>VALIC/AIG</td>
<td>All -Existing Participants</td>
<td>May 7&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>VALIC/AIG</td>
<td>All - New Participants</td>
<td>May 1&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Plan</th>
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<td>TIAA</td>
<td>All</td>
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<td>May 10&lt;sup&gt;th&lt;/sup&gt;</td>
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</table>
Retirement Update

Retirement@Work – Live July 3rd

• 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

<table>
<thead>
<tr>
<th>LEADING EDGE FACILITIES AND TECHNOLOGY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationwide network of six integrated pharmacies</td>
</tr>
<tr>
<td>Ability to dispense up to 72M prescriptions annually</td>
</tr>
<tr>
<td>Exceptional disaster recovery and contingency planning – Prescriptions can be transferred to non-impacted mail pharmacies</td>
</tr>
</tbody>
</table>

Source: CVS Caremark internal data, 2015
Nationwide Network of Mail Pharmacies

- Phoenix, AZ
- San Antonio, TX
- Chicago, IL
- Pittsburgh, PA
- Wilkes Barre, PA
- Miramar, FL

- Regional Order Creation Center
- Front End Pharmacies
- Dispensing 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.¹

¹Program 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

<table>
<thead>
<tr>
<th>Forecasts Call Volume</th>
<th>Actual Call Volume</th>
<th>Percentage Over/Under Baseline</th>
<th>Calls Abandoned</th>
<th>Abandonment Rate</th>
<th>First Call Resolution</th>
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</thead>
<tbody>
<tr>
<td>164</td>
<td>153</td>
<td>-6.8%</td>
<td>4</td>
<td>2.61%</td>
<td>83%</td>
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<tr>
<td>135</td>
<td>113</td>
<td>-17%</td>
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<td>0</td>
<td>73%</td>
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<tr>
<td>121</td>
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<td>1</td>
<td>.95%</td>
<td>78%</td>
</tr>
<tr>
<td>115</td>
<td>110</td>
<td>4%</td>
<td>1</td>
<td>0.00%</td>
<td>73%</td>
</tr>
<tr>
<td>118</td>
<td>114</td>
<td>3%</td>
<td>3</td>
<td>2.10%</td>
<td>88%</td>
</tr>
<tr>
<td><strong>653</strong></td>
<td><strong>595</strong></td>
<td><strong>9% below</strong></td>
<td><strong>9</strong></td>
<td><strong>0.02%</strong></td>
<td><strong>79%</strong></td>
</tr>
</tbody>
</table>
Call Trends

• Questions about Benefits
• Requirements Questions
• Life Events
## Service Tickets

<table>
<thead>
<tr>
<th>Date</th>
<th>Total # of Internal Request Started</th>
<th>External Request</th>
<th>Number Pending &gt; 5</th>
<th>Total Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-Mar</td>
<td>14</td>
<td>4</td>
<td>115</td>
<td>169</td>
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<tr>
<td>26-Mar</td>
<td>30</td>
<td>2</td>
<td>113</td>
<td>160</td>
</tr>
<tr>
<td>27-Mar</td>
<td>18</td>
<td>4</td>
<td>110</td>
<td>166</td>
</tr>
<tr>
<td>28-Mar</td>
<td>16</td>
<td>3</td>
<td>107</td>
<td>169</td>
</tr>
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<td>29-Mar</td>
<td>19</td>
<td>4</td>
<td>105</td>
<td>168</td>
</tr>
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<td>1-Apr</td>
<td>30</td>
<td>4</td>
<td>121</td>
<td>183</td>
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<td>2-Apr</td>
<td>27</td>
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<td>124</td>
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<td>5-Apr</td>
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<tr>
<td>Totals</td>
<td>139</td>
<td>12</td>
<td>118</td>
<td>192</td>
</tr>
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</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
May 9, 2019
Questions and Wrap Up