



## Two new ways to manage your USG retiree benefits

University System of Georgia Benefits



we provide · you decide

### Take Control of Your Benefits Click. Call. Connect.



OneUSG Connect – Benefits website  
[connect-benefits.usg.edu](http://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

Keep this magnet on hand  
so you know how to reach us.

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



OneUSG Connect –  
Benefits Call Center

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

University System of Georgia Benefits



we provide · you decide



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 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

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 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.

## 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.

### 3 THINGS YOU SHOULD DO NOW

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

1

Review your contact information so that USG can stay in touch with you.

2

Double-check your dependents and beneficiaries.

3

Provide your banking information so that your premiums can be paid by direct debit. [See how on the next page. >](#)

## 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 USG benefits (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.









# Announcing two new ways to manage your USG benefits

**YOUR ACTION NEEDED! SEE INSIDE**

see inside for **important billing updates.**

**YOUR ACTION NEEDED** —

-  OnUSG Connect – Benefits website  
[connect-benefits.usg.edu](http://connect-benefits.usg.edu)
-  OnUSG Connect – Benefits Call Center  
**1-844-5-USGBEN** (1-844-587-4236)  
8 a.m.–5 p.m. Eastern time,  
Monday through Friday

**Take Control of Your Benefits**  
Click. Call. Connect.

**we provide • you decide**



University System of Georgia  
PO Box 1495  
Lincolnshire, IL 60069-1495