

# THE SOURCE

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## REMINDER

### SUBMITTING MEMBER CHANGE FORMS

Need to update existing employee information? As a Plan Administrator, you can make changes to employees directly in WEBS, or send a completed Member Change Form to your Billing Administrator for processing, via email, mail, or fax.



Member Change Forms can be found on WEBS by clicking "Forms & Insurer Information", then "GroupSource". Please ensure that the form is completed in its entirety for the appropriate change, including full name, effective date, and reason for change. A reminder that all changes must be reported to GroupSource within 31 days of their effective date. For more information, please visit [The Plan Administrator Resource Centre](#).

# IMPORTANT UPDATES

## DIGITAL SIGNATURES

Did you know that we are now able to accept digital signatures on forms? Using verified digital signature platforms—including DocuSign and Adobe—employees can e-sign forms for the purposes of enrolling, updating, or changing information. These e-signatures are considered original signatures and are accepted by our carriers.



**Reminder:** Any forms with an employee's physical signature must still have the original document kept on file with you to be provided at carrier's request.

## WHAT'S HAPPENING

### CONVERSION PRIVILEGE FOR TERMINATING EMPLOYEES

Terminating employees may still have a need for Life Insurance. Conversion privilege allows employees to obtain individual insurance at a reasonable cost without having to submit Evidence of Insurability. An employee has 31 days following termination of employment, or after Basic Life, Optional or Spousal Optional Life Insurance coverage ends or reduces, to convert their existing coverage(s) to an individual Life Insurance policy with the same Insurer. Evidence of Insurability is not required.



Ensure that you advise the employee (and spouse) of their right to apply. If the terminating member needs to apply or get more information on conversion privilege, please contact your Client Service Coordinator as soon as possible. Additional details on conversion privilege are available on [the Resource Centre here](#).

## GENERAL HOUSEKEEPING

### EMPLOYEES NOT ACTIVELY AT WORK

For the purposes of your group benefit plan, in order for an employee to be considered "Actively at Work" or "Actively Working", they must meet both of the following criteria:



1. Be fully capable of performing the regular duties of their occupation
2. Working in their usual place of employment (or a place required by the employer) for the minimum hours per week specified in your booklet(s)

An employee is "Actively Working" if they are absent due to scheduled vacation, weekends, statutory holidays, or shift variances, if they were "Actively Working" on their last scheduled workday.

An employee is not considered to be "Actively Working" if they are receiving disability benefits or participating in a partial disability or rehabilitation program.

As the Plan Administrator, you must confirm if an employee is actively at work in many situations. If there are any changes and an employee is not considered to be "Actively Working" for any reason—including personal and medical leaves of absence, such as the employee becoming disabled or taking maternity or paternity leave—ensure that you are advising your Billing Administrator within 31 days of the change.

For more information on "Actively Working", [click here](#).

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## NOTIFICATIONS



Notifications are generated with your monthly billing statement for any changes affecting employees. These can include notifications of changes to coverage, over-age dependent forms, non-evidence maximum eligibility, and waiver of premium notifications. Make sure you review notifications monthly to be advised of any changes and communicate those to your employees as required. Notifications can be found in WEBS under "Billing Statements & Reports", below your monthly billing statement.

Need more information on how to process these notifications? Check any of the following links for information:

- [Waiver of Premium Notification](#)
- [Over-Age Dependents](#)
- [Non-Evidence Maximum](#)

## 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 [GroupSource Plan Administrator Resource Centre](#).

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### QUICK ACCESS TO FORMS

Wondering who you should contact about a specific inquiry? Looking to make changes for an employee and need the appropriate form?

Check out the [Resources page on The Resource Centre](#) for quick access to

required forms and information which department to contact at GroupSource for any inquiries.

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## PLAN ADMINISTRATOR USER GUIDE

Check out the updated WEBST™ Online Administration User Guide, updated to reflect the new look of WEBST™.

The link to this guide is located on the Home Page of WEBST™.

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### Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

Email: [AskAdmin@grouppsource.ca](mailto:AskAdmin@grouppsource.ca)

[www.grouppsource.ca](http://www.grouppsource.ca)