Two new ways to manage your USG retiree benefits

**Take Control of Your Benefits**

Click. Call. Connect.

We know 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 has introduced a new benefits administration system for employees, retirees, spouses and their survivors.

You now have two new ways to access your USG benefits (retiree dental, vision, life insurance or pre-65 healthcare coverage):

OneUSG Connect – Benefits website

**connect-benefits.usg.edu**

OneUSG Connect – Benefits Call Center

**1-844-5-USGBEN** (1-844-587-4236)

8 a.m.–5 p.m. Eastern time, Monday through Friday

**OneUSG Connect – Benefits website**

**OneUSG Connect – Benefits Call Center**

Keep this magnet on hand

so you know how to reach us.

**REST ASSURED, 2017 BENEFITS AND PREMIUMS ARE NOT CHANGING.**

**connect-benefits.usg.edu**

HAVE HEALTHCARE COVERAGE THROUGH THE AON RETIREE

HEALTH EXCHANGE?

The USG benefits administration system update affects only your USG-provided benefits (including retiree dental, vision, supplemental

life insurance and pre-65 healthcare coverage). If you have coverage through the Aon Retiree Health

OneUSG Connect – Benefits website

You can visit the OneUSG Connect – Benefits website at **connect-benefits.usg.edu**

whenever you would like to:

• Update your contact information.

• Review your benefits coverage and get information about your insurance carriers.

• Change or end coverage during annual Open Enrollment. (To make changes at other times of the year, please contact the Call Center — see below.)

On your first visit, just click the **New User** link. You’ll create your own personal user ID

and password, and you’ll use them every time you sign in.

Exchange, there are no changes to

your coverage, and you can continue

to contact your dedicated Benefits

Advisor at **1-866-212-5052**.

A WORD ABOUT SECURITY

**3 THINGS YOU SHOULD DO NOW**

Visit the OneUSG Connect – Benefits website at **connect-benefits.usg.edu** and:

1 2 3

Maintaining the privacy and security of our employees’ and retirees’ information is very important. The OneUSG Connect – Benefits website uses the strongest available internet encryption methods — making

it virtually impossible to be read

Review your contact

information so that USG can stay in touch with you.

Double-check your

dependents and beneficiaries.

Provide your banking

information so that your premiums can be paid by direct debit. See how on the next page.

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.

2

OneUSG Connect – Benefits Call Center

If you can’t find what you need online, you can contact the OneUSG Connect – Benefits Call Center toll-free at **1-844-5-USGBEN** (1-844-587-4236). Expert representatives are available 8 a.m. to 5 p.m. Eastern time, Monday through Friday.

The OneUSG Connect – Benefits Call Center can be reached from anywhere in the world, and translators are available. If you’re traveling outside the U.S., simply call

**1-312-843-5248**.

YOUR ACTION NEEDED —

BILLING FOR YOUR BENEFITS COVERAGE

|  |  |
| --- | --- |
| **WHAT’S CHANGING?** | Because of the transition to the new benefits administration system, the way you pay for USGbenefits (USG retiree dental, vision, life insurance or pre-65 healthcare coverage) is changing. |
| **WHAT’S NOT CHANGING?** | **Your 2017 benefits and premiums are not changing.** |

Paying for your coverage

USG policy requires that premiums be paid by direct debit. **Please provide your banking information for direct debit no later than November 30.**

You will continue to receive monthly paper bills in the mail until you provide the banking information needed for direct debit.

It’s easy to set up direct debit

Just follow these simple steps:

1. Go to **connect-benefits.usg.edu**. On the USG Faculty & Staff Portal home page, click the **Manage My Benefits — USG Retirees** link.

2. This will take you to the secure Log On page. On your first visit, remember to click the **New User** link to create your own personal user ID and password.

3. Click the **Health & Insurance** tab at the top of the page, then click

**Learn About** and select **Billings and Payments**.

4. Follow the steps to set up direct debit billing.

Need help? Contact the OneUSG Connect – Benefits

Call Center at **1-844-5-USGBEN**

(1-844-587-4236). Expert representatives are available

8 a.m. to 5 p.m. Eastern time, Monday through Friday.

**WHY CAN’T MY DIRECT DEBIT INFORMATION BE TRANSFERRED AUTOMATICALLY TO THE**

**NEW SYSTEM?**

Even if you previously enrolled for direct debit payments for your USG benefits coverage, banking

regulations require that you provide your banking information again

in order to continue automatic payments by direct debit.

3

University System of Georgia

PO Box 1495

Lincolnshire, IL 60069-1495

**Take Control of Your Benefits**

Click. Call. Connect.

OneUSG Connect – Benefits website

**connect-benefits.usg.edu**

OneUSG Connect – Benefits Call Center

**1-844-5-USGBEN** (1-844-587-4236)

8 a.m.–5 p.m. Eastern time, Monday through Friday

**YOUR ACTION NEEDED** —

see inside for **important billing updates**.