

The Benefits Advantage

HUMAN RESOURCES ADMINISTRATION

Providing employee benefits tools and resources for the State of Georgia

June 2023

Fiscal Year 2024 Employee Assistance Program Renewal

BY SON TRUONG

The Kepro Employee Assistance Program (EAP) enrollment process is now open for the fiscal year, beginning July 1, 2023, and ending on June 30, 2024. DOAS sent the renewal notice to entity contacts on May 10, 2023. Please refer to the email for renewal via DocuSign and detailed information about the services and pricing. Your entity must purchase this benefit for your employees to use the EAP services.

If your entity would like to initiate EAP services for the contract year beginning July 1, 2023, the enrollment process is the same via DocuSign. Please see the link in the renewal notice referenced above.

Your entity can join the EAP at any time during the year.

Why join the EAP? In the current work environment, some employees are working from home; some are back at the office or on a hybrid work schedule. The current work environment creates various situations at home or work. The EAP provides various services to help employees deal with situations such as divorce, stress, financial stress, childcare, etc. The EAP is a benefit for your employees. **All calls for assistance are confidential and are not reported to the agencies or DOAS.** Below is a summary of the various services provided by the EAP.

- Toll-free access, 24 hours a day, 365 days a year, to EAP counselors via the toll-free number.
- Up to 4, 6, or 8 counseling sessions with a professional EAP network licensed therapist. Sessions are available for multiple issues per year.
- EAPHelpLink, your interactive, customized EAP website, includes an online provider directory, monthly online webinars, resource articles, training, assessments, and archived presentations. Issues cover emotional well-being, health and wellness, workplace issues, childcare, eldercare, adoption, and education.
- Legal and Financial Services, including:
 - Free 30-minute legal consultation with an experienced attorney
 - Free 30-minute financial consult with an experienced financial coach
 - 25% reduction in legal and financial fees after the free consults
- Adult/Elder Care, support for the care of your adult and elder loved ones includes referrals for elder care, home health services, transportation and meal programs, and assistance with Medicare and Medicare.
- Child Care, support for the care of your children, including referrals for childcare, adoption, education planning, and special needs children.
- Daily Living Services, referrals to services for help in your daily life; services include moving and

relocation, travel, entertainment, pet services, and home repair.

- Free Training Sessions, 24 hours per contract year, available for live training conducted either in-person or virtually by a subject matter expert. Additional training hours are available at \$200/hour.
- Program Education, including Employer/Manager Orientations, educational seminars, and Health Fair/Benefit enrollment representation.
- Critical Incident Services Support, onsite or virtual counseling for employees who are impacted by a traumatic episode; 2 hours per event included in the program. Additional hours are available at \$260/hour.
- EAP Utilization reporting, (reported on a fiscal year of July to June)
 - Quarterly/Annual Utilization Reports with a headcount of 500 or more employees
 - Semi-Annual/Annual Utilization Reports with a headcount of between 200 - 499 employees
 - Annual Utilization Reports with a headcount of fewer than 200 employees
- Management Consultations, unlimited telephone consultations for managers/supervisors with senior EAP consultants who specialize in workplace issues.
- EAP Promotional Materials, including electronic brochures, wallet cards, posters, and topical tip sheet flyers.

If you have any questions about the Employee Assistance Program, please contact Lisa Cronin, Kepro Account Manager, at 667-274-0009 or by email at mcronin@kepro.com, or Carla Gracen, Director, DOAS-HRA – Compensation and Benefits at 404-651-5049 or by email at carla.gracen@doas.ga.gov.

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Benefits

Flexible Benefits Premium Tool

BY CARLA GRACEN

The training sessions for the new Flexible Benefits Premium tool and Reconciliation Report were held in early May for TeamWorks entities and in early June for Manual/Hybrid entities that participate in the Flexible Benefits Program. The training invitations were sent to the five entity roles that will need to use the tool each month and will be impacted by the process changes for monthly payment processing and reconciliation. The roles are: Human Resources Director, Benefits Coordinator, Payroll Representative, Accounts Payable Fiscal Representative, and Chief Financial Officer. Many entity attendees wear multiple hats and play more than one role.

