

## Agenda

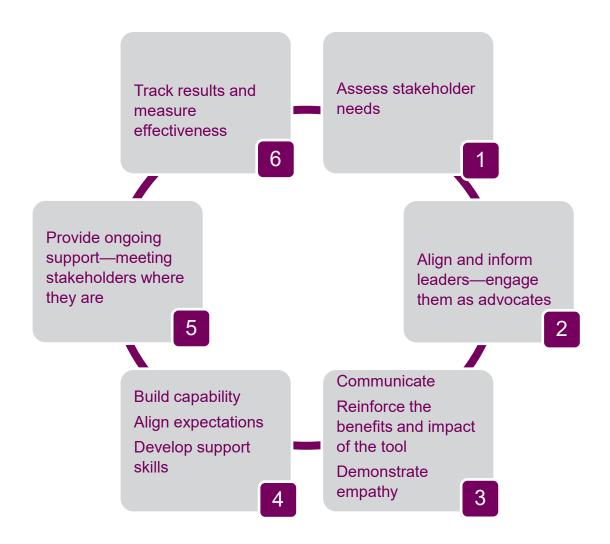
- Overview of the new tool
- What is changing and why?
- Deep dive of the new online tool: Flexible Benefits Premium
- Reports in the tool
- Your role
- Timeline and support
- Questions and discussion
- Wrap-up and next steps

### DOAS Flexible Benefits Premium Tool

A new way forward ... Empowering you to use the new tool for reviewing and submitting Flexible Benefits Plan premium payments.



## Change Management Strategy



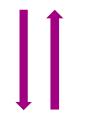
What Is Changing and Why?

### **Current Process**

- Dental Insurance
- Vision Insurance
- Life and AD&D Insurance
- STD and LTD
- Critical Illness Insurance
- Long-term Care Insurance
- Legal Plans
- Health Care and Dependent Care FSAs



Participating manual/hybrid state and local entities send Flexible Benefit premiums to DOAS Finance each month.



This process will be changing when the payments will need to be sent to Alight Solutions.



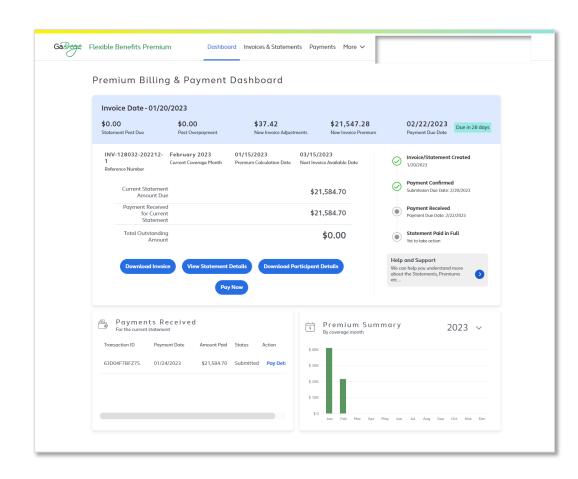
DOAS Finance uses these premiums to pay the Flexible Benefit vendors' premiums based on reports from Alight.

### **Question to discuss:**

Which roles are involved in the current monthly payment premium process for your entity?

## New online tool + payments to Alight

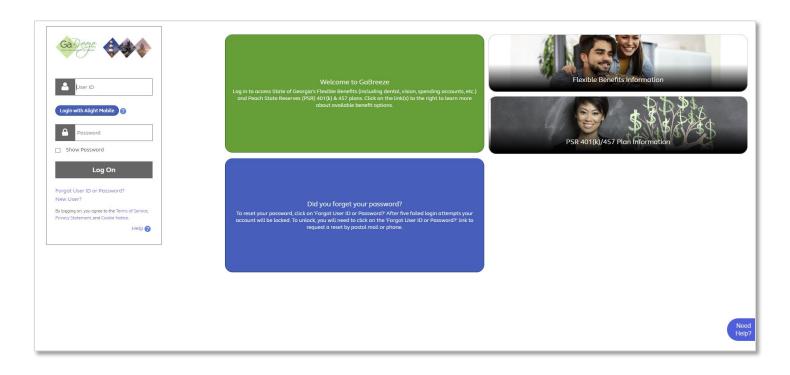
- Simplifies payment processing and collection of Flexible Benefit Premiums
  - Monthly payments are made to Alight, not DOAS
- Provides:
  - Clear, concise invoicing data for monthly premium payments
  - Reporting that supports timely and accurate payment processing
  - An easy, at-a-glance dashboard view of the payment process



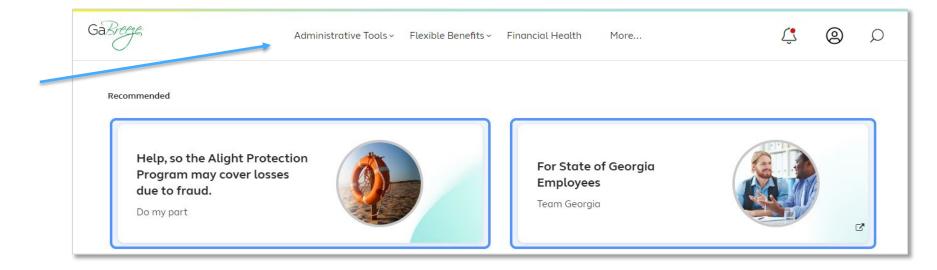
The new tool will be rolled out to all participating entities this year.



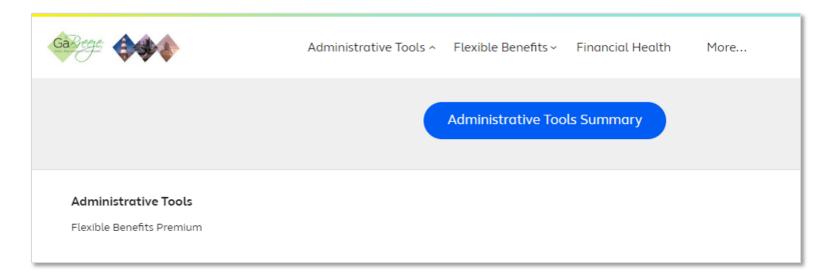
Log on to www.GaBreeze.ga.gov to access the new tool with the same credentials used to access your personal accounts.

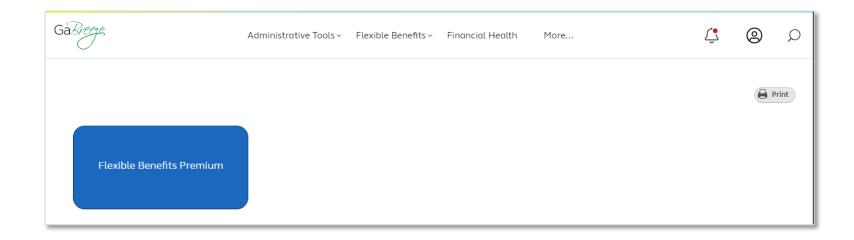


### **Select Administrative Tools**



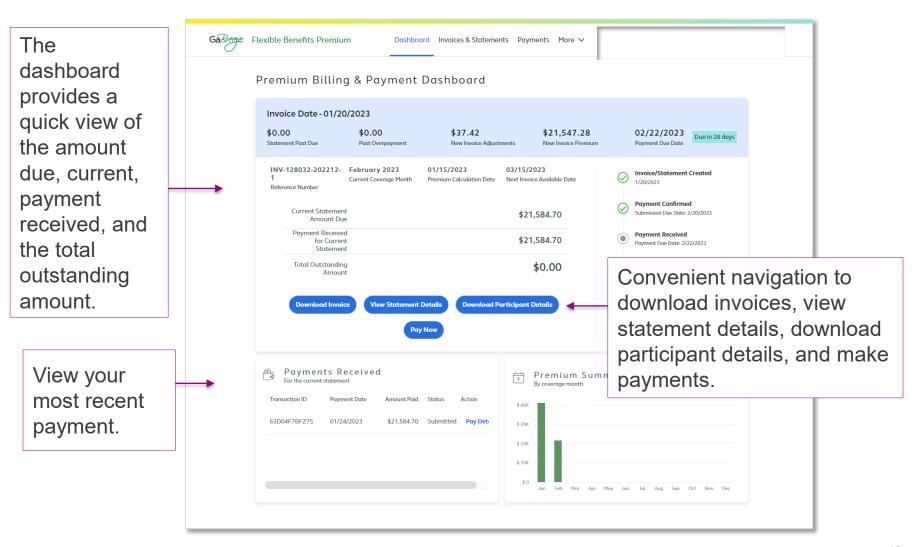
- Select Flexible Benefits Premium
- Or click the Administrative Tools Summary button.



