

USG Benefits Update

Facilitator: Jennifer Kennington
Thursday, December 13, 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 Wrap-Up
- GRA Enrollment
- USG Transfers OE Events
- Things to Remember
- ACA Update
- Known Issues and Follow Ups
- Life Insurance Timeline
- Well-being Update
- Retirement Update
- Service Center Performance
- Wrap-Up

OE 2019 Wrap Up and Follow Up Activities

Event	Target Completion Date
Delivery of Carrier Files	11/27/18
Tobacco QSC Tile displayed	12/3/18
Targeted Tobacco Reminder Email	12/3/18
Tobacco Default Reports posted in PSP Folders for Institutional Outreach (Approx. 2,100)	12/6/18
Targeted Tobacco Reminder Email	12/10/18
Final EOI Reminder Email	12/13/18
Targeted Tobacco Reminder Email	12/17/18
Employees receive their ID Cards	12/27/18

GRA Open Enrollment – 2019

GRA OE 2019 Schedule	Begin Date	End Date
GRA OE Forms initiation and mail date	12/24/18	12/27/18
OE Enrollment Window- Benefits Eff.	1/2/19	1/18/19
Alight will remove the OE Event from the	1/22/19	1/22/19
COBs forms initiated and mail date	1/23/19	1/25/19
Monthly PIF	1/24/19	1/24/19
BW PIF	1/28/19	1/28/19

Things to know:

- Benefit is effective 1/1/2019
- The OE 2019 event for the GRA employees will close immediately following their enrollment
- They must contact the OneUSG Connect Benefits Call Center to change their election
- Tobacco certification is required if the employee enrolls in a healthcare plan

USG Transfers After OE Close

- **Awareness:** Employees who transfer from one institution to another may have to re-enroll in benefits for 2019
- Unique situation for this time of year
- Alight team and BOR are looking at ways to enhance the overall process

Things to Remember

- **OE changes through 12/31**
 - Silent window
 - Refer the employee to the OneUSG Call Center
- **Tobacco Status Updates only**
 - Actives can go online and update their status using the tobacco tile
 - Retirees must call the OneUSG Call Center
- **Reasonable Alternative Program**
 - Effective 1/1/2019, Employees/Retirees must complete the online USG Tobacco Certification Form to change their status from Yes to No.
 - These changes will be applied the first of the following month upon receipt of the change
 - No refunds

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

ACA Update

Employer Mandate:

- All institutions received their ACA SMP Final Calc report for review and approval
- The final date to provide Alight with your approval was extended to 12/7
- An offer of coverage for the healthcare plan was extended to employees who worked 1,559.01 hours between 10/3/2017 – 10/2/2018
- The Standard Stability Period is 1/1/2019 – 12/31/2019

Employer Reporting:

- The Electronic consent option is available to receive your form 1095C. The tile is currently available on the portal and notification to the employees will be sent this month
- Form 1095C will be available on 1/22/19 for those who elected electronic delivery
- Forms will be mailed on 1/31/2019 for those to receive paper statements
- Reprints are available on 2/7/2019 for those who chose US Mail
- SSN Solicitation – letters will be mailed to employees who have a covered dependent without an SSN on file

Known Issues and Follow Ups

- **Direct Billing and Payments Statement-Leave of Absence**
 - **Issue found:** System is not billing for the Before Tax plans
 - Alight is querying to identify accounts impacted and will update.
- **Beneficiary Designation – Effective dating**
 - Logic is set up to effective date the designation as of 1/1 instead of current date
 - Query requested to identify people who changed designations to get updates to be the current date
- **Alight Process Workgroup- Life Plans**
 - **Follow up:** Does Alight send a Termination File to Securian?
 - **Response:** No, Alight will send the letter to notify the employee of their right to Port/convert life plans and instructions for who to contact
 - Appropriate enhancements are being identified

