THE SOURCE

In this Issue:

REMINDER

QUICK ACCESS TO FORMS AND CONTACT INFORMATION

Wondering who you should contact about a specific inquiry? Looking to make changes for an employee and need the appropriate form? Check out this link for quick access to required forms and information for contacting GroupSource departments to assist with your inquiries.

Forms can also be accessed on WEBS using the "Forms and Insurer Information" link in the main menu.

IMPORTANT UPDATES

SALARY UPDATES

It is important that all changes in earnings are 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 should occur, the Insurer could hold the benefit level to the employee's last reported earnings.

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.

MEMBER ELIGIBILITY

To ensure that all eligible employees are being added to your group benefits plan, please review the eligibility requirements for new employees. These are outlined in your booklet and cover the following general guidelines, making employees eligible to join if they:

- are permanent employees; and
- are Actively Working; and
- are residing in Canada; and
- are covered under the Provincial Health Plan (this applies only to the Extended Health Care portion of the benefits); and
- have completed the required Waiting Period as stated in your Booklet(s)

For more details on eligibility requirements, including when coverage begins and ends for your employees, please visit the Plan Administrator Resource Centre.

WHAT'S HAPPENING

ADDING OPTIONAL BENEFITS

Your plan may include such benefits as Optional Life Insurance, Optional Accident Death, Disease & Dismemberment, Optional Critical Illness, or Member Advantage. These benefits are selected and paid for by the employee; and an employee may elect to add them during or after the initial enrollment.

For more information on the process of adding Optional Benefits for your employees, please contact your Billing Administrator or the Medical Underwriting Department at medicalunderwriting@groupsource.ca. More details regarding Optional Benefits and the application process are available on the Plan Administrator Resource Centre.

GENERAL HOUSEKEEPING

BOOKLETS

Booklets are one of the most important tools available to Plan Administrators. Eligibility requirements, details regarding benefits available on your plan(s), and more are all housed within your Booklet(s).

Booklets are available to you as the Plan Administrator by utilizing the "Booklet" link in the main menu of WEBS. For more information regarding accessing the booklet for yourself or your employees, visit the Plan Administrator Resource Centre.

ENROLLING AN OVER-AGE DEPENDENT

If a member wishes to enroll a dependent child who is over the maximum age specified in your Booklet, they must complete the Member Change Form. Confirmation is required that the dependent child is a student in full-time attendance at an accredited post-secondary institution, not working full-time, mainly dependent on the member, and is not married or living with a common-law spouse.

As summer approaches and school starts to wrap up, it is the perfect time to confirm dependent eligibility with your employees!

For more details, including the Over-Age Dependent notifications generated with your billing statement and requirements for filling in the forms, please contact your Billing Administrator or check out the information on the Plan Administrator Resource Centre here.

POWER TOOLS FOR PLAN ADMINISTRATORS

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

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PREVIOUS EDITIONS OF *THE SOURCE*

Looking for a prior edition of *The* Source? Check out this link, where you can access copies of all the past issues.

Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

Email: AskAdmin@groupsource.ca

www.groupsource.ca