



UNIVERSITY SYSTEM OF GEORGIA

USG Benefits Update

Facilitator: Jennifer Kennington
Thurs., October 18, 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
- UAT and Demo Wrap Up
- Open Enrollment- Tobacco Surcharge
- Benefit Fair
- Retiree Transition Meetings
- LOA- Data Entry
- Health & Well-being Update
- Call Volumes
- Service Connect
- Wrap-Up



Known Issues

Issue

- Retire Exchange Indicator - Retirees/Spouse Dependents approaching age 65 were missed on the RHE file and did not get sent the to Exchange. Majority that were missed are effective 10/1 – 12/31. They did not miss their window
- Evaluating to see if there are others who were prior to 10/1 and missed their window

Root Cause –

- Change to the timing of the notification to the Exchange was poorly executed

Resolution - Many Quality steps are added

- Reopened the Defect to have a full end to end view
- Identified the impacted population and posted the report into the PSP folder
- Working with the Exchange team closely
- Reviewing additional quality steps that will tighten up the process



Things to Know or Reminders

Using Tools and Resources:

- Practitioners should refer or assist Employee/Retirees with finding their information using the OneUSG web portal or by contacting the OneUSG Call Center as the primary sources to receive their information or to have their questions and issues resolved
- Practitioners can use your access to eCS to answer coverage questions and should not create tickets or email the escalations mailbox with these types of questions
- Practitioners who email the escalations mailbox should remember to include the employee name and employee id. If you've already submitted a Service Request ticket for the issue that you are emailing about, please also include the Service Connect ticket #. Please remember not to include the impacted employee on emails coming to the escalations mailbox



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.
- Tobacco Surcharge change is in production and on the BCAF reports being delivered tomorrow.
- All other changes are on hold



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

- Share the process flow for the Life interaction /Death processing



OE 2019 - UAT and Demo Wrap Up

User Acceptance

- The strategy this year was to test with a smaller group that would be tasked with focusing on confirming the changes and the overall employee experience for OE 2019.

Results:

- Over 96% of all testers participated
- 94% of the test scenarios were executed
- 84% pass rate with most of the issues were pre-identified and shared with the testers during the UAT kick-off. Other issues were a result of the test participant, the test environment or requirements discrepancies
- 13 – 15 enhancements identified and implemented
- 7 text modifications or grammatical corrections

DEMOS

- Web-EX sessions for Practitioner Preview sessions were completed on 10/3 – 5



Open Enrollment and Tobacco Surcharge

- Open Enrollment Dates
 - Monday, October 29 - Friday, November 9
- Employees must certify their and their dependents' (age 18 and older) Tobacco Use Status during OE
- Tobacco Surcharge FAQs published and can be located on the USG Well-being Tobacco & Smoke Free webpage:

[https://www.usg.edu/well-being/site/topic/category/tobacco smoke free](https://www.usg.edu/well-being/site/topic/category/tobacco%20smoke%20free)



Benefit Fairs

Rescheduled Fairs

- Columbus State University
- Augusta University (Summerville Campus)
- Georgia Southwestern



Retiree Transition Meetings

Purpose

- Align Pre-65 retirees with the resources and information needed to prepare them for their transition onto the exchange

Target Audience

- Pre-65 retirees who are 1-2 years away from turning 65 and transitioning onto the Aon Exchange (Registration is not required)

Speakers

- USG Benefits, Social Security, Medicare & Aon Retiree Health Exchange

10/31/18 University of Georgia - Athens
11/2/18 South Georgia State College
11/5/18 Georgia Institute of Technology
11/6/18 Augusta University
11/7/18 Georgia Southwestern
11/8/18 University of West Georgia



LOA Data Entry

- Reason Code: Unpaid Leave
 - Alight bills the EE+ER portion for Medical coverage
- Leave of Absence/Unpaid Leave with Benefits
 - Alight will bill the full premium
 - Do NOT use this reason code unless it is clear that the employee must pay the full premium
- The reason code should be any of the other codes listed below in order for the employee to be billed appropriately.