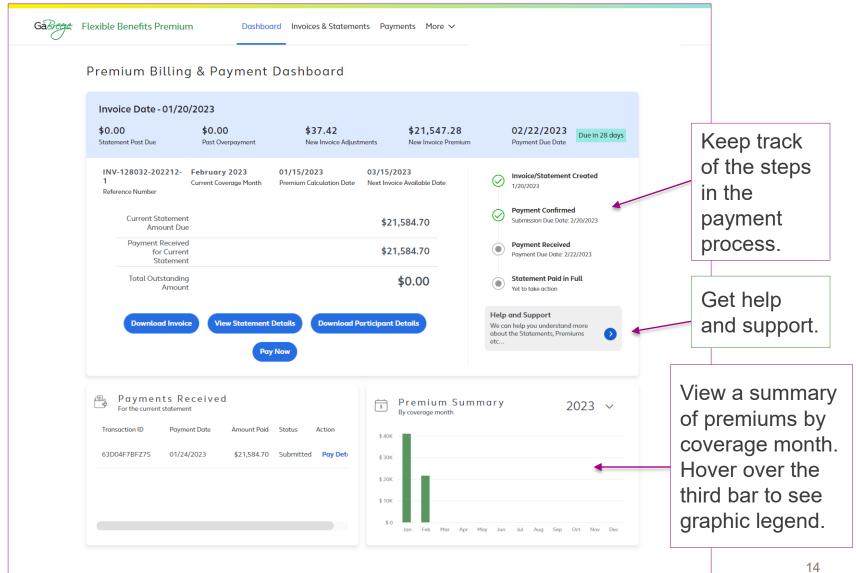


Access the Flexible Benefits Premium tool from the **Administrative Tools Summary** page

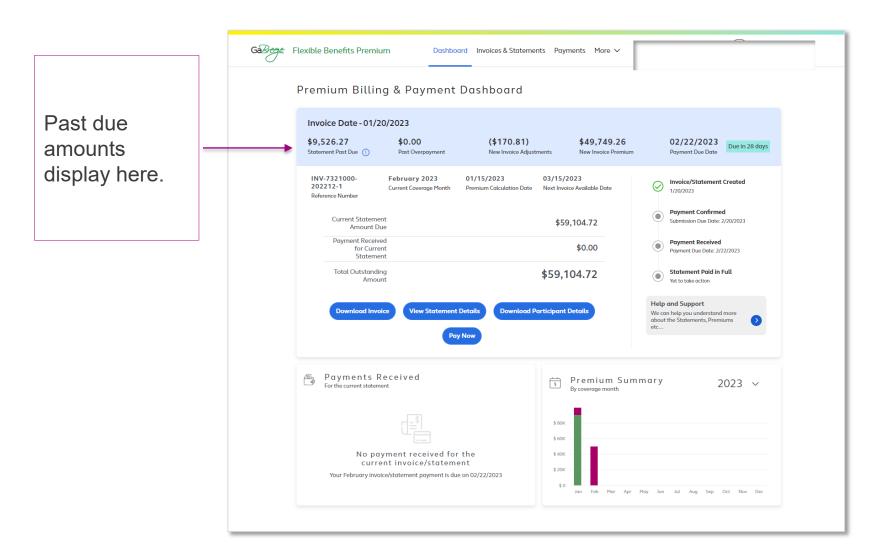
### Flexible Benefits Premium Dashboard



## Flexible Benefits Premium Dashboard (cont.)

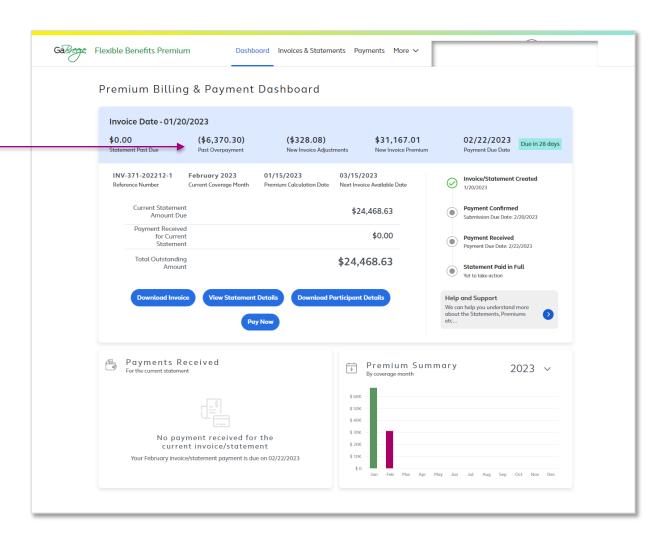


## Flexible Benefits Premium Dashboard (cont.)

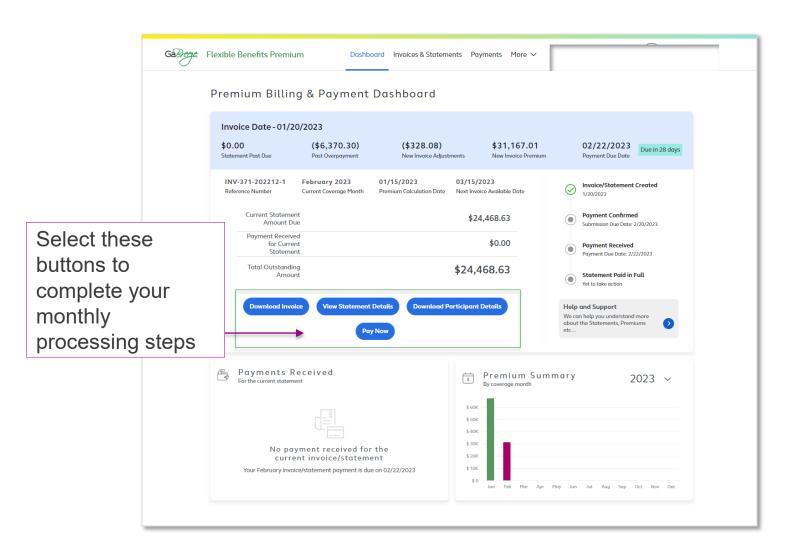


## Flexible Benefits Premium Dashboard (cont.)

Overpayments for the prior month display here.



# Dashboard: Four Navigation Buttons Guide You to Key Processing Steps



### Dashboard: Download Invoice

Click **Download Invoice** to download, view, and/or print.

### The invoice includes:

- Covered plans
- Number of participants
- Amounts due
- New invoice total

Please pay the amount in full.

Make any necessary eligibility

and/or HR updates in your HR/Payroll system or in Alight's Employer Website.

Entity Number 371  Entity Name Example 4 ePaymer Invoice/Statement Date 1/20/2023  Current Coverage Month February 2023  Payment Due Date 2/22/2023  Invoice Number INV-371-202212-1  Invoice Total by Plans  December 2022  Plan  AD&D  Critical Illness  DC Spending Account  Dental  November 2022  Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	New Invoice Premiums  New Invoice Adjustments  New Invoice Total  No. of Participants  100  155  40  3  210	\$31,167.01 (\$328.08) \$30,838.93 Amount \$444.64 \$114.27 \$759.47 \$1,212.00 \$10,753.34
Invoice/Statement Date 1/20/2023 Current Coverage Month February 2023 Payment Due Date 2/22/2023 Invoice Number INV-371-202212-1  Invoice Total by Plans  December 2022 Plan AD&D Child Life Critical Illness DC Spending Account Dental November 2022 Plan AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	New Invoice Adjustments  New Invoice Total  No. of Participants  100	\$30,838.93  Amount \$444,64 \$114.27 \$759.47 \$1,212.00 \$10,753.34
Current Coverage Month February 2023 Payment Due Date 2/22/2023 Invoice Number INV-371-202212-1  Invoice Total by Plans  December 2022 Plan AD&D Child Life Critical Illness DC Spending Account Dental November 2022 Plan AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	No. of Participants 100	\$30,838.93  Amount \$444,64 \$114.27 \$759.47 \$1,212.00 \$10,753.34
Payment Due Date 2/22/2023 Invoice Number INV-371-202212-1  Invoice Total by Plans  December 2022 Plan  AD&D  Child Life  Critical Illness  DC Spending Account  Dental  November 2022 Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	No. of Participants  100	Amount \$444.64 \$114.21 \$759.41 \$1,212.00 \$10,753.34
Invoice Number  Invoice Total by Plans  December 2022 Plan  AD&D  Child Life  Critical Illness  DC Spending Account  Dental  November 2022 Plan  AD&D  Plan  AD&D  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	No. of Participants  100	Amount \$444.64 \$114.21 \$759.41 \$1,212.00 \$10,753.34
Invoice Total by Plans  December 2022 Plan  AD&D  Child Life  Critical Illness  DC Spending Account  Dental  November 2022 Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	100 <u>I</u> 55 40 3	\$444.64 \$114.27 \$759.47 \$1,212.00 \$10,753.34
December 2022 Plan  AD&D  Child Life  Critical Illness  DC Spending Account  Dental  November 2022 Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	100 <u>I</u> 55 40 3	\$444.64 \$114.27 \$759.47 \$1,212.00 \$10,753.34
AD&D Child Life Critical Illness DC Spending Account Dental November 2022 Plan AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	100 <u>I</u> 55 40 3	\$444.6 \$114.2' \$759.4 \$1,212.0 \$10,753.3
Child Life Critical Illness DC Spending Account Dental  November 2022 Plan  AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	<u>∏</u> 55 40 3	\$114.2' \$759.4' \$1,212.00 \$10,753.34
Critical Illness DC Spending Account Dental  November 2022 Plan  AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	40	\$759.4: \$1,212.0( \$10,753.3-
DC Spending Account Dental  November 2022  Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD	3	\$1,212.00 \$10,753.34
Dental  November 2022  Plan  AD&D  Dental  Employee Life  HC Spending Account  Legal  LTD  Spouse Life  STD		\$10,753.34
Plan AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life		
Plan AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD		Amount
AD&D Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	No. of Participants	
Dental Employee Life HC Spending Account Legal LTD Spouse Life STD	1	(\$2.38)
Employee Life HC Spending Account Legal LTD Spouse Life STD	2	(\$81.77)
HC Spending Account Legal LTD Spouse Life STD	2	(\$33.75)
Legal LTD Spouse Life STD	1	(\$3.20)
LTD Spouse Life STD	1	(\$7.46)
STD	3	(\$86.14)
	1	(\$4.18)
	3	(\$54.68)
Vision	1	(\$5.61)
Total	15	(\$279.17)
October 2022		
Plan		Amount
LTD	No. of Participants	
STD	No. of Participants	(\$34.22)

## Dashboard: Download Invoice (cont.)

Follow the instructions for paying your invoice.



