

University System of Georgia Benefits Administration Implementation

Frequently Asked Questions for

- HR and Payroll Practitioners
 - Managers
-

What is changing?

On June 26, 2017, the University System of Georgia (USG) will introduce a single, system-wide benefits administration system.

Why is USG making this change?

The transition will allow USG to offer a quality, consistent approach to benefits administration to all of its institutions across the state. This work is part of the broader OneUSG initiative, which will pave the way for a new Human Resources information system (HRIS) and payroll system, supported by PeopleSoft functionality.

How can I support this transition?

You play an important role in the success of this initiative. Please review these FAQs so you'll be prepared to share key messages with employees and retirees and to answer their questions.

What does the change mean for our employees and retirees?

USG employees and retirees will be able to better manage, choose and use their health and group benefits thanks to the new OneUSG Benefits Connect website, as well as the OneUSG Benefits Call Center, which will be staffed with professional, well-trained representatives.

How should employees prepare for the change?

Right now, there's nothing employees need to do. **They'll continue to have the benefits in which they are now enrolled.** Before the transition to the new benefits administration system, we'll let them know how to reach the new website and call center, as well as how they can explore the new resources we will offer to help them manage their benefits.

How should retirees prepare for the change?

There is very little that retirees need to do. However, because of the transition to the new benefits administration system, the way they pay for their USG coverage will change.

- If a retiree is now enrolled in USG retiree dental, vision, life insurance or pre-65 healthcare coverage (not coverage through the Aon Retiree Health Exchange), **they should not pre-pay premiums for coverage beyond June 30, 2017.**
- If they have already pre-paid premiums for coverage beyond June 30, they will receive a refund for that pre-paid coverage after June 30.
- The only change is the way they pay for their USG coverage in which they will pay USG (instead of their current administrator) for any coverage after June 2017.
- Again, **their benefits are not changing, nor are their premiums.**

Retirees will continue to have the benefits in which they are now enrolled. Before the transition to the new benefits administration system, we will inform them how to reach the new website and call center, how to pay their premiums, and how they can explore the new resources we will offer to help them manage their benefits.

How will employees and retirees be informed about the transition?

Before the transition to the new benefits administration system, the OneUSG team will provide communication materials to institutions, which they can use to inform their employees and retirees about the upcoming transition. Transition communications will explain to employees and retirees how they can reach the new OneUSG Benefits Connect website and the OneUSG Benefits Call Center, plus how they can make the most of the new resources we will offer to help them manage their benefits.

What should employees and retirees do the first time they visit the new OneUSG Benefits Connect website?

We recommend that they review and confirm their contact information, dependents and beneficiaries. We also encourage them to explore the resources and features available on the website, since they will help them understand and make the most of their USG benefits.

What tools and resources will be available on the new OneUSG Benefits Connect website?

The OneUSG Benefits Connect website will make it easy to get information throughout the year. Employees and retirees will be able to:

- Review current benefits coverage.
- Make benefits changes due to a life status change (e.g., birth of a child, marriage).
- Find doctors, hospitals or other healthcare providers in the plan's network.
- Keep track of healthcare expenses (including deductibles, coinsurance and copayments).
- Contact insurance carriers and other benefit resources.

Will the new OneUSG Benefits Connect website be secure?

Yes. Maintaining the privacy and security of our employees' and retirees' information is very important. The website uses the strongest available internet encryption methods — making it virtually impossible to be read by anyone on another system. All information is stored in a secure internet location. And, if there's no activity on a webpage for an extended period of time, the website automatically logs off the user to ensure the safety of his or her personal information.

Will the way we enroll for benefits be different during the upcoming Open Enrollment period?

Yes. During the annual Open Enrollment period in Fall 2017, you will enroll for your 2018 benefits through the OneUSG Benefits Connect website. USG will provide detailed information on how to enroll in 2018 benefits in advance of the Open Enrollment period.

What tools and resources will be available on the new OneUSG Benefits Connect website during Open Enrollment?

When it's time to enroll in benefits, employees and retirees will find easy-to-use tools to help them compare healthcare options and estimate costs.

What if employees and retirees can't find answers online?

Beginning June 26, 2017, employees can continue to contact the Shared Services Center (ADP Institutions) at 1-855-214-2644; and will be redirected to the new OneUSG Benefits Call Center for assistance with their benefits.

Beginning June 26, 2017, retirees can contact the new OneUSG Benefits Call Center toll-free at **1-844-5-USGBEN** (1-844-587-4236). Representatives will be available 8 a.m. to 5 p.m. Eastern time, Monday through Friday. The OneUSG Benefits Call Center can be reached from anywhere in the world, and translators will be available.

How will the new OneUSG Benefits Call Center help employees and retirees?

When employees and retirees contact the OneUSG Benefits Call Center beginning on June 26, 2017, professional representatives will be able to:

- Help them enroll in benefits and report qualified status changes.
- Answer questions about eligibility.
- Help resolve technical issues.
- Explain benefit plans and define key terms.
- Answer questions about filing healthcare claims.
- Assist with coverage confirmation calls with benefits providers.

Who can I contact if I have additional questions?

Please contact the OneUSG Change Lead at your institution.