

Frequently Asked Questions For Retirees

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

What if I don't have access to the web?

If you are unable to enroll online, your Human Resources Benefits Office will accept a paper form. If you wish to make changes, please contact the Benefits Office at 912-478-0854.

Can a retiree enroll/make changes during Annual Enrollment?

Yes. Retirees participate in annual enrollment and have the same enrollment window as the active employees. Their eligible options are based on the institution from which they retired. During annual enrollment, retirees may drop or discontinue healthcare, dental and/or vision coverage, participate in a different healthcare, dental and/or vision plan option and/or reduce their level of coverage. Retirees can also decrease life coverage; however, life coverage's cannot be increased after retirement. Retirees cannot add dependents to coverage during annual enrollment.

I am turning age 65, is there anything I should know?

Once a retiree attains age 65, they must enroll in both Medicare Part A (Hospital) and it is strongly recommended they enroll in Medicare Part B (Medical). Beginning in plan year 2010, if a retiree enrolls in the BCBS PPO plan(s) and they enroll in Medicare Part B, they will be eligible for a lower premium rate. Benefits provided under the University System of Georgia plan become a supplement plan to Medicare, which becomes primary. The majority of Medicare eligible employees are eligible for both Medicare Parts A and B

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. 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.

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.