Invoice Details for Flexible Benefits

#### Past Due or Overpayment Amount:

In addition to the new premiums and adjustments outlined on this invoice, your Entity has a past due or overpayment amount for previous invoiced coverage. Find more info at <a href="https://www.GaBreeze.ga.gov">www.GaBreeze.ga.gov</a> and access your Monthly Statement. Your Monthly Statement fully outlines both your new invoiced amounts as well as amounts for past due coverage.

#### Instructions for Confirming and Making a Payment:

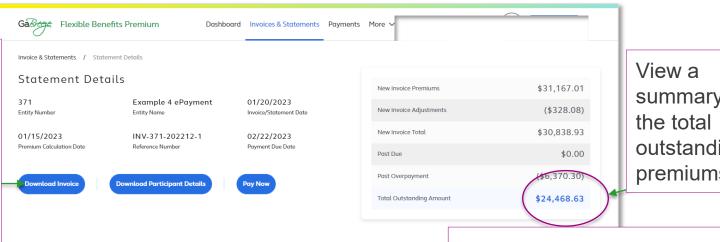
- View this invoice.
- 2. Obtain additional detail information and supporting reports for this invoice at www.GaBreeze.ga.gov.
- Visit the DOAS Premium Billing and Payment website at www.GaBreeze.ga.gov and confirm your payment amount(s) no later than 02/20/2023.
- 4. Send Your Payment no later than 02/22/2023. Your entity pays by ACH Direct Deposit. After confirming your payment amount online following the directions to send your ACH Direct Deposit Payment.

#### Past Due Amounts Prior to October 2022:

Please be advised that this statement may not reflect all past due balances or carry over amounts reflected on the Participating Entity's Flexible Benefits Account. Your statement only reflects New Premiums and Adjustments determined after the

### Dashboard: View Statement Details

Select the appropriate blue button to download your invoice, download participant details or pay.



summary of outstanding premiums.

#### Summary by Coverage Month

Previous Statement Amount

Your statement details include new premiums from this month's invoice as well as premiums that were past due, past overpayment at the point your statement was created. Statement does not reflect payments that were made after their creation. To see your Entity's current outstanding balance refer to the Dashboard.

#### Past Due Amount Prior to Oct 2022

Coverage Month

Please be advised that this statement may not reflect all past due balances or carry over amounts reflected on the Participating Entity's Flexible Benefits Account, Your statement only reflects New Premiums and Adjustments determined after the implementation of the GA Breeze Flexible Benefits Premium solution which began on October 1, 2022. The Participating Entity remains fully responsible for all amounts owed prior to the implementation of that system. Please contact DOAS at FlexibleBenefits.Recovery@doas.ga.gov to resolve any prior amounts owed

Past Due

Past Overpayment

New Invoice Adjustments

Payments Received

February 2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
January 2023	\$63,629.70	\$70,000.00	\$0.00	(\$6,370.30)	(\$279.17)
December 2022	(\$313.66)	(\$313.66)	\$0.00	\$0.00	(\$48.91)
Total	\$63,316.04	\$69,686.34	\$0.00	(\$6,370.30)	(\$328.08)

### View details about:

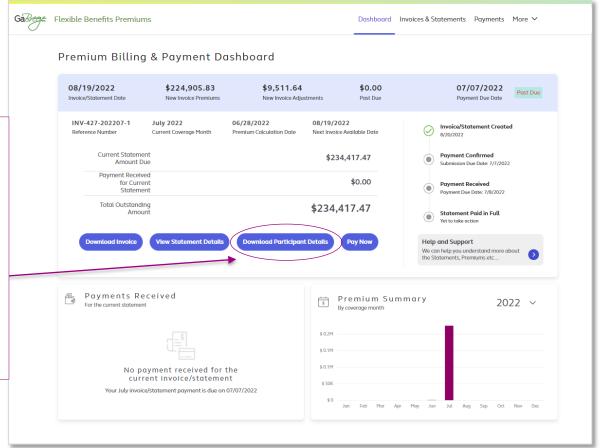
- Previous statement amounts
- Payments received
- Past due amounts
- New invoice premiums
- New invoice adjustments
- Total outstanding amount

## Dashboard: View Statement Details (cont.)

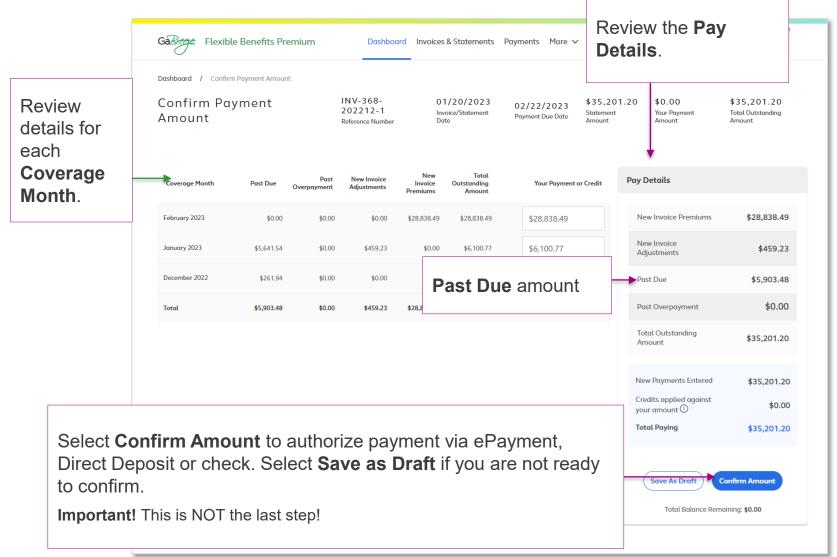
Use the blue New Invoice Premiums and Adjustments by Plan and Coverage Month buttons to November 2022 October 2022 choose the December 2022 month you Plan No. of Participants Amount want to view. AD&D 100 \$444.64 Child Life 55 \$114.27 Critical Illness \$759.47 DC Spending Account \$1,212.00 Dental 210 \$10,753.34 Employee Life 179 \$4,669.49 HC Spending Account 49 \$4,431.80 47 \$387.82 Legal LTD 80 \$2,560,39 Spouse Critical Illness 14 \$170.07 Spouse Life 49 \$461.50 STD 136 \$3,145.04 173 \$2,057.18 Vision Total 1135 \$31,167.01 Previous Statement Payments Reference Number Payment Date Amount Paid Payment Method 63C9CB34AB4E 01/19/2023 \$69,686.34 Direct Deposit **Payment Details** 

## Dashboard: Download Participant Details

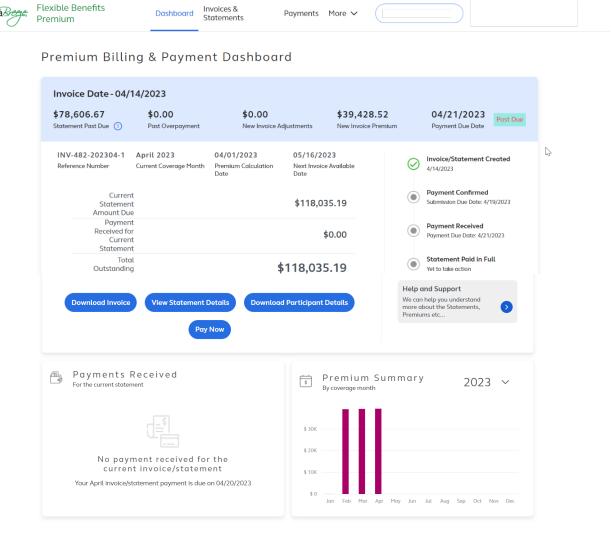
Select the **Download Participant Details** button to download a report in a CSV file format with details of each participant's plan options, the premium amounts, and administrative fees.

