About Direct Debit - OneUSG Connect -Benefits

- USG policy now requires that all retirees pay premiums by direct debit for USG Benefits (retiree dental, vision, life insurance, or pre-65 healthcare coverage), regardless of whether you now pay for your coverage by either direct debit or paper billing.
- If you do have direct debit now, you will need to provide your banking information again. Banking regulations prohibit us from transferring direct debit information from the current benefits administration system to the new system.
- All retirees must provide direct debit information between June 26 and November 30, 2017 or risk loss of coverage.

Steps:

- A. Go to http://oneusgconnect.usg.edu/.
- B. Under Manage My Benefits, select USG Retirees and COBRA participants.



C. Click Are you a new user? link.

Log On 👩 H	etp
Operio	
Password ¹	
 Remember my Use 	e iD
Log Dn	
Forgot User ID or Pas	sword?
Are you a new user?	

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D. Enter Your Personal Identification to establish secure access, click

Continue.

Enter	Your	Per	sonal	Ident	tification	on 🤇	Help
Before yo	u can ac	cess y	our accou	nt. you n	eed to co	nfirm your	identity.
Last 4 Di	gits of S	SN					
Birth Dat	e						
June	•	26 .*	2017 •				
Continue							

- E. Enter your Zip Code, Click Continue
- F. Next you will be prompted to create your user ID, password (needs 3 of 4 –uppercase, lowercase, number, symbol), phone pin (six digits only) and five security questions.
- G. Once you complete your security information, click **continue**.
- H. This brings you to the main page. It will ask you if you want a tour or skip the tour. To go to the next step, select skip tour.
- From the OneUSG Connect Benefits home page. Click the Health & Insurance Tab,



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J. Click Learn About, Billing and Payments. (If you have no USG Benefits, then this option will not be available. Next step is to check beneficiary information)

Customer Service - Read Only	
Jane Roe001100977	
Hone Health & Insurem	
Take Action 🔹 Converage	leads + Lower Acout
	Forme and Materials
1.2.2.1.2.1.2.1.11111110.0.0.0	Rocont Requests
Health & Insurance	Report and Developing

K. The system defaults to Bill Sent by Mail. Click either the (change) or Choose Your Ongoing Payment Method under Take Action.

Billing Information	fits Exyment History Deductions	Choose Your Ongoing Payment Mathod
Billing Information As of 06-23-2017		(7) Answer Center
Current Amount Due	\$823.92	Convenient Payment Options
Current Ongoing Payment Bill Sent by Mail (Change)	t Method	Where to Send Your Payment Important Dates in Your Billing Cycle
Home Address Do Not Mail JACKSON GA 30233	To have your bills sent to a different mailing address, choose bill me as your ungoing payment method.	 How to Pay for Your Benefits Refund Timing
rom this screen, sele	ect Continue . Ayment Method	Answer Center
rom this screen, sele oose Your Ongoing Pa Direct debit Have your payment automatically dedi account. Note: If you choose direct debit, you a ot be using a bank or financial agency	ect Continue. wyment Method ucted from your bank we confirming that you will located outside the United	Answer Center Convenient Reyment Options How To Pay For Your Benefits
oose Your Ongoing Pa Direct debit Have your payment automatically dedi account. Note: If you choose direct debit, you a not be using a bank or financial agency States to fund your total direct debit p confirm this, then choose Bill Me.	oct Continue. ayment Method ucted from your bank we confirming that you will located outside the United ayments. If you cannot	Answer Center Convenient Payment Options How To Pay For Your Beenfits Important Dates in Your Billing Cycle





L.

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Retirees Setting up Direct Debit Job Aid

M. Click Add Financial Institution.

Ongoing Payment Method Choose Your Direct Debit Account

? Answer Center

Choose the direct debit account from which you would like to make payments. You hereby authorize University System of Georgia, or its duly authorized representatives, and the financial institution to initiate debit entry withdrawals from your checking/savings account for your monthly benefit plan premiums and to credit your checking/savings account at such times as may be necessary to issue refunds of amounts withdrawn from your checking/savings account pursuant to this Direct Debit Authorization.

Convenient Payment Options

Dire	ect Debit Accounts	
۲	Direct Debit (Bank Address)	Add Financial Institution
	Not on File	
Save	Cancel	

N. Make sure to have your banking information available and fill in account and routing information.

d the account numbe	r and routing number at the bottom of your che	eck and enter them below.
Memo		
< 999999999 < 9	aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	
Routing Number A	ccount Number	
100		
Direct Debit (Ban	k Address)	
Direct Debit (Ban	k Address)	
Direct Debit (Ban Institution Name Account Type	k Address)	
Direct Debit (Ban Institution Name Account Type Account Number	k Address)	
Direct Debit (Ban Institution Name Account Type Account Number Re-enter Account Number	k Address)	

Note: By submitting this request, you authorize your employer and financial institution to either directly deposit your money into the account(s) you indicated or directly debit your account each billing cycle. You also authorize both parties to correct your account(s) in case of an error.

Save and Return

Casteril



O. It will ask you to verify and **save again**. Once complete, you will see the following message.

Ongoing Payment Method Completed Successfully

Your request to Choose Your Ongoing Payment Method is complete.

Ongoing Payment Method

Direct Debit

Direct Debit (Bank Address) Bank of America Account Type: Checkina Account Number: Routing Number:

You'll receive a confirmation notice before the first automatic withdrawal.

Note: If you've chosen an automatic payment method, your payment may not be processed this month. If it isn't, your total amount due will carry over to the following month. For more details, see Paying For Your Benefits.

If your request has been received within 3 business days before the due date, your request may not take effect until the next billing period.

All notices related to Direct Billings and Payments will be sent to your preferred mailing address. You can verify or change your mailing preference in Mailing Addresses at any time.

To stop using direct debit as your payment method, you can Choose Your Ongoing Payment Method on this site.

By choosing direct debit, you agree to have your designated account credited for any overpayments after your benefit plan coverage ends. If you want to receive a paper check instead, go to Review Your Refund Method.

You may review your Billing Information or continue browsing this site.

This completes the steps for setting up your Direct Debit. Remember to **Log Off** (upper right corner) when you are done. When logging back into the system, you will be required to verify your identity, using one of the three methods listed below.



Prior to logging off, it is a good idea to check to see that your most current phone numbers are active in the system. In the upper right corner, click on **Your Profile**, click on **Personal Information.**

Your Profile 🔻	Contact Us	Feedback	Log Off
Personal Information			
Manage Communications			Q



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