



UNIVERSITY SYSTEM OF GEORGIA

USG Benefits Update

Facilitator: BeNedra Williams
Thursday, November 8, 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
- Feel free to post questions in the chat
- Please place phone on mute to prevent background noise



Agenda

- Open Enrollment
- Known Issues
- Health & Well-being Update
- Death Process Flows
- Wrap-Up



OE 2019- Call Center Performance

Call Center Statistics		
Data (Oct 29 - Nov 9)	Overall	OE
Total Number of Calls	10,768	8233
Wait Time/ASA	17:03	18:10
Abandon Call %	37.14%	38.58%
Average Handle Time	7:52	7:29
Service Level %	22.80%	24.45%

Overall Call Data										
Date	29-Oct	30-Oct	31-Oct	1-Nov	2-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov
ActualCalls	2065	1567	1137	1140	1031	1650	1194	987		
Forecasted Ongoing Calls	709	566	495	444	478	721	734	752	954	1342
Wait Time/ASA	37:11	18:33	12:32	18:08	8:25	15:56	8:50	4:09		
Service Level %	14.79%	23.78%	22.91%	22.96%	23.20%	27.24%	23.26%	22.00%		
Abandon Call %	59.08%	37.20%	30.52%	37.72%	20.56%	34.36%	22.95	6.99%		
Average Handle Time	7:40	7:48	8:06	8:15	8:25	7:21	7:42	7:54		

OE Call Data										
Date	29-Oct	30-Oct	31-Oct	1-Nov	2-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov
ActualCalls	1703	1250	880	850	727	1254	869	703		
Forecasted AE Calls	900	719	629	564	607	916	932	955	1212	1704
Wait Time/ASA	40:08	20:53	13:17	16:44	7:59	17:50	7:58	3:39		
Abandon Call %	60.42%	39.28%	31.48%	34.82%	22.56%	36.76%	21.52%	5.69%		
Average Handle Time	7:25	7:29	7:36	7:38	8:13	7:09	7:04	7:31		



OE 2019- Trends

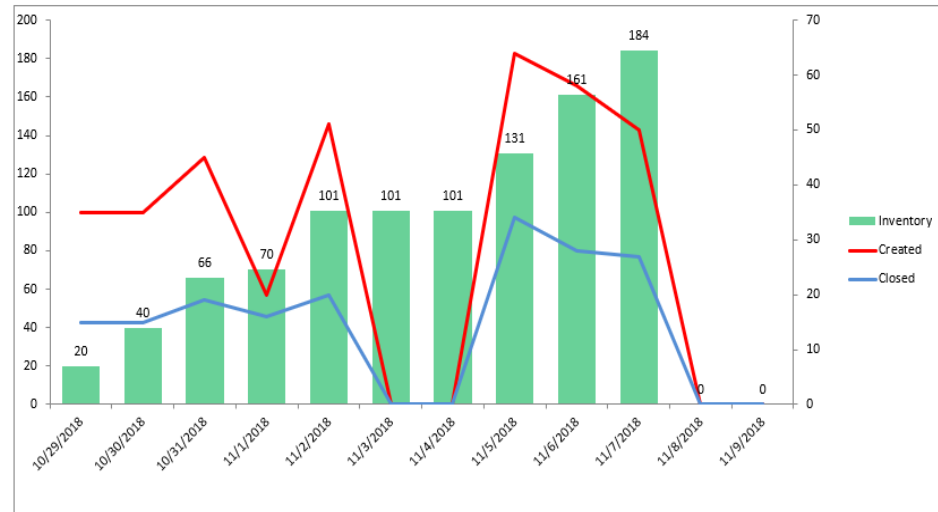
- Company Couples – Coverage Updates
 - Newly hired – beginning coverage as a primary recordkeeper
 - Migrating coverage – Moving coverage from one person to another
- Calls getting disconnected in the process of transferring from one team to the other
 - Best practice is for call center to call employee back
- Navigational Support
 - Password Resets
 - Dependents with missing SSNs
- Calls related to the Tobacco Certification