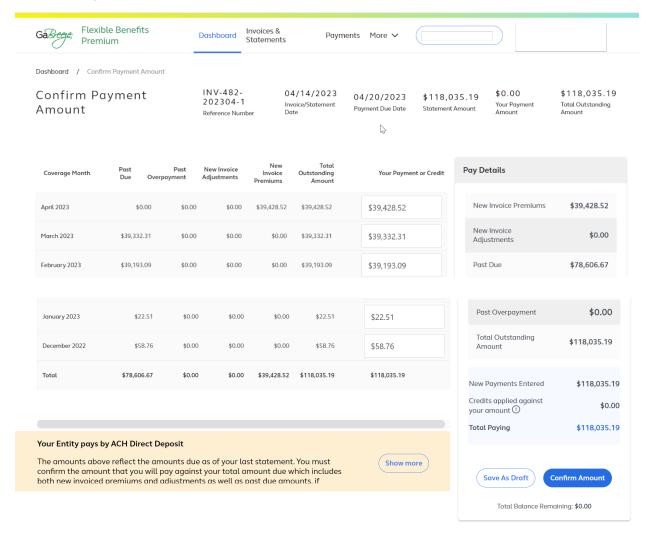


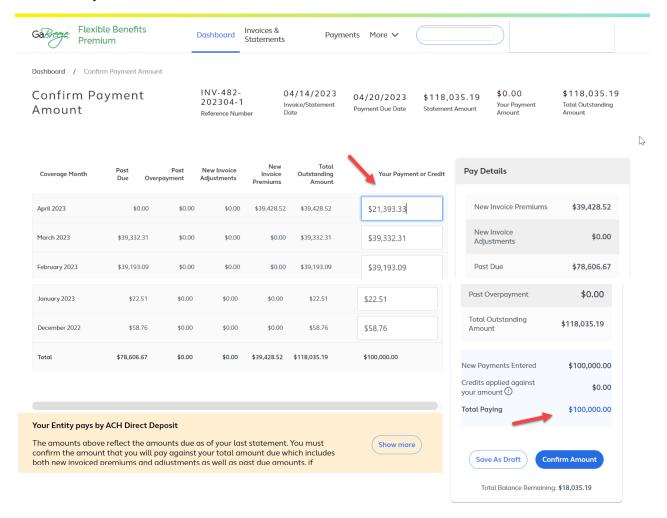
Dashboard: Pay Now Initial Screen
All Payment Methods (Prior Month Past Due)

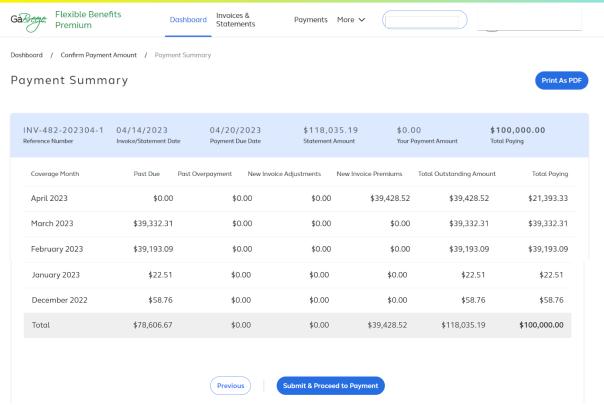


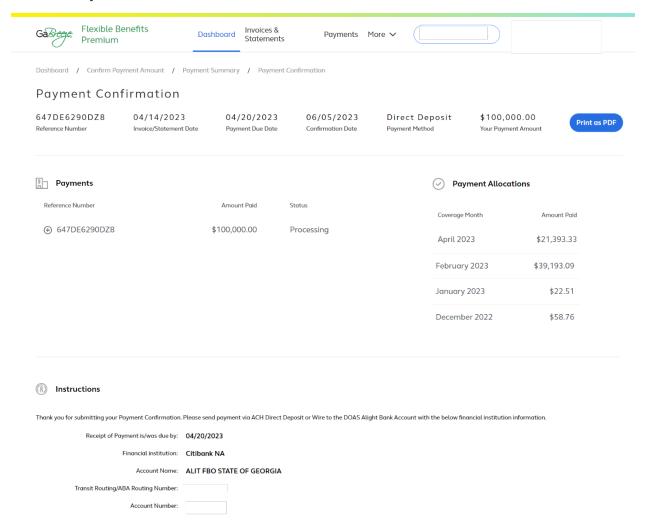
## Payment Process for Manual/Hybrid Entities

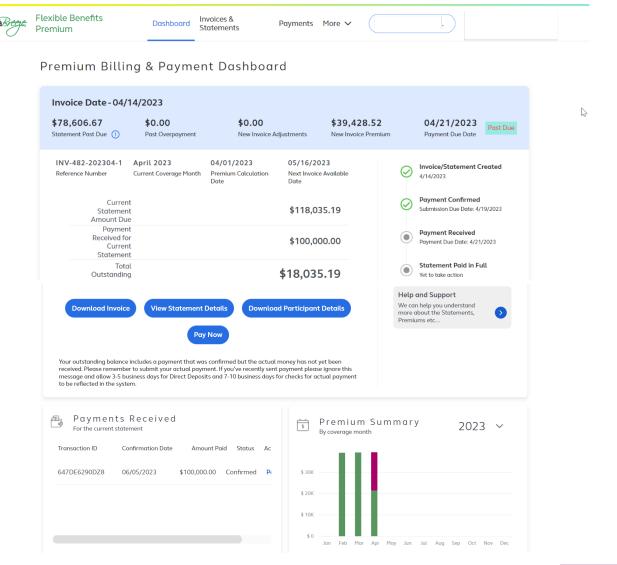






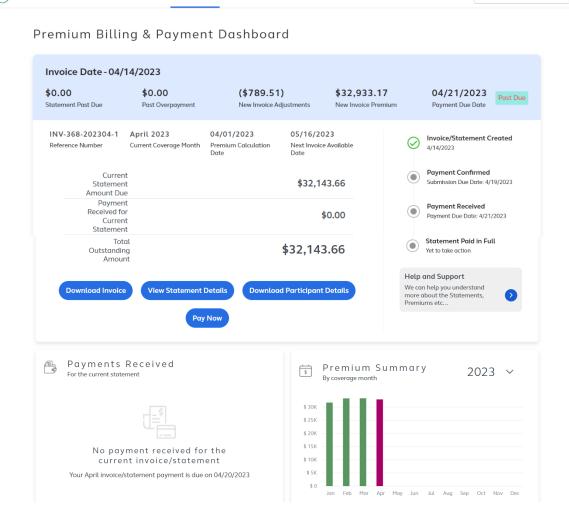


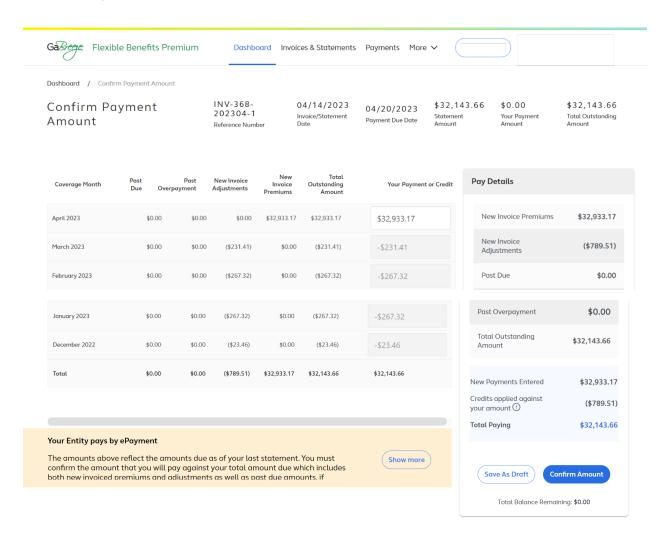


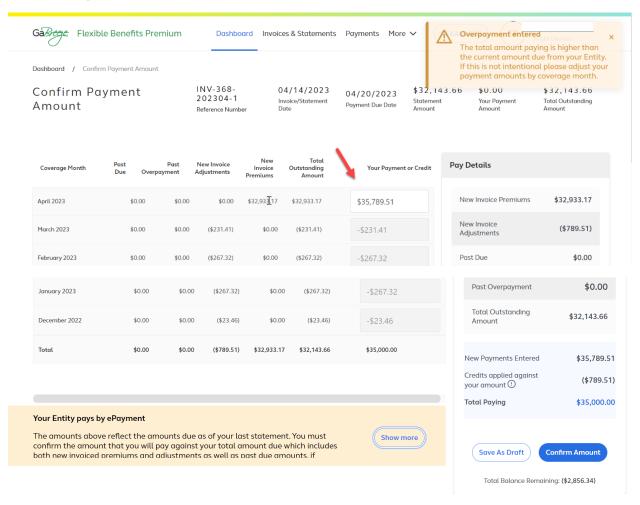


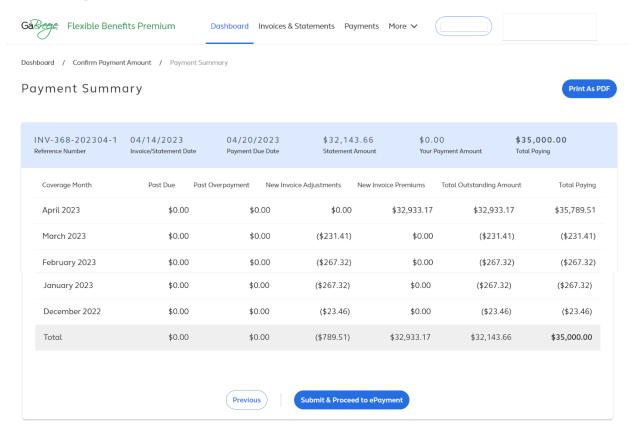
Dashboard Invoices & Statements Payments More ✓