Life Insurance Timeline

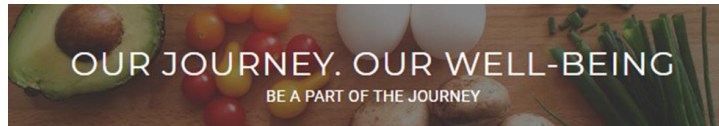
- **11/8:** Death Process Flows reviewed
- **11/27:** Life Plan Classing and Requirements reviewed
- **11/29:** Workgroup met to evaluate how life plans are being administered
- **12/10:** Follow up meeting to review accounts and discuss next steps and the timeline
- **12/12:** Reports posted in the PSP folders for institutional review and sign off
- **12/18:** Institutional review and sign off deadline
- **12/20:** Workgroup meeting to review the audit results

USG Well-being

Engagement Rates as of December 10

Abraham Baldwin Agri College	45%
Albany State University	33%
Atlanta Metropolitan State College	40%
Augusta University	29%
Board of Regents (USG)	45%
Clayton State University	34%
College of Coastal Georgia	43%
Columbus State University	39%
Dalton State College	54%
East Georgia State College	39%
Fort Valley State University	32%
Georgia College & State University	45%
Georgia Gwinnett College	39%
Georgia Highlands College	50%
Georgia Southern University	41%
Georgia Southwestern State Univ	37%
Georgia State University	30%
Georgia Institute of Technology	31%
Gordon State College	43%
Kennesaw State University	36%
Middle Georgia State University	40%
Savannah State University	35%
South Georgia State College	38%
University of Georgia	37%
University of North Georgia	35%
University of West Georgia	40%
Valdosta State University	43%