Follow up emails were sent that included links to the Department of Administrative Services (DOAS) [web page](#) for the new tool. The page includes the Training Guide, recording of the training session, and other helpful information. If you have any questions about the tool rollout, please send an email to Flex.emailsupport@doas.ga.gov.

At times, the roles within your entity may change. If your entity needs to make changes to the roles you provided, please notify the Flexible Benefits team immediately at Flex.emailsupport@doas.ga.gov. It is important to communicate the changes to ensure access to the tool is granted and/or deactivated in a timely manner.

Helpful tool Reminders



Invoice Notifications

Alight (GaBreeze) sends monthly email notifications to the entities currently using the tool to alert them that the invoice is available. Entities using the tool should wait until the invoice is available before making their payments.

To Confirm or Not Confirm!



(That is the question!)

We know you are anxious to make your Flexible Benefits premium payments. To successfully complete the payment process, you must first confirm in the tool the amount you are going to pay. The amount confirmed must match the amount of the payment the entity will be submitting. Making a payment before confirming the amount and/or paying a different amount than the amount confirmed, will cause a delay in Alight processing your payment. A delay in the processing of your entity's payment, may result in the payment being noted as past due.

If you have questions regarding the tool, there are several resources available to you. Review the Frequently Asked Questions located under More on the Flexible Benefits Premium tool's Dashboard, then click Help & Support. Didn't find what you needed there? You can also contact GaBreeze at 844-967-5533 or email them at [Alight. FlexibleBenefitsPremium.Mailbox@alight.com](mailto:FlexibleBenefitsPremium.Mailbox@alight.com) regarding questions related to the Flexible Benefits Premium tool.

Valid Social Security Numbers are Needed!

BY SIATTA OLLISON, ALIGHT (GABREEZE) SOLUTIONS

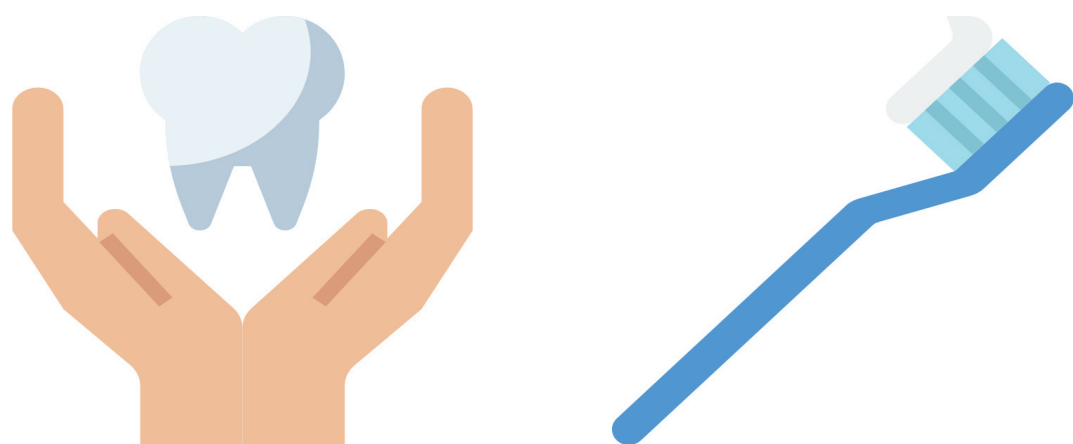


Social Security Numbers (SSNs) must be provided when you enter your employees' indicative data in TeamWorks and/or GaBreeze Employer portal. Entering incorrect values, e.g., XXX-XX-XXX, creates invalid data and errors in GaBreeze. This will cause delays in loading accurate records and will delay the Flexible Benefits enrollment process for your employees.

Dental

Cigna Dental Oral Health Integration Program (OHIP)

BY LENEQUA MORRIS & CIGNA DENTAL



Are your employees making the most of their dental benefits? Many of the Flexible Benefits plan options have additional programs and features that sometimes go unnoticed. For example, do your employees know MetLife's Life insurance provides Will Preparation services at no additional cost? Also, the Critical Illness plan options have wellness benefits attached. With Cigna, the OHIP is available to certain participants enrolled in the Dental PPO and DHMO plan options.

