

Frequently Asked Questions For Active Employees

What are the 2010 Annual Enrollment Dates?

This year's Annual Enrollment will be held from October 26, 2009 through November 20, 2009. All changes must be made on the enrollment website, <http://portal.adp.com> by midnight on November 20, 2009.

Do I need to register as a Self Services user?

Yes, before you can enroll online you must register for your ADP account.

How do I register as a Self Service user?

Navigate browser to <http://portal.adp.com>. This will take you to the ADP HR Self Service registration site.

- Click on "First time users register here"
- Click on the "Register Now" button on the left
- Enter Your Registration Pass Code: USG-6775 – this is Universal
- Follow registration instructions

I have forgotten my Self Services user password or have been locked out, what should I do?

- For lockouts, instruct the user to try again after waiting 5 minutes. They can try 6 more times and wait another 5 minutes. After they try 6 more times, you must reset the password.
- Call or email Computer IT Services at 912-478-5429

Who is eligible for benefits under my coverage?

Eligible dependents include:

- Your legally married spouse;
- Your dependent child(ren) under the age of 26;
- Your dependent child(ren) certified as medically disabled prior to their 26th birthday as part of Annual Enrollment.

I do not want to make any changes to my benefits this year. Do I need to do anything?

If you do not want to make changes to your benefits this year you do not have to do anything. Your current benefits will roll over at the 2010 benefit rate. However, if you want to enroll in or continue coverage in the Healthcare Flexible Spending Account and Dependent Care Flexible Spending Account, you need to re-enroll each year. If you are enrolled in an option that will no longer be available in 2010, your 2010 option will be listed on your 2010 Enrollment Worksheet.

I do not need medical coverage through USG. Do I need to show proof of other coverage?

No, the only thing you have to do is select the No Coverage on the enrollment website, <http://portal.adp.com>.

How much will be deducted from my paycheck for medical coverage?

You can find the payroll deductions for your medical coverage, based on your coverage level, on your enrollment worksheet. In addition you will find the premium deductions under Plan Information on the enrollment website <http://portal.adp.com> .

Where do I get forms, EOI Forms, Summary Plan Descriptions (SPD) etc...?

You can print a copy of forms from the enrollment website <http://portal.adp.com>. Within Benefits, click on the Forms Library link and select the form you need from the drop down menu.

How do I know if the changes I made on the enrollment website went through?

Once you have submitted your changes, you will receive a confirmation number and an option to print your changes. All employees will receive a benefits confirmation statement in late November, after Annual Enrollment has ended. Print your enrollment confirmation statement from the web and retain it for your records.

What should I do if the changes on my benefits confirmation statement are not correct?

You should contact the Human Resources Benefits Office for assistance.

Will I receive new ID cards from my insurance provider(s)?

Most carriers plan to have all ID cards mailed to participants prior to December 31.

If I have questions about my benefits or about the enrollment process what number should I call?

You should contact your Human Resources Benefits Office at 912-478-0286.