OE 2019- Service Tickets

UNIVERSITY SYSTEM OF GEORGIA Open Enrollment Service Request Dashboard

Process	Created	Closed	Inventory
Annual/Open Enrollment	358	174	184
Sub Process	Created	Closed	Inventory
Appeals	0	0	0
Benefits Choices/Plan Options/Provisions Questions	161	74	87
Carrier Contact Information/ID Cards	1	0	1
Communication Materials Questions/Request	2	2	0
Confirmation of Enrollment/Status	13	2	11
Dependent Eligibility	15	5	10
Dual Year Processing	1	0	1
Eligibility	1	1	0
Enrollment	62	25	37
Evidence of Insurability	1	0	1
Exceptions/Corrections	4	1	3
Incentives/Credits/Surcharges Questions	18	18	0
Indicative Data Issues	4	2	2
Inquiry	10	6	4
No Pending Event	0	0	0
Option Discrepancies	9	5	4
Premium/Payroll Deduction	0	0	0
Pricing Discrepancies	7	7	0
Processed Elections	44	24	20
Web Navigation/Technical Troubleshooting	5	2	3
Grand Total	358	174	184



Date	10/29/2018	10/30/2018	10/31/2018	11/1/2018	11/2/2018	11/3/2018	11/4/2018	11/5/2018	11/6/2018	11/7/2018	11/8/2018	11/9/2018
Created	35	35	45	20	51	0	0	64	58	50		
Closed	15	15	19	16	20	0	0	34	28	27		
Inventory	20	40	66	70	101	101	101	131	161	184		



OE 2019- Enrollment

Annual Enrollment Summary

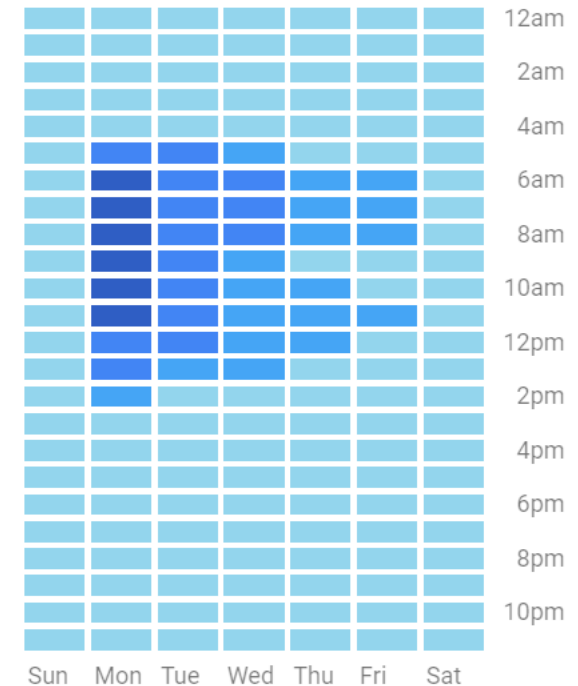
	Eligible Participants	% Ppts Enrolled	Total AE Enrollers	% Web Enrollers	Enrollments By Call	Enrollments by Web
2018	69,550	53.1%	36,906	92.3%	3,461	37,204

Start Date: End Date:

Cumulative Enrollments

As Of Date	% Ppts Enrolled	% Web Enrollers	Eligible Participants	Total AE Enrollers	Calls after Web Enrollment	Calls after Call Enrollment
2018-11-07	53.06%	92.34%	69,550	36,906	0	0
2018-11-06	47.58%	92.42%	69,560	33,099	0	0
2018-11-05	41.69%	92.63%	69,539	28,988	0	0
2018-11-04	33.64%	92.55%	69,547	23,397	0	0
2018-11-03	31.53%	92.01%	69,540	21,924	0	0
2018-11-02	29.91%	91.57%	69,537	20,801	0	0
2018-11-01	25.49%	91.87%	69,542	17,728	0	0
2018-10-31	21.40%	92.35%	69,558	14,884	0	0
2018-10-30	17.30%	93.39%	69,387	12,006	0	0
2018-10-29	10.68%	95.03%	69,362	7,408	0	0