What is the Cigna Dental Oral Health Integration Program?

It's a program that reimburses out-of-pocket costs for specific dental services used to treat or help prevent gum disease and tooth decay. The program is for people with certain medical conditions that may be impacted by dental care. There's no additional cost for the program – if you qualify, you get reimbursed! You do not have to meet your DPPO or indemnity deductible to receive reimbursement for these services. However, reimbursement will apply to and is subject to your annual benefits maximum for traditional indemnity and DPPO plans as well as plan rules for visits to network dentists and out-of-network dentists.

Eligibility Requirement

If you have a Cigna dental plan, you're eligible for the program. You do NOT have to be enrolled in a Cigna medical plan to be eligible for this program. You must be treated by a doctor for any of the following conditions:

Heart disease	Radiation for head or neck cancers	Parkinson's disease
Stroke	Rheumatoid arthritis	Amyotrophic lateral sclerosis (ALS)
Diabetes	Sjogren's syndrome	Huntington's disease
Maternity	Lupus	Opioid misuse and addiction
Chronic kidney disease	Organ transplants	

How Do I Enroll?

To get reimbursed, you first must enroll in the Cigna Dental Oral Health Integration Program by either:

- Going to [myCigna.com](https://mycigna.com), selecting Coverage > Dental, and filling out the registration form online.
- Calling the number on the back of your Cigna ID card and asking for a mailed registration form.

What is the Reimbursement Process?

1. Go to your dentist and pay the copay or coinsurance for the covered treatment.
2. If your dentist is in the Cigna network, they'll send us a claim for reimbursement. If your dentist isn't in the Cigna network, you might need to submit the claim.**
3. Cigna will review the claim and mail reimbursements for eligible dental services in about 30 days.

**** The reimbursement for out-of-network services will also be subject to plan limitations for out-of-network care costs.**

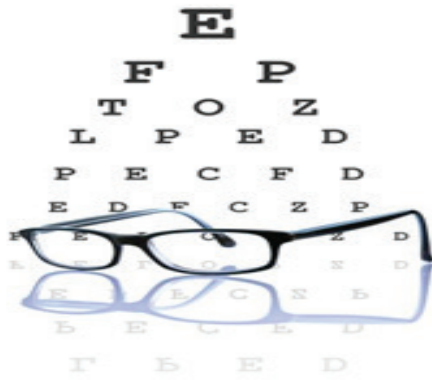
We should all be maximizing our benefits by accessing the benefits within the benefits! Please share this information with your employees. If your employees have any questions, they should access Cigna's website at [myCigna.com](https://mycigna.com) or call Cigna at 888-764-0099. Additional information regarding the Flexible Benefits dental options is available at <https://doas.ga.gov/human-resources-administration/employee-benefits-information/flexible-benefits/dental>.

Vision

The Importance of Eye Exams

BY MARCIE AKINS AND ANTHEM

The Importance of Eye Exams



Eye exams are important for more than your vision. They can also be good for your overall health!

Subtle changes in vision can make it difficult to notice when issues with eye health develop. With early detection, eye doctors can treat many conditions to help reduce vision loss. That is why it is important to go to an eye doctor to have your vision checked. Even if you can see well, routine eye exams help keep your eyes healthy and may catch other health conditions early. Eye exams can help find signs of conditions, such as:

- Glaucoma — pressure in the eye, which can harm the optic nerve.
- Macular degeneration — changes in the retina that result in the slow loss of eyesight.
- Cataracts — clouding of the eye lens, which can blur vision.
- Diabetes.
- High blood pressure.

Finding these conditions early on means they can be treated sooner, which can improve health.

Protecting Your Child's Eyesight

When thinking about how to help keep kids safe and healthy, it's important to remember the impact that eyesight can have on their overall health and well-being. Children who have trouble with their vision may not feel well and may not do as well in school. On average, one in four children has vision problems that, if left untreated, can make reading and learning difficult. Your Anthem Vision Plan offers access to high-quality vision care and eyewear choices to help improve and protect their sight.

