



UNIVERSITY SYSTEM OF GEORGIA
SHARED SERVICES CENTER

1005 George J. Lyons Pkwy.
Savannah, Georgia 31002

University System of Georgia Benefits



we provide · you decide

April 13, 2017

[REDACTED]

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[REDACTED]

Dear [REDACTED]

We understand that University System of Georgia (USG) benefits are important to you. They offer protection, peace of mind and comfort — and you want to make the most of them.

USG is committed to offering quality benefits, as well as making it easy for you to use them. As a result, USG will soon introduce a new benefits administration system for employees, retirees, spouses and their survivors.

Please be assured your benefits and premiums are *not* changing

Even though a new benefits administration system is coming, **your 2017 benefits and premiums are *not* changing**. As always, you can change your benefits whenever you experience a life event, as well as during the next annual Open Enrollment period this fall.

Coming June 26, two new ways to access your USG benefits (retiree dental, vision, life insurance or pre-65 healthcare coverage)

Any benefits through the Aon Retiree Health Exchange will not change.

The new benefits administration system will offer you two new ways to access and make changes to your benefits, beginning **June 26, 2017**:

- **OneUSG Benefits Connect:** This new, secure website will provide you with 24/7 access to your USG benefits — not just during the annual Open Enrollment period, but all year long. You can also visit this website to keep your personal information (including mailing address, email and phone number) up-to-date. You may also use the call center.
- **OneUSG Benefits Call Center:** You'll be able to get expert help with your benefits through the convenience of a toll-free telephone number. You can talk to a benefits representative from 8 – 5pm Eastern time Monday through Friday.

If you have USG benefits (retiree dental, vision, life insurance or pre-65 healthcare), there *will* be a billing transition

Because of the transition to the new benefits administration system, the way you pay for USG benefits (USG retiree dental, vision, life insurance or pre-65 healthcare 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.
- Unpaid balances prior to the transition must be paid in order to keep your coverage.

Coming Soon:

- **Two New Ways to Access Your USG Retiree Benefits**
- **New Billing Process for USG Retiree Dental, Vision, Life Insurance and Pre-65 Healthcare Benefits**



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Soon after June 26, you will receive a bill from USG for your July and August coverage.

- The due date for your July payment will be deferred until August 1.
- **That means that 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.

Plan to provide your banking information between June 26 and July 9.

- Later this spring, we will send you information on how to provide your banking information so that your premiums can continue to be paid by direct debit.
- If you provide banking information between June 26 (the date the new OneUSG Benefits Connect system will be available) and July 9, your July and August coverage will be paid by direct debit on August 1.
- If you provide banking information after July 9, you will receive a bill by mail from USG in July (for the months of July and August), 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.

- You will continue to receive paper bills in the mail until you provide the banking information needed for direct debit. We will work with retirees and survivors to make sure that banking information is provided by **November 30, 2017**.
- USG policy requires that retirees pay premiums by direct debit, unless they have received an exemption.

Again, **your benefits are not changing, nor are your premiums.**

What's next?

There is no action you need to take right now.

Later this spring, we will provide you with more information on how you can access the OneUSG Benefits Connect website and the OneUSG Benefits Call Center, as well as how you can update your USG benefit billing information.

If you have questions now, please call the Shared Services Center at **1-855-214-2644**.

Thank you for your service to the University System of Georgia.

Sincerely,

Shared Services Center