Frequently Asked Questions for Active Employees

What are the 2013 Open Enrollment Dates?
This year’s Open Enrollment will be held from October 15, 2012 through November 9, 2012. All changes must be made on the enrollment website, http://portal.adp.com by midnight CST, on November 9, 2012.

Do I need to register as a Self Service 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”
- Enter Your Registration Pass Code: USG-6775 – this is Universal
- Follow registration instructions

I have forgotten my Self Service user password or have been locked out, what should I do?
- For lockouts, wait five minutes to allow the system to reset and then retry.
- To reset your password, navigate browser to http://portal.adp.com and click on “Forgot your Password”.
- If you are still unable to access the portal, please contact USG Shared Services toll free at 1-855-214-2644, Monday – Friday, 8:00 am – 5:00 pm, to reset your password.

Who is eligible for benefits under my healthcare coverage?
Eligible dependents include:
- Your legally married spouse; the State of Georgia and BOR do not recognize a common law marriage;
- 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 Open Enrollment.

What types of documentation are needed to add eligible dependents?
The following table lists the documentation required by USG to add a new dependent to coverage. To add a dependent to your coverage during Open Enrollment, make sure to submit the required documents listed below to your campus Human Resources office no later than November 9, 2012.

<table>
<thead>
<tr>
<th>Dependent Relationship</th>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse</td>
<td>Official Marriage Certificate</td>
</tr>
<tr>
<td>Biological Child</td>
<td>Birth Certificate</td>
</tr>
<tr>
<td>Stepchild</td>
<td>Birth Certificate</td>
</tr>
<tr>
<td>Dependent Relationship</td>
<td>Required Documentation</td>
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<tr>
<td>------------------------</td>
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<tr>
<td>Child By Adoption</td>
<td>Birth Certificate And Official Court Adoption Document</td>
</tr>
<tr>
<td>Child By Guardianship</td>
<td>Birth Certificate And Official Court Documents</td>
</tr>
<tr>
<td>Legal Dependent</td>
<td>Proof of Guardianship</td>
</tr>
<tr>
<td>Disabled Dependent</td>
<td>Birth Certificate And Written proof of disability status from current healthcare vendor</td>
</tr>
</tbody>
</table>

I do not want to make any changes to my benefits this year. Do I need to do anything?  
Keep in mind, even if you do not make any changes, the plans change each year. Make sure to review 2013 Open Enrollment information made available by your institution. 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 2013 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 2013, your 2013 option will be listed on your 2013 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 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 a summary of your new elections. All employees will receive a benefits confirmation statement in late November, after Open Enrollment has ended.

What should I do if the changes on my benefits confirmation statement are not correct?  
Please contact the USG Shared Services Center Customer Support Team toll-free at 1-855-214-2644, Monday – Friday, 8:00 am – 5:00 pm, or by emailing at helpdesk@ssc.usg.edu or contact your campus HR office.

Will I receive a new ID card from my health insurance provider?  
Your new ID card should arrive on or before January 1, 2013.
If I have questions about my benefits or about the enrollment process what number should I call?
Please contact the USG Shared Services Center Customer Support Team toll-free at 1-855-214-2644, Monday – Friday, 8:00 am – 5:00 pm, or by emailing at helpdesk@ssc.usg.edu or contact your campus HR office.