



UNIVERSITY SYSTEM OF GEORGIA

USG Benefits Update

Facilitator: Jennifer Kennington
Thurs., July 12, 2018

- ✓ *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
- We will keep a "Parking Lot" for items that require additional attention
- Feel free to post questions in the chat
- Please place phone on mute to prevent background noise



Agenda

- Purchasing Power
- Known Issues
- Financial Quality Plan Update
- Non Financial Quality Plan Update
- 7/5ths Termination/Refunds
- Health & Well-being Update
- Call Volumes
- Service Connect
- Dependent Verification System Upgrades
- Wrap-Up



Purchasing Power

- Go Live 7/1/2018
- Employees can begin to make purchases directly via the Purchasing Power website or toll free number
 - www.USG.PurchasingPower.com or 1-866-670-3477
 - Use Coupons
- Eligibility Errors
 - Fixed Wednesday
- Communications
 - Marketing Materials will be emailed and mailed to institutions
 - Launch Email and home mailing to employees
 - All materials will be posted to USG website
 - Training sessions recorded and will be posted on USG website



Known Issues and Information

Issue

- Purchasing Power – Access to the tile is viewable to retirees who are not eligible for the Purchasing Power program

Resolution

- The updated requirements are submitted, USG sign-off is received and change is pending with the updated criteria
 - A. Active
 - B. Full-time
 - C. Salary of \geq \$20k

Information

- Access to Reporting functionality in the Plan Sponsor Portal has been removed for any PSP User who has not used the reporting functionality within in the past 12 months. This removal does not impact your ability to log in and access reports that are being stored in the Share Point Folders.



Financial Reconciliation Quality Plan

History

- Identify and resolve issues that were financial in nature as well as add, adjust or enhance processes that would improve the overall flow and ensure accuracy of all components of the financial reconciliation process
- All urgent items are resolved and the weekly meetings are now focused on the 'high priority' worklist items

Focus Area

- The reporting component of the Monthly Financial Manager process (data and process)



Non-Financial Quality Plan

History

- A meeting was held in late April with a group of your colleagues and leaders who focused on identifying issues that are non-financial in nature. The objective was to identify the processes and services where improvements were needed. Improvements identified are both service related items as well as process related.

Focus Area and Progress

- We are working through the improvement items that were identified and have reached the 65% completion mark for all categories. The most immediate process that our teams are working through is the death process.

Report Out

- Weekly meetings have been cancelled. Please remove from calendars
- Report outs related to progress and updates will be shared via email on a weekly basis



Processing for Summer Accruals

Summary

- Employees who are paid on a 7/5th or 14/10th pay schedule and were terminated or retired prior to July are due a refund.

Reporting

- Alight will be posting an updated report into the Institutions PSP Share Point Folders with a list of employees who are due a refund for June and/or July as a result of their Term or retirement.

Communication

- Participants who call are being informed that the refunds will be processed with in 4-6 weeks.



Health & Well-being

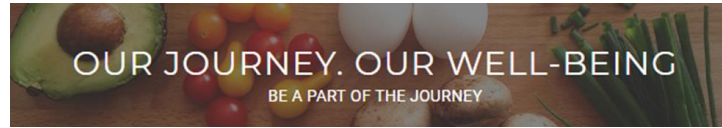
Engagement Rates as of Monday, July 2

Top 15

Board of Regents (USO)	26.52%
Dalton State College	23.87%
Georgia Highlands College	19.85%
Gordon State College	18.84%
Abraham Baldwin Agri College	18.41%
Clayton State University	18.26%
Georgia Southwestern St Univ	17.45%
College of Costal Georgia	16.18%
Valdosta State University	15.79%
Columbus State University	15.12%
Georgia Southern University	14.93%
Middle Georgia State Univ	14.48%
Armstrong State University	14.42%
University of West Georgia	14.13%
Georgia College & State Univ	14.09%



Health & Well-being



- July 10 Email – Back Health
- Postcard Reminder
 - Anyone who has not yet earned the full \$100 (i.e.: those who have earned their full incentive will not get a postcard)
- Fall 2018: Fit for Fall Challenge
- 2018 Onsite Flu Clinic Program
- Money Monday: July 30, 12PM
 - Social Security and Your Retirement presented by VALIC at University of West Georgia
- Questions about the USG Well-being portal: Call our partner RedBrick Health at 833-724-4874.
 - **The hours are as follows:**
 - Monday–Thursday, 8 a.m. to 11 p.m. ET
 - Friday, 8 a.m. to 8 p.m. ET
 - Saturday, 8 a.m. to 3 p.m. ET

Call Center Performance

Date	Baseline Forecasted Call Volume	Actual Call Volume	Percentage Over/Under Baseline Forecast	Average Queue Time Service Level (Calls answered in 30 seconds)	Avg Speed to Answer	Calls Abandoned	Abandonment Rate	First Call Resolution
18-Jun	123	137	11.00%	88.32%	:17	0	0.00%	89.00%
19-Jun	102	146	44.00%	64.83%	:49	1	0.68%	95.00%
20-Jun	91	157	73.00%	70.39%	:33	5	3.18%	84.00%
21-Jun	86	102	19.00%	79.21%	:40	1	0.98%	76.00%
22-Jun	89	110	24%	75.93%	:53	2	1.82%	77%
25-Jun	130	202	56.00%	65.15%	0:53	4	1.98%	86.00%
26-Jun	107	143	34.00%	92.31%	0:16	0	0.00%	86.00%
27-Jun	95	116	22.00%	87.83%	0:50	1	0.86%	90.00%
28-Jun	90	121	33.80%	89.17%	0:12	1	0.83%	96.00%
29-Jun	93	141	57.8	58.04%	1:33	4	2.72%	88%
Totals and Averages	1006	1375	-27.00%	77.12%	:41	19	1.31%	80.00%



Call Center Performance

Trends

- Direct Billings and Payments continues to be the top trend
- Coverage confirmations

Report Notes

- Call actuals vs. forecasted is approximately 27% below forecast
- First call Resolution is averaging less than the target of 90%

Service Connect Ticket Trends

Date	Overall YTD Created	Closed YTD	Number Pending > 5 days
25-Jun	3387	3327	18
26-Jun	3408	3353	21
27-Jun	3427	3373	16
28-Jun	3451	3380	14
29-Jun	3466	3399	20
2-Jul	3498	3421	18
3-Jul	3519	3446	21
4-Jul	3520	3446	21
5-Jul	3542	3475	19
6-Jul	3553	3501	20





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Dependent Verification System Upgrades

Next USG Benefits Update WebEx

Tentatively scheduled for August 9th





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Review Parking Lot



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Questions and Wrap Up