A New Approach to Benefits Administration

Information for USG Retirees
April 2017
Agenda

- The OneUSG initiative
- Our new benefits administration system: what it means for retirees
- What’s next
- Answers to your questions
In 2014, the OneUSG initiative was launched
  – A single set of policies, procedures and technology solutions across all USG institutions
  – Enhanced tools and resources for employees and retirees

A new health and group benefits system will be implemented on **June 26, 2017**

What’s staying the same
• Retirees and employees will continue to have the same array of quality benefits as today
• **Benefits are not changing as a result of the transition**
Two new ways to access benefits

- Beginning June 26, retirees will have two new ways to access and manage benefits …

  Online:
  OneUSG Connect - Benefits Website

  By phone:
  OneUSG Connect - Benefits Call Center
Retirees will be able to:

- Add or change beneficiaries
- Review current benefits coverage
- Make benefit changes due to a life event (for example, marriage, divorce, birth)
- Get information about insurance carriers

OneUSG Connect - Benefits website: For USG benefits only

The website will not include information about Aon Retiree Health Exchange coverage
OneUSG Connect - Benefits Call Center

- Toll-free: **1-844-5-USGBEN** (1-844-587-4236)

Retirees can call to:
- Receive answers about benefit plans
- Update address information
- Resolve technical issues
- Add or change beneficiary information
- Change benefits due to life events
- Get support with benefits coverage confirmation
How you pay for coverage will change

- Please do not prepay for USG coverage that extends beyond June 30, 2017
  - If you have already prepaid for coverage beyond June 30, you will receive a refund for that prepaid coverage after June 30
  - Be sure to keep your payments current in order to keep your coverage!

- After June 26: Sign up to take advantage of convenient automatic payments
  - USG will send information on how to enroll in automatic payments by direct debit
  - Banking regulations prevent transfer of secure banking information
  - Even if you’re enrolled for direct debit payments now, you must provide your banking information again to set-up automatic payments by direct debit
  - You will receive bills by mail until you provide the banking information needed for direct debit

- If you do not sign up for direct debit by July 9, in mid-July you will receive a bill from USG for your July and August coverage.
  - Your payment for July and August coverage will be due August 1
  - Going forward, payment will be due on the 1st of each month for the current month of coverage

- Your direct debit information must be on file with USG by November 30
  - USG policy requires that retirees pay premiums by direct debit.

Rest assured! This is no change to benefits - only the way you pay for your coverage.
What’s next

- **Late May:** USG will mail you information on how to set up direct debit for your premiums

- **June 26:** New benefits administration system available for USG employees and retirees
  - OneUSG Connect - Benefits website live
  - OneUSG Connect - Benefits Call Center available

- **Late June:** USG will mail you information on the features of the new system and how to use them

- **Mid-July:** You will receive your first bill (for July and August coverage)

- **August 1:** July and August payment will be due
Answers to your questions

- If you have questions after today, contact your institution’s Human Resources office or the USG Shared Service Center.

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<tr>
<th>Institution</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Augusta University</td>
<td>1-706-721-3770</td>
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<tr>
<td>Georgia Tech</td>
<td>1-404-894-4847</td>
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<tr>
<td>University of Georgia</td>
<td>1-706-542-2222</td>
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<td>All other institutions</td>
<td>1-855-214-2644</td>
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Do you have coverage through the Aon Retiree Health Exchange?

If you have healthcare coverage through the Aon Retiree Health Exchange, you can continue to contact your dedicated Benefits Advisor at 1-866-212-5052.
Thank you