USG just made it easier to manage your benefits!

Starting today, you have two new ways to connect with your benefits online and by phone. We know that University System of Georgia (USG) benefits are important to you and your family. They offer protection, peace of mind and comfort — and you want to make the most of them.

OneUSG Connect – Benefits website: secure, online access to your benefits

The new OneUSG Connect – Benefits website makes it easy for you to get benefits information whenever you would like. You can:

▪ Review current benefits coverage.
▪ Make benefit changes due to a life event (such as the birth of a child or a marriage).
▪ Find doctors, hospitals or other healthcare providers in your plan’s network.
▪ Keep track of healthcare expenses (including deductibles, coinsurance and copayments).
▪ Contact insurance carriers and other benefit resources.

There are two easy ways to reach the OneUSG Connect – Benefits website:

▪ From work: You have easy, secure access to the OneUSG Connect – Benefits website. If you access the OneUSG Connect – Benefits website from work using your campus ID and password, you won’t have to log in again.

Go to:  http://www.gsu.edu/#

  a. Select Faculty and Staff
  b. Click on OneUSG Connect (this will direct you to the USG Faculty & Staff Portal)

On the USG Faculty & Staff Portal, Under MANAGE MY BENEFITS

  a. Click on Single Sign On
  b. Enter your campus ID and Password

Watch the video: Georgia State University: Introduction to OneUSG Connect – Benefits to find detailed instructions on how to access and navigate the OneUSG Connect-Benefits website.

▪ From your personal computer, tablet or smartphone: You can also access OneUSG Connect – Benefits via the Manage My Benefits links in the new USG Faculty and Staff portal at http://OneUSGConnect.usg.edu.

During your first visit to the new OneUSG Connect – Benefits website, please:

▪ Review and confirm your contact information, dependents and beneficiaries.
Explore the resources and features, since they will help you understand and make the most of your USG benefits.

OneUSG Connect – Benefits Call Center: convenient, toll-free telephone support

Speak with a OneUSG Connect Call Center Representative to:

- Help you enroll in or change your benefits.
- Answer questions about benefit eligibility.
- Help resolve technical issues.
- Explain benefit plans.
- Answer questions about filing healthcare claims.
- Assist with coverage confirmation calls with benefit providers.

You can reach the OneUSG Connect – Benefits Call Center toll-free by calling 1-844-5-USGBEN (1-844-587-4236).

There will be no changes to your benefits as a result of this transition

Even though you now have two new ways to access your benefits, your benefits are not changing. As always, you can change your benefits when you experience a qualifying life event, as well as during the next annual benefits Open Enrollment period in Fall 2017.

For more information about the new OneUSG Connect – Benefits website and OneUSG Connect – Benefits Call Center, please check out the Transition Flyer here.

The GSU Benefits Team is also here to assist you if you have questions or concerns please contact us at (404) 413-3300 or benefits@gsu.edu.