



UNIVERSITY SYSTEM OF GEORGIA

USG Benefits Update

Facilitator: Jennifer Kennington
Thurs., August 9, 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

- Known Issues
- Financial Quality Plan Update
- Non Financial Quality Plan Update
- Reminder- 7/5ths Termination/Refunds
- Health & Well-being Update
- Open Enrollment
- Call Volumes
- Service Connect
- Wrap-Up

Known Issues

Issue A

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

Resolution - Implementation scheduled for 8/15/2018

- 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

Issue B

The files received by Alight between 8/1 – 8/3 errored out upon receipt due to a number of data issues. All files have since been loaded but were delayed. Our team is in the process of working through the additional edits.

Impact: New hires, effective 8/1 may have experienced a delay with being able to enroll in benefits but the enrollment window will always be at least 30 days.



Known Issues

Information Sharing:

- Effective 7/1 – Armstrong (240) Consolidated with GA Southern (390). All steps to execute the consolidation are completed



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
- The focus has been on Financial Management and this months FM reports were successfully loaded with no new issues.
- Weekly meetings have resumed so that the focus can be shifted to maintenance and to start tackling the other items outlined in the Quality Plan.



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 78% completion mark for all categories. The most immediate process that our teams are working through is the death process. Our teams have walked through the process flows and updates are in progress. The final reviews will take place this month.
- Job aids are being reviewed and updated to help with the entry of HR data
- Call listening sessions are scheduled and have taken place with Alight and USG
- Alight will begin planning to tackle the escalations mailbox so that we have a better understanding of what we are receiving and can make the process more efficient for all

Report Out

- Progress is reported 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 has posted 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.



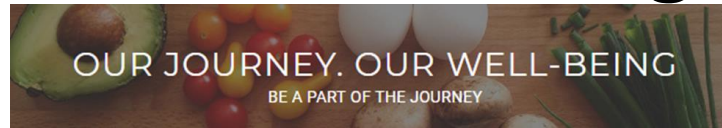
USG Well-being

Engagement Rates as of August 1

University System Office	29%
Dalton State College	27%
Georgia Highlands College	22%
Gordon State College	20%
Abraham Baldwin Agri College	19%
Clayton State University	19%
Georgia Southern University	18%
Georgia Southwestern St Univ	18%
Valdosta State University	18%
College of Costal Georgia	17%
Columbus State University	17%
Kennesaw State University	16%
Middle Georgia State Univ	16%
University of West Georgia	16%
Georgia College & State Univ	15%
Georgia Gwinnett College	13%
University of Georgia	13%
University of North Georgia	13%
Fort Valley State University	12%
Georgia State University	12%
Georgia Tech	11%
Albany State University	10%
Atlanta Metropolitan State Col	10%
Augusta University	10%
East Georgia State College	10%
Savannah State University	9%
South Georgia State College	9%



USG Well-being



- **Fall 2018: Fit for Fall Challenge**
 - Leadership Letter Aug. 13
 - Host a kickoff event
 - Registration Sept. 10 – Oct. 5
 - Challenge Sept. 24 – Nov. 18
- **2018 Onsite Flu Clinic Program**
 - Working with CVS to set up
- **Money Monday: Aug.27, 12PM**
 - Making the most of social security & Medicare presented by Fidelity at University of Georgia
- **ESPYR**
 - Onsite well-being workshops available
- **USG Well-being funding for institution well-being programs**
 - Let Farrah know if interested

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



InteractUSG Conference

- InteractUSG Conference (previously the Georgia Summit and the Annual Computing Conference)
 - Sept. 12-14
 - The Classic Center in Athens
- Open Enrollment news and demo of OneUSG Connect – Benefits
- Find out what you need to know about preparing your employees and retirees to choose their 2019 benefits



Open Enrollment Kickoff and Webex Sessions

- This year, we will not have Open Enrollment Kickoff meetings at various locations around the state
 - September 17 – 19
 - Jekyll Island Conference Center
- We will have an Open Enrollment Kickoff session, including participation from our benefit providers, at this year's USG Human Resources Association 2018 Conference
- We will introduce any new offerings or changes to our benefits for 2019
- Save the Dates for our OE Benefit Webex sessions:
 - Wednesday, August 22, 2018 from 1:00pm-2:00pm
 - Wednesday, August 29, 2018 from 10:00am-11:00am



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
23-Jul	133	154	16.00%	91.56%	:10	0	0.00%	90.00%
24-Jul	109	124	13.00%	87.10%	:18	0	0.00%	93.00%
25-Jul	98	137	40.00%	99.27%	:03	0	0.00%	76.00%
26-Jul	93	104	12.00%	99.03%	:03	1	0.96%	88.00%
27-Jul	95	102	7.00%	99.02%	:05	0	0.00%	100%
30-Jul	133	166	24.40%	91.56%	0:19	0	0.00%	87.00%
31-Jul	110	145	31.80%	87.10%	0:05	0	0.00%	81.00%
1-Aug	98	186	89.30%	99.27%	0:20	2	1.08%	93.00%
2-Aug	93	178	91.10%	99.03%	0:07	1	0.56%	85.00%
3-Aug	96	159	65.80%	99.02%	0:23	0	0.00%	83%
Totals and Averages	1058	1455	28% (over)	95.20%	10.3 Sec	3	0.002%	87.60%



Call Center Performance

Trends

- Direct Billings and Payments continues to be the top trend
- Benefits Questions
- Qualified status changes

Report Notes

- Call actuals vs. forecasted is approximately 28% above forecast. Industrial engineers will evaluate and look to adjust as required
- First call Resolution is averaging less than the target of 90% - Evaluation of root cause is underway - The CC team is bucketing the items to dig into our top 3 drivers and isolate the issues.



Service Connect Ticket Trends

Date	Overall YTD Created	Closed YTD	Number Pending > 5 days
23-Jul	3829	3751	21
24-Jul	3854	3767	18
25-Jul	3869	3807	20
26-Jul	3891	3827	19
27-Jul	3904	3833	24
30-Jul	3927	3848	29
31-Jul	3963	3889	35
1-Aug	4001	3909	29
2-Aug	4046	3948	29
3-Aug	4076	3990	29



Next USG Benefits Update WebEx

*Tentatively scheduled for
October 11th*





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Review Parking Lot



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Questions and Wrap Up