

# A New Approach to Benefits Administration

Information for  
USG Retirees

May 2017

# Agenda

The OneUSG initiative

Our new benefits administration system:

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# 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



# 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

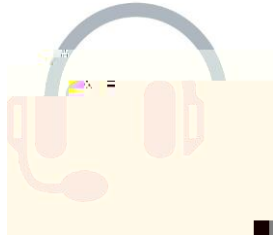
# OneUSG Connect – Benefits website

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**OneUSG Connect    Benefits website: For USG benefits only**

The website will not include information about Aon Retiree Health Exchange coverage

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# OneUSG Connect - Benefits Call Center

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

Retirees can call to:

- Find answers about benefit questions
- 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
- 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**

- 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
- USG will send information on how to enroll in 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**



# 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

**Do you have coverage through the Aon Retiree Health Exchange?**

Thank you