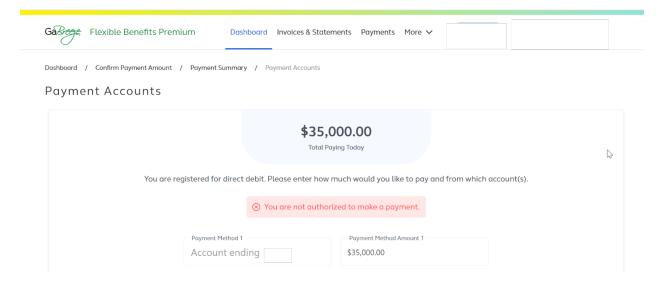
GàBrege Flexible Benefits Premium









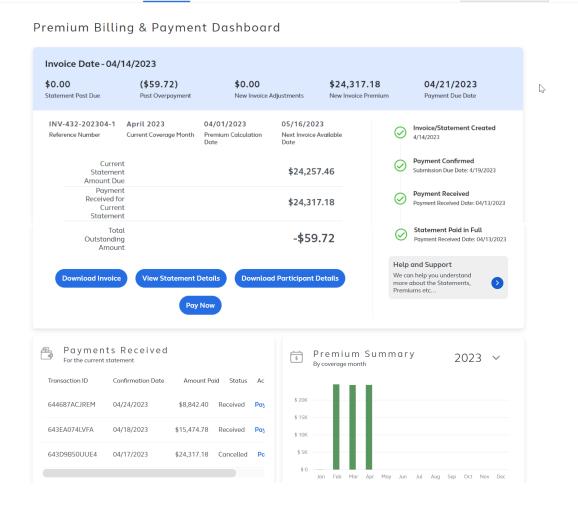


Invoices &

Statements

Dashboard

Premium



Payments More >

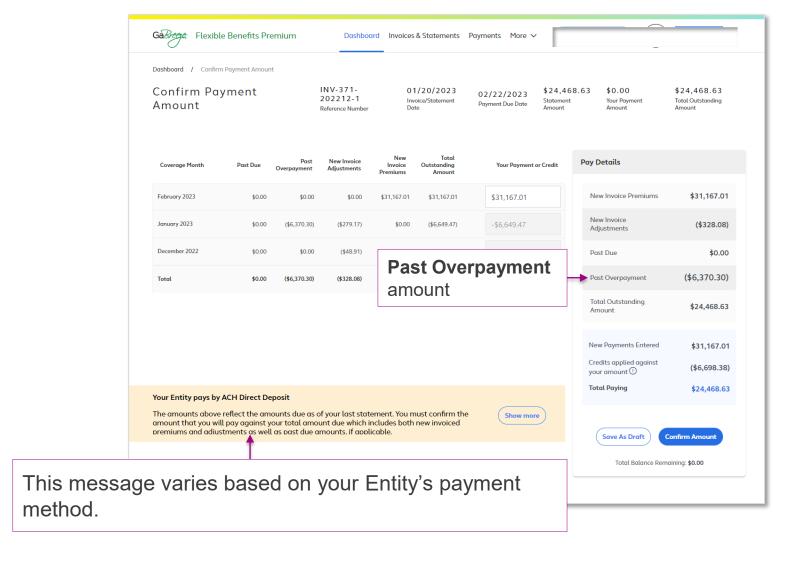
## Payment Methods

The payment method options are:

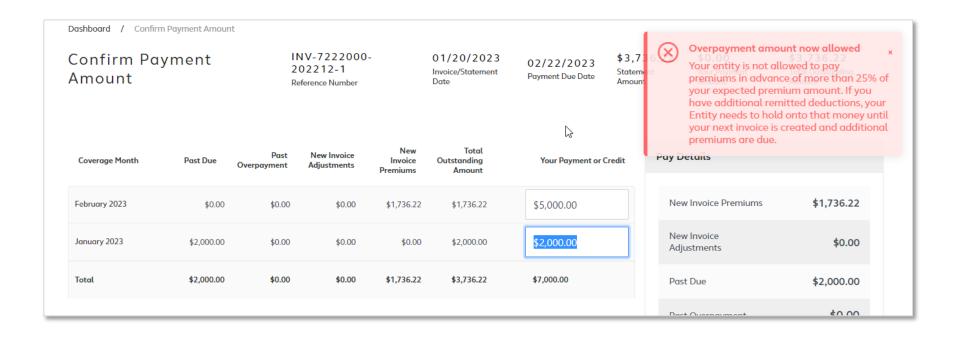
- ePayment
- ACH Direct Deposit
- Check

Many entities currently pay using ePas. These entities will need to change to one of the three payment methods above. ePayment is preferred because this payment method is done in the Flexible Benefits Premium tool.

# Dashboard: Pay Now Initial Screen All Payment Methods (Overpayment)

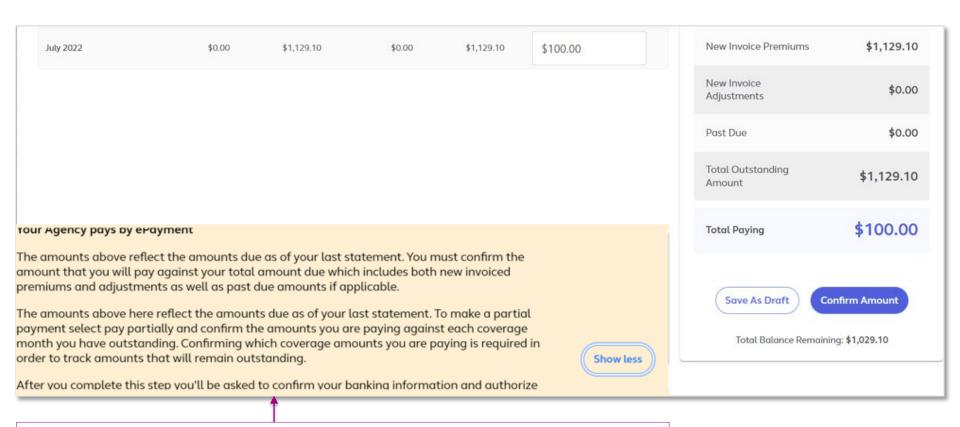


### Dashboard: Overpayment rules



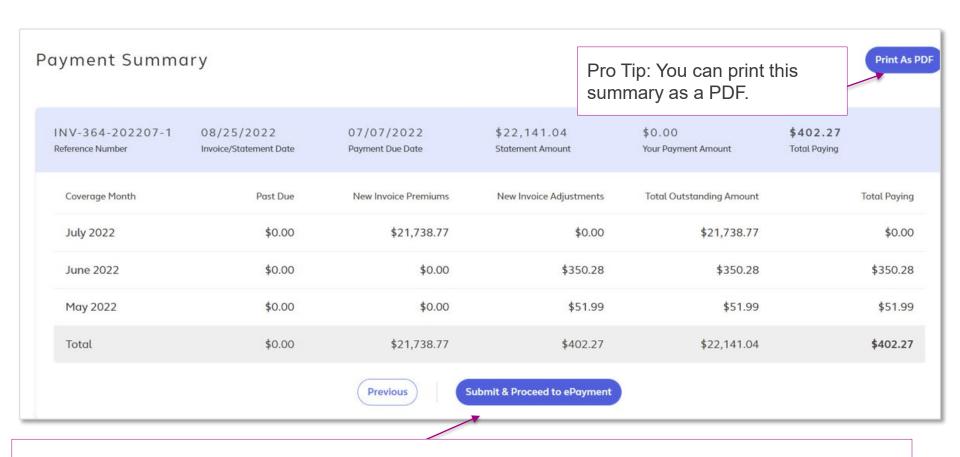
The tool has been enhanced to allow participating entities to pay more than the invoice amount. However, entities cannot pay premiums in advance of more than 25% of the expected premium amount.

## Dashboard: Pay Now Message: ePayment



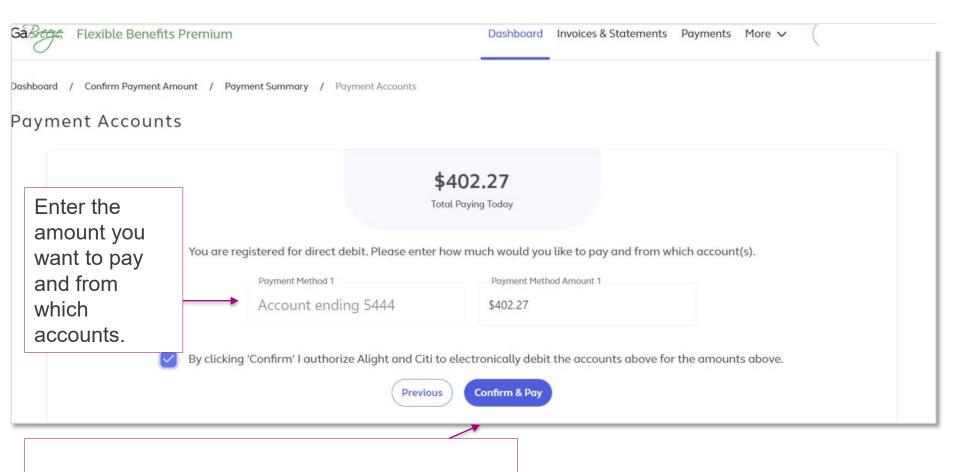
If your entity pays by ePayment, you will see this message at the bottom of the **Pay Now** screen.

# Dashboard: Pay Now Follow-up Screen 1: ePayment (cont.)



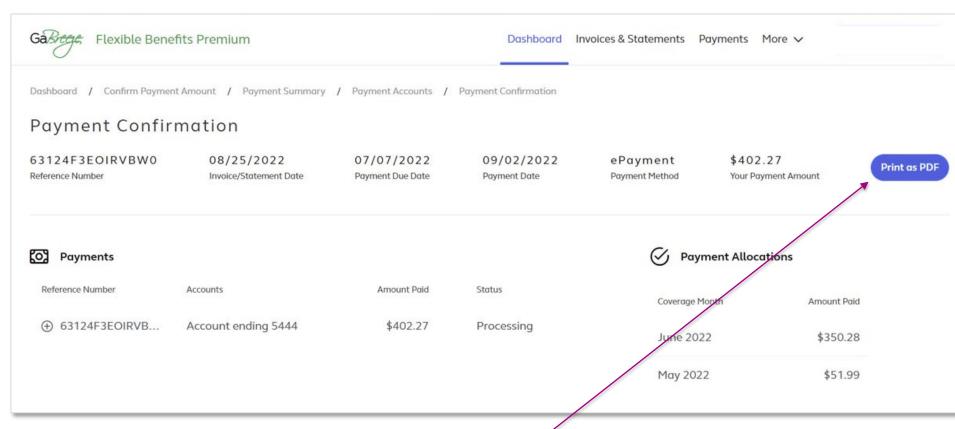
Review the Payment Summary screen and then select Submit & Proceed to ePayment.