Women's Eye Health

While routine eye exams are important for everyone, it's especially true for women. Two-thirds of all people who have vision problems are women.¹ Having a baby can bring on certain issues that affect vision, while living longer puts women at a higher risk than men for age-related eye diseases.¹

Diabetes and high blood pressure

There is an increased risk of developing these health problems during pregnancy. They can often be found during an eye exam before an OB-GYN would test for them.

Hormonal changes

Increased hormone levels can affect your eyesight by causing dry eyes or blurred vision. Vision often returns to normal shortly after you give birth. If you're a mom-to-be, an eye doctor can help you keep your eyes healthy during your pregnancy.²

¹ All About Vision: What vision issues are unique to women? (accessed April 2022): <https://www.allaboutvision.com/conditions/women-and-vision/>.

² WebMD: Pregnancy and Vision (accessed April 2022): www.webmd.com/eye-health/pregnancy-and-vision.

From Our Vendors

The Importance of Eye Exams (cont.)

Your Anthem Vision Benefits

Your Anthem Vision benefits include coverage for the important annual refractive eye exam. Whether you enroll in the Select Plan or the Select Plus Plan, a refractive eye exam is included each year at small copayments:

- Select Plan- \$10 Copayment
- Select Plus Plan- \$20 Copayment

Of course, your Vision plan also includes coverage for lenses, frames, and contact lenses. And with Anthem's Vision Access Value network, you can choose from many independent eye professionals or convenient retail stores such as LensCrafters and Target Optical. To see a network of the Vision providers, be certain to register at www.anthem.com.

5 Steps Toward Good Eye Health



Test Your Eye Knowledge (no peeking!)

1. The world's most common eye color is?
(A) Brown (B) Green (C) Blue
2. The lifespan of an average eyelash is?
(A) 1 Year (B) 5 months (C) 1 month
3. Some people have two different eye colors, a condition called?
(A) Ocularphosis (B) Spectrabilirium (C) Heterochromia
4. How many times a minute do you blink?
(A) 15-20 times (B) 30-35 times (C) 5-10 times
5. Ommatophobia is a fear of the eyes, True or False?

Healthy Eye Tip

If you spend a lot of time focused on one thing, such as a computer screen, remember these healthy eye tips:

- Remember to blink!
- Use the 20/20/20 rule: every 20 minutes, look away about 20 feet for 20 seconds.

Have any questions about your Anthem vision coverage? Contact Anthem at 855-556-4844.

Answers (Test Your Eye Knowledge)

1. Brown 2. 5 months 3. Heterochromia 4. 15-20 times 5. True

Our Flex Benefits Team

Al Howell, Deputy Commissioner



Al has extensive HR management experience at the state, county, and municipal government levels. He led support services in the areas of human resources and administrative operations. He previously served as the Director of Administrative Services with the Georgia Department of Community Affairs. Al is currently responsible for leading enterprise human resource functions, including talent management, HR policy and compliance, compensation, and benefits. Al's vision for HRA is to become a proactive agent of change by offering strategically focused services which will help our clients meet the demands of the modern workforce. Al holds a BS in Political Science from Georgia Southern University and an MPA from Georgia Southern University. He is a Gallup-Certified Strengths Coach. Al enjoys family time and jogging.

Carla Gracen, Director of Compensation & Benefits

Carla joined HRA in April of 2018. She enjoys providing value to State of Georgia entities and employees through various projects, including the enhanced Benefits portal and streamlining processes with digital transformation. Previously, she managed outsourced HCM products and HR, Benefits, Payroll, and Accounting departments. Carla's career and personal travels took her to 48 states. She enjoys conducting industry presentations on various HCM topics. Carla holds an MEd-HRD from Colorado State University and an SHRM-SCP certification. Her hobbies include reading and fiber art.



