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University System of Georgia Benefits



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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



OneUSG

- 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





OneUSG Connect - Benefits website

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

Augusta University	1-706-721-3770
Georgia Tech	1-404-894-4847
University of Georgia	1-706-542-2222
All other institutions	1-855-214-2644

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

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