# Dashboard: Pay Now Follow-up Screen 2: ePayment (cont.)



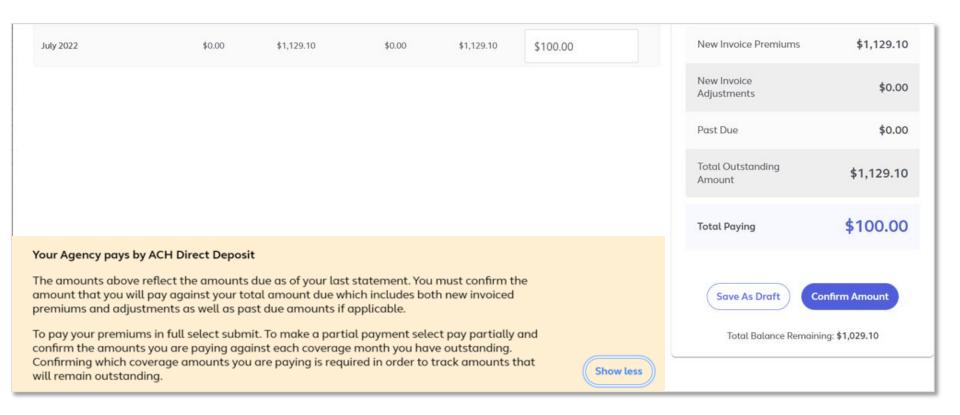
Select **Confirm & Pay** to authorize the payment.

# Dashboard: Pay Now Follow-up Screen 3: ePayment (cont.)



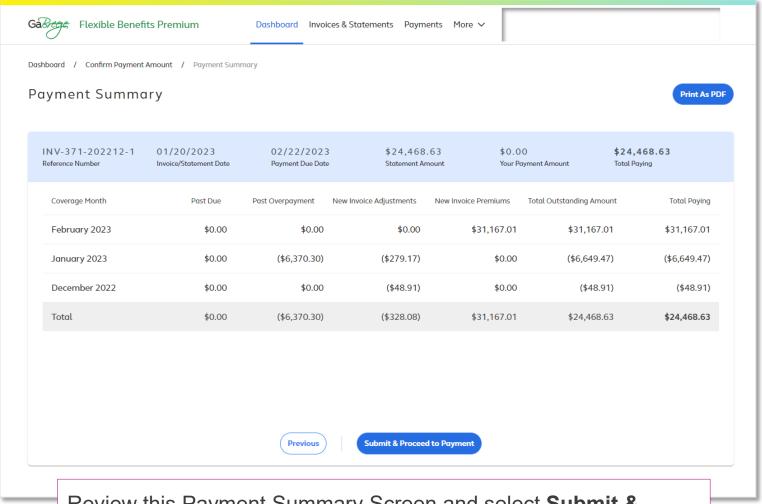
Review the Payment Confirmation information on this screen and select **Print as a PDF** to print a file for your records.

## Dashboard: Pay Now Message: Direct Deposit



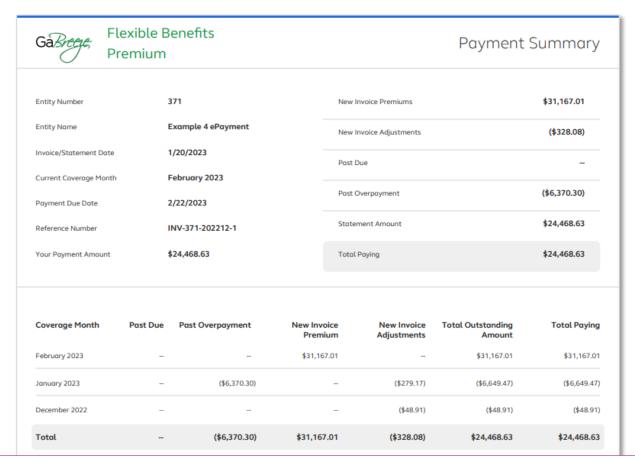
If your entity pays by Direct Deposit, you will see this message at the bottom of the **Pay Now** screen.

## Dashboard: Pay Now Follow-up Screen 1: Direct Deposit (cont.)



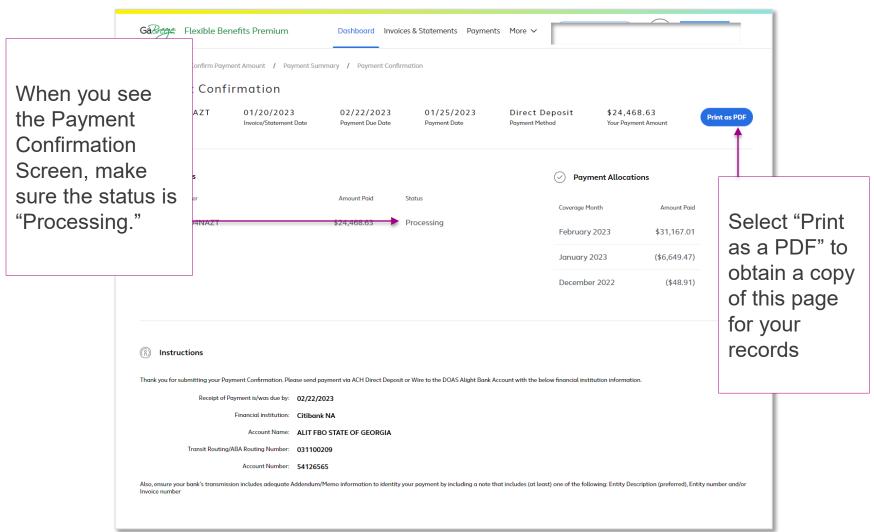
Review this Payment Summary Screen and select **Submit & Proceed to Payment** when you are ready to initiate payment.

## Dashboard: Pay Now Follow-up Screen 2: Direct Deposit (cont.)

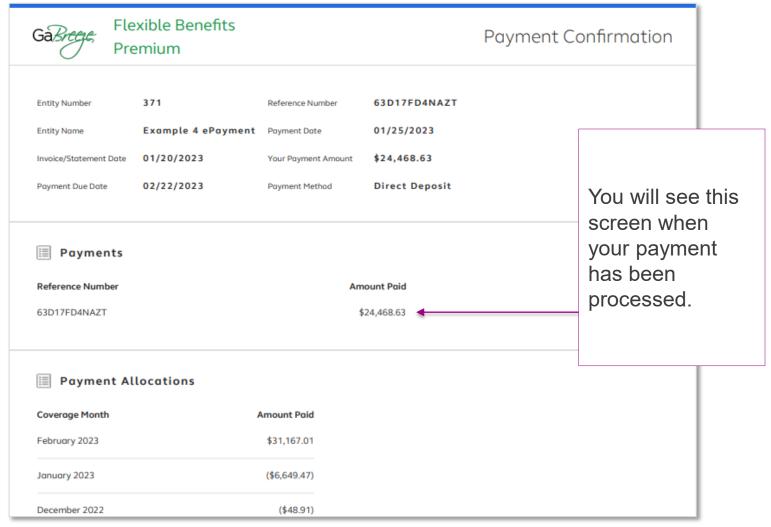


Review this follow-up screen for additional details about Past Due amounts, Past Overpayment amounts and the Total Outstanding Amount due.

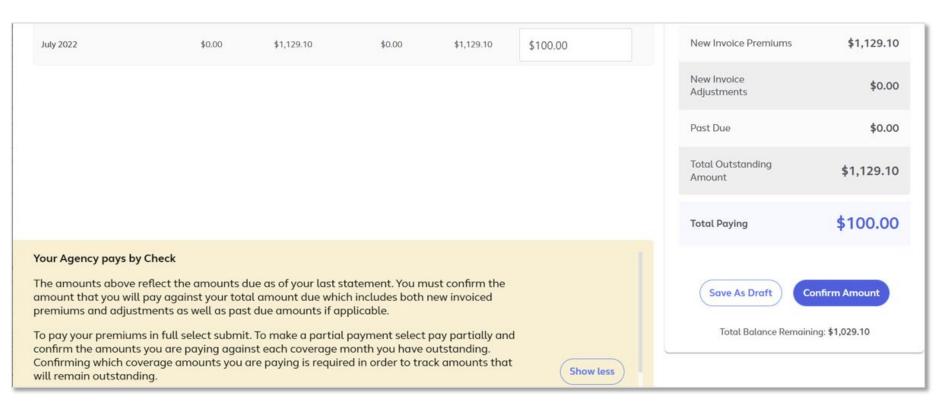
# Dashboard: Pay Now Follow-up Screen 3: Direct Deposit (cont.)