LOA Data Entry

LOA	LEAVE OF ABSENCE			Used to place an employee on an Unpaid Leave of Absence. Action is valid only if the HR Status is Active.
LOA	LEAVE OF ABSENCE	ADM	Temporary Leave	Use this option to place an employee on unpaid leave while in consultation with HR.
LOA	LEAVE OF ABSENCE	EDU	Educational/Professional Leave	Use when an employee takes unpaid Educational or Professional Leave.
LOA	LEAVE OF ABSENCE	FML	Family Medical Leave	Unpaid Family Medical Leave
LOA	LEAVE OF ABSENCE	MIL	Military Service	Unpaid leave for Military Service. (First 18-Days at full pay; next, if accrued leave is available, use until exhausted; finally, once accrued leave is exhausted, calculate Military Differential) - This would likely be used after the one year maximum. (Policy Military Leave HRAP) Also review the Governor clause.
LOA	LEAVE OF ABSENCE	NFM	Non-FMLA Qualified Family Leave	Non FMLA Qualified Family Leave when employee doesn't meet eligibility requirements.
LOA	LEAVE OF ABSENCE	UPB	Unpaid leave with benefits	Unpaid leave with benefits. This is typically used for sick leave when no more accrued sick leave is available. Employee pays Employee portion and Employer portion of premium via Benefits Billing. (Employee pays FULL premiums via Benefits Billing after EE has been on continuous leave longer than 12 Months).



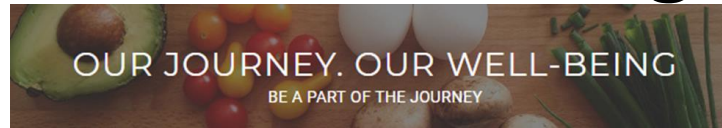
USG Well-being

Engagement Rates as of October 1

Dalton State College	42%
Georgia Highlands College	41%
Gordon State College	36%
Atlanta Metropolitan State Col	35%
Abraham Baldwin Agri College	34%
Valdosta State University	31%
College of Costal Georgia	30%
East Georgia State College	30%
Georgia College & State Univ	29%
Savannah State University	29%
Georgia Southern University	28%
Middle Georgia State Univ	28%
Columbus State University	27%
University of West Georgia	26%
Georgia Gwinnett College	26%
Georgia Southwestern St Univ	25%
Kennesaw State University	25%
South Georgia State College	24%
Clayton State University	23%
Albany State University	23%
University System Office	22%
University of Georgia	20%
Augusta University	20%
University of North Georgia	19%
Fort Valley State University	19%
Georgia State University	19%
Georgia Tech	18%



USG Well-being



- Fall 2018: Fit for Fall Challenge
 - Leaders
 - Challenge 9/24-11/18
- 2018 Onsite Flu Clinic Program
- Money Monday: Oct 29, 12PM
- 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.

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
17-Sep	129	141	9.00%	48.91%	1:42	4	2.84%	79.00%
18-Sep	106	137	29.00%	94.16%	:06	0	0.00%	75.00%
19-Sep	95	137	44.00%	87.41%	:20	2	1.46%	85.00%
20-Sep	90	92	2.00%	100.00%	:02	0	0.00%	96.00%
21-Sep	93	87	-6.00%	96.55%	:13	0	0.00%	69%
24-Sep	132	135	2.00%	94.07%	:48	0	0.00%	Unable to Report
25-Sep	109	123	13.00%	100.00%	:10	2	1.45%	Unable to Report
26-Sep	97	93	-4.00%	100.00%	:13	0	0.00%	Unable to Report
27-Sep	92	112	21.00%	97.32%	:08	0	0.00%	Unable to Report
28-Sep	95	124	31.00%	85.48%	:39	0	0.00%	Unable to Report
Totals and Averages	1038	1181	12% above forecast	90.39%	:30	8	>1%	81% (calcd for only 5 days)



Call Center Performance

Trends

- Life Events
- Health & Insurance/Coverage/Exceptions/Corrections

Report Notes

- Call actuals vs. forecasted is approximately 12% 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	Oldest Pending Request
17-Sep	4977	4853	50	55
18-Sep	5021	4908	53	56
19-Sep	5063	4941	55	57
20-Sep	5093	4963	52	58
21-Sep	5129	5020	55	59
24-Sep	5148	5060	35	61
25-Sep	5167	5083	38	62
26-Sep	5186	5110	36	63
27-Sep	5218	5125	34	64
28-Sep	5251	5154	33	65



Next USG Benefits Update WebEx

*Tentatively scheduled for
November 8th*





UNIVERSITY SYSTEM OF GEORGIA

Questions and Wrap Up