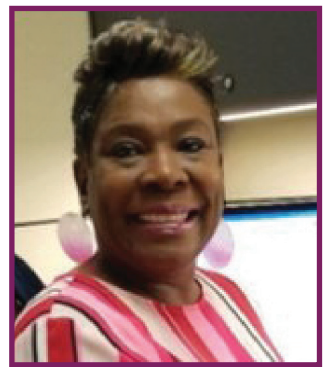
Leneequa Morris, Sr. Benefits Manager



Leneequa stepped into her Benefits Manager assignment with Human Resources Administration on May 1, 2018. She has been a State of Georgia employee for 21 years, and before joining HRA, she held the role of Benefits Manager at the Department of Community Health State Health Benefit Plan. Leneequa loves assisting and educating employees about their flexible benefits. When not at work, Leneequa loves relaxing at home, watching good movies on LMN and Netflix.

Barbara Heard, Benefits Analyst

Following retirement, Barbara rejoined DOAS as a part-time Benefits Analyst in July 2018. She began her career over 32 years ago with the Secretary of State's office, serving in various HR professional positions. In 2012, Barbara joined HRA as the Flexible Benefits Education and Marketing Manager, resolving employee, retiree, and employer issues. Barbara enthusiastically works with people, and her professional motto is, "Remember that the person in front of you is a human who requires resources." In her spare time, Barbara enjoys spending time with family, working at her church, traveling, and shopping. She loves collecting angels and has been tagged as "Paparazzi" due to her love for snapping photographs.



Monica Laws-Smith, Benefits Specialist



Monica has over 20 years of client service and support experience. In December 2019, she joined the HRA Flexible Benefits team as a Benefits Specialist 2. Before joining HRA, Monica was a Contact Center Team Lead and Senior Analyst providing subject matter expert support to HRA team members, state agencies, and employees on various applications, procedures, and system-related issues. Monica is a Louisiana native and one of the New Orleans Saints' biggest fans; she also enjoys cooking gumbo for friends and family, eating crawfish, and spending time with her kids! Monica lives by the motto, "Keep Going and Never Give Up!"

Son Truong, Benefits Specialist

Son joined the HRA team in 2017 as a Benefits Specialist. Son's previous HR experience includes Recruiter, HR Generalist, HR Business Partner, and ER Specialist. Son says one of the highlights of the Flexible Benefits team's year is Open Enrollment and that he's diligent about being prepared and positioned to meet the needs of the State of Georgia employee population. What excites him about HRA is the leadership team's focused direction on improving HRA operations and the support provided to the broader HR community. Son is a certified scuba diver, and his favorite meals include seafood and a variety of Southern-fried foods. He's also a lover of animals (except snakes).



Marcie Akins, Benefits Specialist



Marcie Akins joined the HRA team on September 1, 2022, as a Benefits Specialist 2. Marcie's previous experience prior to joining HRA include working as an HR Generalist, Human Resources Clerk, & Payroll Manager. Marcie has 9 years of HR experience and has also worked in the medical field, performing a variety of duties for 18 years. Marcie loves spending time with her son, her two dogs, going out to dinner with friends, going to the beaching, and watching movies, especially Lifetime. Marcie's favorite quote is, "Work hard, stay positive, and make it happen."

Coming Soon!

Upcoming Events

Upcoming HR Community Meetings

- August 15, 2023
- November 7, 2023

Upcoming Employee Benefit Plan Council & State Personnel Board Meetings

- August 8, 2023
- November 14, 2023

Contact Us

Interested in learning more about the Flexible Benefits Program?

Contact:

Carla Gracen, Director of Compensation and Benefits
Carla.Gracen@doas.ga.gov

or

Leneequa Morris, Sr. Benefits Manager
Leneequa.Morris@doas.ga.gov

We look forward to providing you with information about the Flexible Benefits Program.

HRA General Contact Information

<http://team.ga.gov/my-benefits/>
<http://doas.ga.gov/human-resources-administration>
hra.flexbenefits@doas.ga.gov

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If you are interested in being added to the Benefits Advantage and/or the Horizons Newsletter mailing list, please email newsletter.hra@doas.ga.gov with your request.