# Dashboard: Pay Now Follow-up Screen 4: Direct Deposit (cont.)

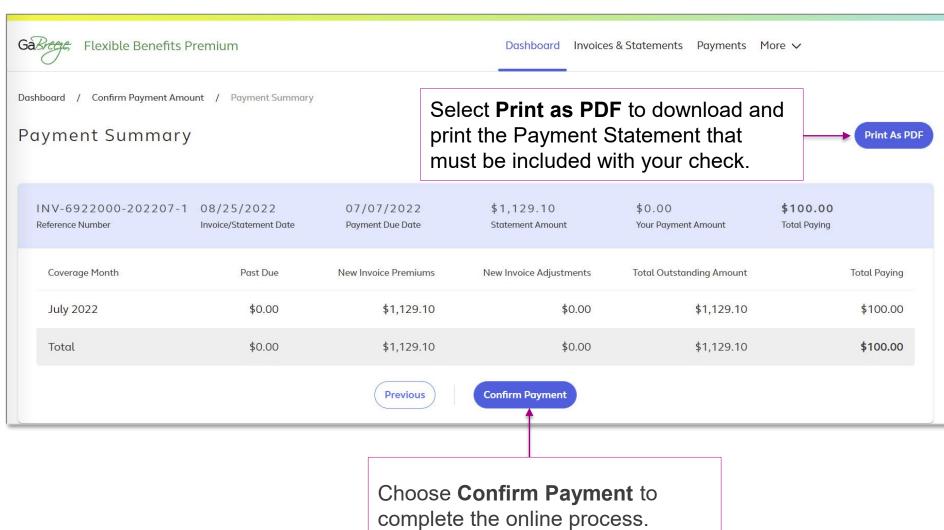


# Dashboard: Pay Now Message: Check Payment



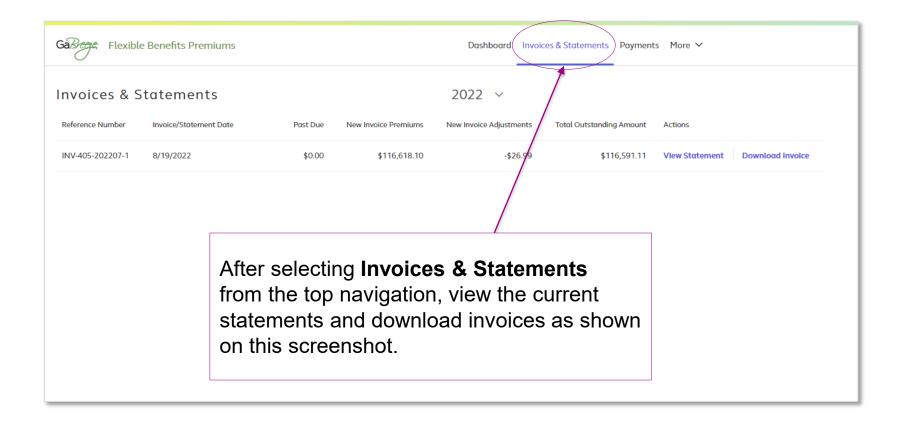
If your entity pays by check, you will see this message at the bottom of the **Pay Now** screen.

# Dashboard: Pay Now Follow-up Screen 1: Check Payment (cont.)



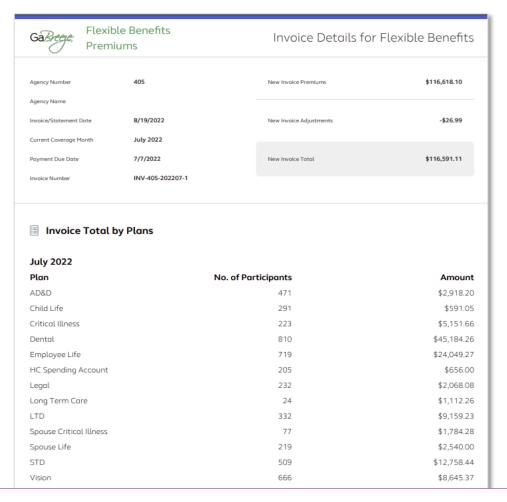
49

#### **Invoices & Statements**



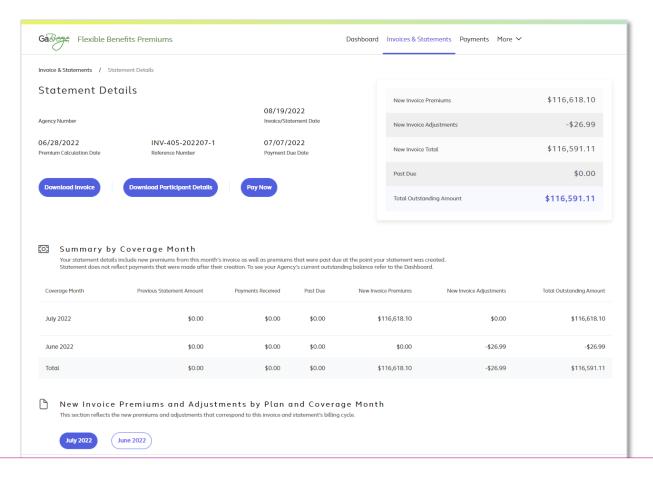
Invoices can be downloaded from the **Dashboard** and the **Invoices & Statements** selections.

#### Invoices & Statements: Downloaded Invoice



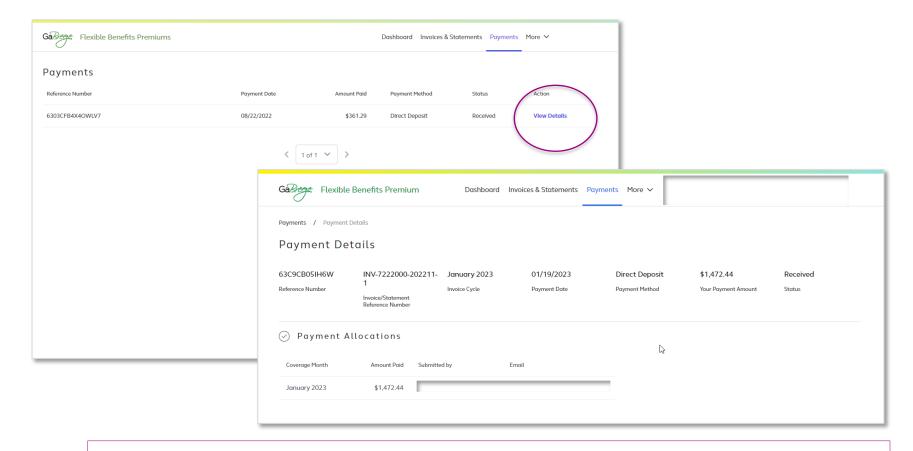
Invoice

#### Invoices & Statements: Downloaded Statement



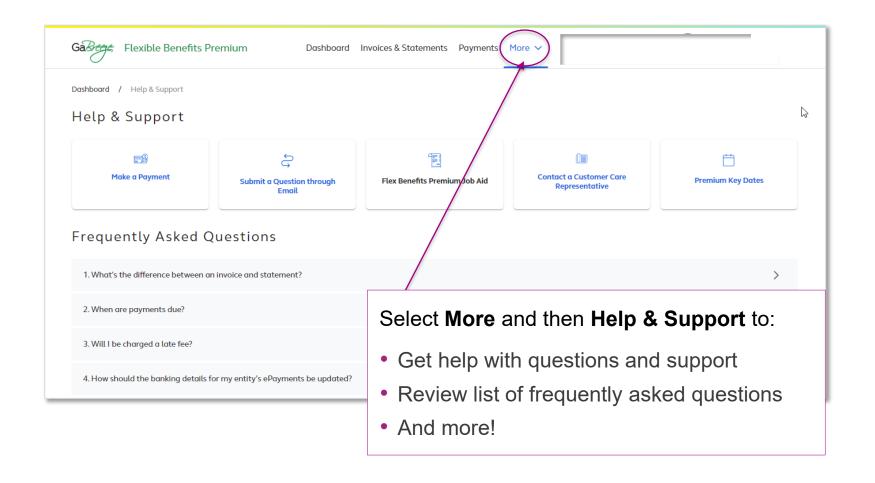
Statement

#### **Payments**

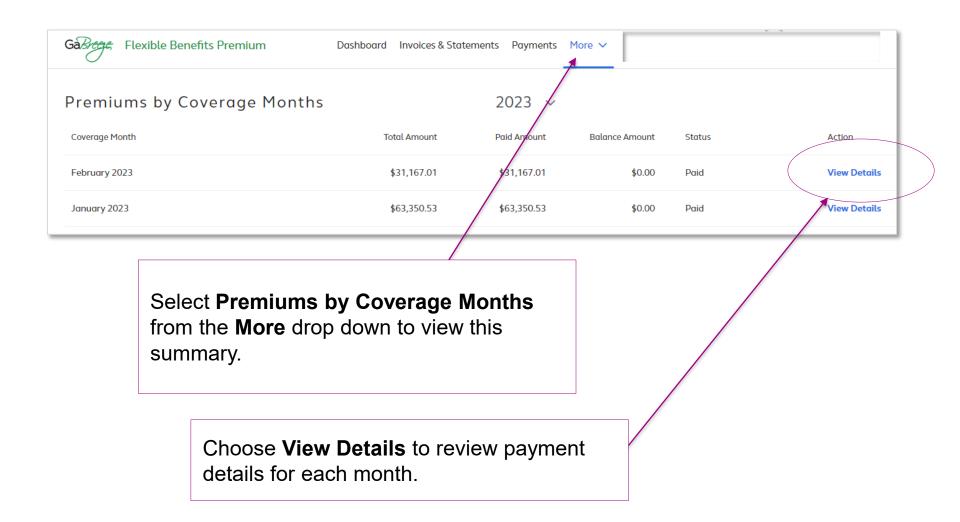


In **Payment Details**, view the payment date, amount paid, payment method, and status.