Users by time of day



OE 2019 – Known Issues/Things to Remember

- System interruption experienced on 11/2- Alight was boosting the engines to support the additional traffic and in the process, users received an error message
- Tobacco Certification for Post65 Retirees:
 - Removed the follow ups
 - Updated their Confirmation of Benefits Statements
 - Sent Email Alerts
- Call routing for Espyr – EAP Calls being misrouted to ESPYR Resolution scheduled for 11/16
- Hold Times (Recommendations: Virtual Hold and Online)
 - Root cause – number of retirees calling to inquire about tobacco certification requirement



OE 2019

Coming Up:

- Extended call center hours
 - 11/8 and 11/9 – 8AM – 8PM EST
- Enrollment close:
 - Call Center – 11/9 – 8PM EST
 - Online – 11/12 - 11:59PM EST (uncommunicated – silent window)
- Silent Window: 11/10 – 12/28 (uncommunicated)
- Scheduled Reminders:
 - Tobacco Reminder emails : 11/8 and 11/9
 - EOI Reminder emails: 11/13 and 12/3
- Paper COBs mailing on 11/16
- First Carrier Files: 11/26/2018
- ID Cards: 12/27 (target receipt date)



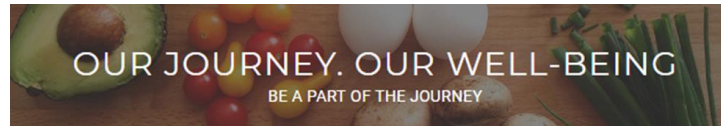
USG Well-being

Engagement Rates as of October 29

Abraham Baldwin Agri College	35%
Albany State University	24%
Atlanta Metropolitan State College	35%
Augusta University	20%
Board of Regents (USG)	36%
Clayton State University	24%
College of Coastal Georgia	32%
Columbus State University	28%
Dalton State College	43%
East Georgia State College	31%
Fort Valley State University	20%
Georgia College & State University	30%
Georgia Gwinnett College	27%
Georgia Highlands College	41%
Georgia Southern University	29%
Georgia Southwestern State Univ	27%
Georgia State University	19%
Georgia Institute of Technology	18%
Gordon State College	36%
Kennesaw State University	25%
Middle Georgia State University	28%
Savannah State University	29%
South Georgia State College	26%
University of Georgia	20%
University of North Georgia	21%
University of West Georgia	27%
Valdosta State University	33%



USG Well-being



- **Well-being Liaisons Meeting**
 - Scheduled for Tuesday, November 13, 2018 at 10:00am
 - Will be discussing 2019 USG Well-being Activities (January 1-September 30, 2019)
- **Fit for Fall Challenge**
 - Leaders as of November 7:
 - 1) Fort Valley State
 - 2) Savannah State
 - 3) ABAC
 - Challenge September 24-November 18
- **Onsite Flu Clinic**
 - If you did not host an Onsite Flu Clinic Program during your benefits fair, then we ask that you host one before the end of the year
- **Money Monday:** November 12 at 12:00pm—Retirement Mysteries Solved
- **ESPYR:** Online well-being workshops available
- **USG Well-being Funding**
 - For institution well-being programs up to \$10,000. Submit your 2019 plans ASAP
 - Let Farrah know if interested
 - Can provide guidelines and proposal template to get you started

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

4874



USG Benefits Update

Death Claim Process



Next USG Benefits Update WebEx

***Tentatively scheduled for
December 13, 2018***





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Questions and Wrap Up