

THE SOURCE

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IMPORTANT UPDATES

IMPROVEMENTS TO ENROL-ME

DIY FEATURES

Plan Administrators can now update the expiration date of their enrol-ME invitations after the original invitation has been sent. In addition, Plan Administrators no longer need to email their billing administrator to resend enrol-ME invitations, they can now do it themselves directly from WEBS.



EASIER TO UNDERSTAND

Plan members feedback stated that our wording was unclear regarding when a person could waive Health & Dental benefits. To address this issue, we have updated the wording in our enrol-ME questions to determine if the plan member has coverage elsewhere and if they are enrolling in the benefits plan provided by their employer for themselves and their spouses.

ORTHOTICS AND ORTHOPEDIC SHOES

Orthotics are corrective devices worn inside a shoe to support and align foot function. Custom-made orthopedic shoes are typically used to treat a congenital deformity, traumatic injury or a disease affecting the feet.

To be eligible for coverage under your plan, orthotics and orthopedic shoes must be custom made of raw materials and crafted using a 3-D cast of the insured person's foot. If permanent custom modifications are made to shoes manufactured and branded as orthopedic, they are also eligible for coverage.

Please be sure to include the following information when submitting a claim for orthotics or orthopedic shoes:

1. Referrals from an eligible provider that also includes the medical diagnosis of the condition.
2. A gait analysis/biomechanical evaluation.
3. A detailed lab invoice indicating that the orthotics or orthopedic shoes are custom made.
4. A detailed paid-in-full receipt, which includes a breakdown of charges, the date the item was received, as well as the provider name and address.

WHAT'S HAPPENING

EXTENSION OF LTD DURING COVID RELATED IDEL LAYOFFS

As of September 16, 2021, the Government of Ontario has extended their IDEL (Infectious Disease Emergency Leave) relief measure. GroupSource will match IDEL requirements until June 30, 2022 and allow the continuation of LTD during COVID-related layoffs. This extended policy will apply to all provinces.

If you have additional questions, reach out to your GroupSource Client Service Coordinator or visit the [GroupSource COVID Hub](#).

GENERAL HOUSEKEEPING

REVIEW OF ANNUAL EARNINGS IN WEBS

Updating annual plan member earnings ensures all salary linked benefits are accurately increased in relation to earnings. Disability claims are often reviewed based on the information recorded in WEBS on the day of the absence.



You can easily review annual earnings in WEBS (on your billing statement or in the Employee Information (EE) screen) or we can provide you with a salary spreadsheet for you to update. This allows you to review all employees in an Excel

format and complete any changes necessary to update your plan.

If you have changes to make, save time and ask your GroupSource Billing Administrator to import the salary information into WEBS File Service directly!

NEW! PLATFORM ORIENTATION PAGE ON THE SOLUTIONS CENTRE

We're excited to share a new tool we put together for GroupSource plan members to orient themselves to the app and website. Feel free to direct your employees to this page if they have questions about the platform or need help getting started.

[Visit The Solutions Centre](#)

POWER TOOLS FOR PLAN ADMINISTRATORS

FREE MONTHLY WEBINARS

Get helpful tips and training on WEBS, enrol-ME Online, and more!

Register for our free monthly webinars on the new [GroupSource Plan Administrator Resource Centre](#). Everything you need to know about administering your benefits plan is available at your finger tips anytime.

[Visit the Resource Centre](#)

Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

Email: AskAdmin@grouppsource.ca

www.grouppsource.ca