



The Source delivers the updates you need to know to best administer your benefits plan.

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REMINDERS

REQUESTS TO WAIVE THE WAITING PERIOD

The Waiting Period is a provision in your contract with the Insurer. A member must be continuously employed during the entire Waiting Period before benefits commence.



As a hiring incentive an employer may occasionally wish to waive the Waiting Period. The request to Waive the Waiting Period may be approved in the following cases:

- Where a new member holds a senior position or is deemed to be a “key” staff member; or
- Where it is a condition of employment, or
- Where an existing member is newly eligible for benefits (i.e. due to moving from regular part-time hours to full-time hours), provided they have worked on a continuous and uninterrupted basis for the previous 6 months

The request to waive a Waiting Period is a request for an exception to the contractual provision. If you wish to request this exception for an employee that satisfies one of the above conditions, both the request **and** the completed enrollment for the employee must be received within 31 days of the employee’s effective date. Exceptions will not be granted if either the request or the enrollment card are received after 31 days, and employees will have to satisfy the full waiting period.

[Click here for more information on submitting a request to waive the waiting period](#)

IMPORTANT UPDATES

REQUEST FOR EXTENSION OF BENEFITS BEYOND TERMINATION

As part of a severance package, an employer may wish to offer an extension of employee group benefits beyond the employee's termination date. Benefits extended beyond termination date **do not** include Disability coverage or Emergency Travel Assistance.



Insurer approval is **always** required prior to the termination date. Contact your Client Service Coordinator or Billing Administrator prior to offering an employee an extension of benefits so that the request can be made with the Insurer.

[Click here for more details on the information required for an extension of benefits request.](#)

WHAT'S HAPPENING

UPDATING ANNUAL EARNINGS IN WEBS

All changes in earnings are to be reported to GroupSource within 31 days of the change taking effect. A change in earnings may affect the level of benefit for some of your employees' benefits, including Life Insurance and Disability Insurances. If a salary change occurs and is not reported, and a Life or Disability claim occurs, the Insurer holds the benefit level to the employee's last reported earnings.



Updating annual plan member earnings ensures all salary-linked benefits are accurately increased in relation to earnings. 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 at once 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.

For more information on how earnings are calculated for your employees, check your Booklet, or contact your Billing Administrator. [You can see more tips regarding salary updates here.](#)

GENERAL HOUSEKEEPING

SUBMITTING MEMBER CHANGE FORMS

Need to make changes to the information for existing employees? As a Plan Administrator, you have options! You can:

- Enter the changes for employees directly in WEBS
- Email your Billing Administrator with all necessary details for the change
- Have a completed Member Change Form sent to your Billing Administrator for processing, either via email, mail, or fax



Member Change Forms can be found on WEBS by selecting the GroupSource folder under the "Forms and Insurer Information" link on the main menu.

When communicating changes to your Billing Administrator, ensure that all information is provided for the appropriate change, including full name, effective date, and reason for change.

As a reminder, all changes must be received by GroupSource within 31 days of their effective date.

[For more information visit the Plan Administrator Resource Centre.](#)

ENROL-ME ONLINE

Enrol-ME is an online tool that makes adding your new employees to benefits an easy process (for both of you!)



New members can be added by entering their basic information into the Enrol-ME Online administration and confirming their effective date.

Once the member's information is entered into the system, the member receives a welcome email with the Enrol-ME Online website link, a username and password. The member logs-in and completes their enrollment electronically.

You will set an expiry date for the invitation. As a Plan Administrator you are able to log in to WEBS at any time to check the status of each member's enrollment and will receive automatic notification if a member's enrollment invitation is about to expire before it has been completed

Once a member has completed their Enrol-ME Online invitation, your Billing Administrator will have it processed within 1 business day.

To learn more about Enrol-ME Online, or to inquire about having it activated for your company, please reach out to your Billing Administrator or [visit the Plan Administrator Resource Centre.](#)

POWER TOOLS FOR PLAN ADMINISTRATORS



PLAN ADMINISTRATOR RESOURCE CENTRE

Need a quick refresher on how to make a change? Want to review the information required before making an employee update? All of this and more is available at your fingertips on the [Plan Administrator Resource Centre](#).

A link to this searchable database is also available on the Home Page of WEBS.



FREE MONTHLY WEBINARS

Get helpful tips and training on WEBS, Enrol-ME Online, and more! Register using the links found on the [GroupSource Plan Administrator Resource Centre](#).



PLAN ADMINISTRATOR USER GUIDE

Check out the updated WEBS™ Online Administration User Guide, updated to reflect the new look of WEBS™. The link to this guide is located on the home page of WEBS™.

QUESTIONS OR COMMENTS?

Please contact your Client Service Coordinator or Billing Administrator, or reach out to our Administration email at AskAdmin@groupsource.ca.

www.groupsource.ca