### Help and Support



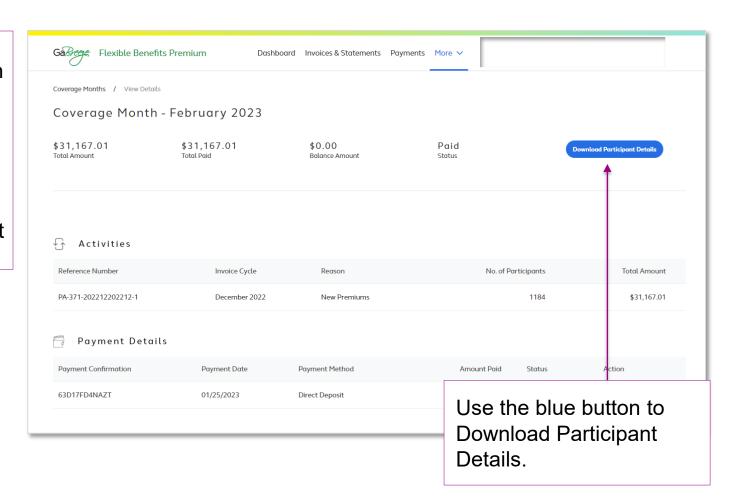
### Premiums by Coverage Months



#### Coverage Months—View Details

### The Coverage Month screen shows:

- Payment details
- Number of participants
- Method of payment



#### Partial Payments

Past due or overpayment scenarios:

- Eligibility timing differences
- Employer eligibility errors
- Enrollment timing differences or errors
- Entity did not remit the appropriate deductions

Participant data updates required for the first three situations listed above:

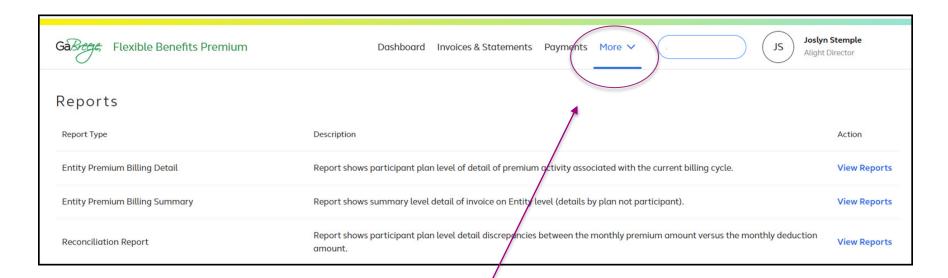
 Update data in your HR/Payroll system or in Alight's Employer Website, as needed.

#### **Question to discuss:**

How will your current processes need to change when the new tool is available? Who will be involved with these changes?

### Flexible Benefits Premium Tool Reports

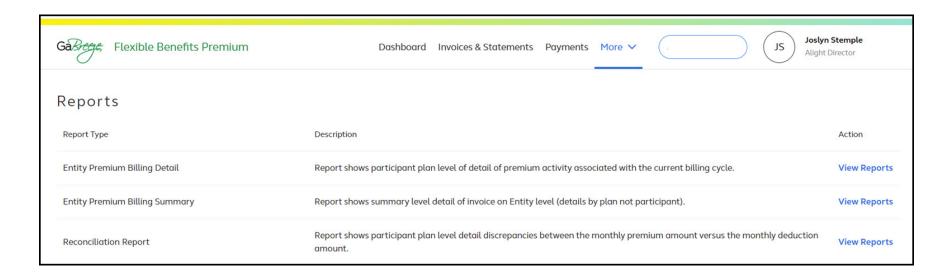
#### Reports



#### Select **More** and then **Reports** to view:

- Entity Premium Billing Detail
- Entity Premium Billing Summary
- Reconciliation Report

#### Reports



#### Creating the Reconciliation Report:

- Entity needs to interface HR/Payroll data with Alight.
  - Entity provides Alight with the payroll benefit deduction totals by month, not by pay period.
- Alight uses the data to create the report.

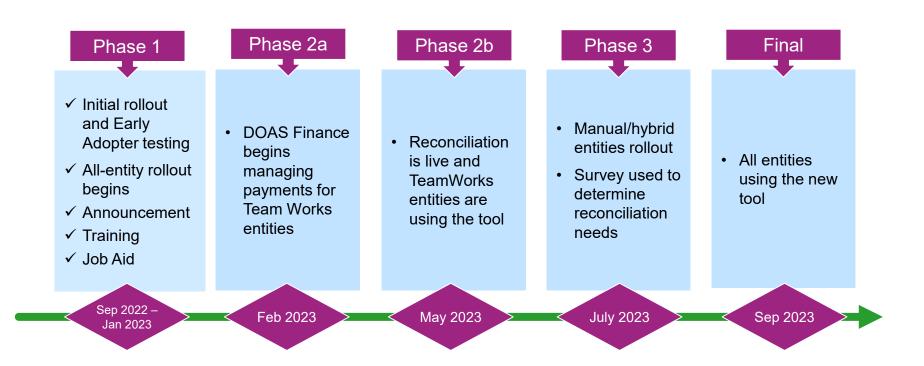
### Reconciliation Report Sample

1	Α	В	С	D	E	F	G	Н	I
- 1	COMPANY	SSN	FIRST NAME	LAST NAME	DEDUCTION MONTH	DEDUCTION CODE	MONTHLY PAYROLL DEDUCTION AMOUNT	MONTHLY FM PREMIUM AMOUNT	DIFFERENCE AMOUNT
2	123456	XXX-X1-2345	JOHN	DOE	12	XLEGL4	0.00	9.80	-9.80
3	123456	XXX-X1-2345	JOHN	DOE	12	XLF2XB	0.00	45.14	-45.14
4	123456	XXX-X1-2345	JOHN	DOE	12	XLTSSA	0.00	55.82	-55.82
5	123456	XXX-X1-2345	JOHN	DOE	12	XST+SS	0.00	22.60	-22.60
6	123456	SUBTOTAL					0.00	133.36	-133.36

• The "Difference Amounts" are due to various factors.

### Implementation Plan

#### Implementation Timeline



### Processing Deadlines: May through September 2023

	May	June	July	August	September
Invoice and Statement Ready for Your Review	May 16	June 15	July 17	August 15	September 15
Payment Confirmation Date	May 19	June 21	July 20	August 18	September 20
Payment Due Date	May 23	June 23	July 24	August 22	September 22

### Support Tools

Topic	Where to go
<ul> <li>Frequently asked questions section of the payment tool</li> </ul>	GaBreeze.ga.gov > More > Help & Support
<ul> <li>Comments and feedback about the tool</li> </ul>	HRA Email box: flex.emailsupport@doas.ga.gov
<ul> <li>Questions not found in the FAQ document</li> <li>Problems accessing the tool or other defects</li> <li>Questions about premiums amounts due</li> <li>Questions about available reports</li> </ul>	Alight Flexible Benefits Premium Service Center at 1-844-967-5533
<ul><li>DOAS Web Page</li></ul>	Link: https://doas.ga.gov/human-resources-administration/employee-benefits-information/flexible-benefits-premium-tool Path: www.doas.ga.gov > human resources administration > flexible benefits information > flexible benefits premium tool

#### **Questions and Discussion**

Wrap-up and Next Steps

#### Your Role

- Begin using the tool for review of invoice, reports and payments.
- In general, you cannot use any other method after this point.
- To resolve past due amounts owed prior to your implementation of the tool, contact DOAS Finance at <a href="mailto:Flex.Reconciliations@doas.ga.gov">Flex.Reconciliations@doas.ga.gov</a>.

#### Next Steps

- Confirm that you can access the Flexible Benefits Premium tool at <u>www.GaBreeze.ga.gov</u> (under the **Administrative Tools** section) using your user ID and password.
  - Path: GaBreeze > Administrative Tools > Administrative Tools Summary > Flexible Benefits Premium > Select and Confirm Entity
- View frequently asked questions about the tool and how to use it.
  - Once you're in the tool, select More, then Help & Support in the top navigation to access the FAQs.
- Visit the Flexible Benefits Premium tool web page to learn more: <u>https://doas.ga.gov/human-resources-administration/employee-benefits-information/flexible-benefits-premium-tool</u>

### Next Steps (continued)

- Review your current Flexible Benefits payment and reconciliation processes.
- Determine which of your entity employee(s) will be handling the responsibilities for each role: HR
  Director, Benefits Coordinator, Payroll Representative, Accounts Payable Representative, and
  Chief Financial Officer.
- If your entity's authorized contacts need to be updated, notify DOAS Flexible Benefits. DOAS will notify Alight.
- If your entity's payment method is changing from your current setup, notify Alight directly.
- After you receive the notification from Alight that your invoice is ready in the tool:
  - 1. Access and review the dashboard, invoice and statement.
  - 2. Determine the amount your entity will pay Alight, enter the data, and click "Confirm Amount".
  - 3. To help Alight allocate your payment correctly, confirm your payment in the tool before you send your payment to Alight.
  - 4. Reconcile Alight's premiums to the payroll deductions that were withheld.
  - 5. Update HR/Payroll data in your HR/Payroll system and/or in Alight's Employer Website, as needed.

### Summary

- Overview of the new tool
- What is changing and why?
- Deep dive of the new online tool: Flexible Benefits Premium
- Reports in the tool
- Your role
- Timeline and support
- Questions and discussion
- Wrap-up and next steps



### Thank you

**Human Resources Administration**