USG Well-being

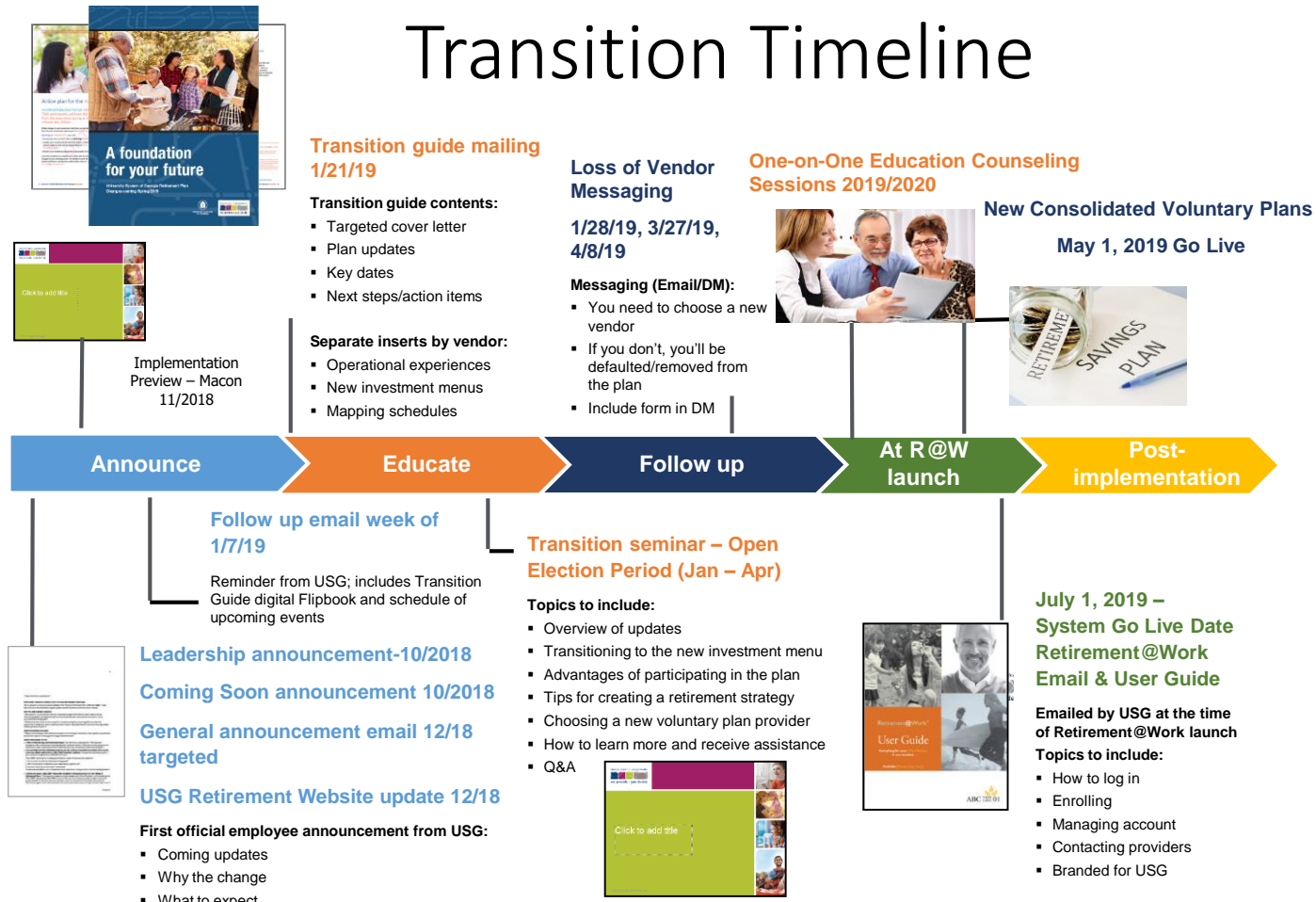


- **2018 USG Well-being Credits**
 - Some University System of Georgia (USG) employees and their spouses, enrolled in a USG healthcare plan and who participated in the well-being initiative, may not have received all of their earned well-being credit in their November paycheck
 - Employees and spouses can check the total well-being credit they will receive by logging into <https://ourwellbeing.usg.edu>
 - The balance of the earned well-being credit will be paid in a December paycheck
 - We apologize for the inconvenience as we work to ensure prompt reporting of well-being activity
- **2019 USG Well-being**
 - January 1-September 30, 2019
 - Well-being credits will pay on the last paycheck in November
- **USG Well-being Funding**
 - 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

Retirement Update

Transition Timeline



Service Center Performance

Date	Baseline Forecasted Call Volume	Actual Call Volume	Percentage Over/Under Baseline	Average Queue Time Service Level	Calls Abandoned	Abandonme nt Rate	First Call Resolution
19-Nov	117	392	235%	81.99%	31	7.91%	95%
20-Nov	122	572	368%	86.13%	24	4.20%	97%
21-Nov	94	400	325%	83.55%	23	5.75%	96%
22-Nov	Holiday	Holiday	Holiday	Holiday	Holiday	Holiday	Holiday
23-Nov	35	97	177%	98.96%	1	1.03%	84%
26-Nov	325	550	69%	80.65%	85	15.00%	98%
27-Nov	259	329	27%	78.18%	18	5.00%	94%
28-Nov	240	262	9%	78.46%	17	6.00%	96%
29-Nov	222	321	43%	74.39%	36	11.21%	91%
30-Nov	215	281	30%	66.05%	10	3.56%	93%
Total	1629	3204	51%	80.93%	245	7.65%	94%

Call Trends

- OE Tobacco Certification
- Navigational Support
- Beneficiary Designation Updates

Service Tickets

Date ▼	Total # of Internal Request Started ▼	External Request ▼	Number Pending > 5 days ▼	Total Number Pending ▼
19-Nov	22	6	71	164
20-Nov	43	5	72	147
21-Nov	42	6	75	154
22-Nov	0	0	70	154
23-Nov	14	0	73	122
26-Nov	36	9	73	146
27-Nov	34	14	65	148
28-Nov	48	9	70	148
29-Nov	33	3	68	139
30-Nov	47	3	62	151
Totals	198	38	62	151

Next USG Benefits Update WebEx

***Tentatively scheduled for
January 10, 2019***



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Questions and Wrap Up