

# THE SOURCE

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## REMINDER

### 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](#).

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## BOOKLETS



Booklets are one of the most important tools available to Plan Administrators. Booklets contain the information you need on eligibility requirements, details regarding benefits available on your plan(s), and more.

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](#).

## WHAT'S HAPPENING

### ANNUAL OVERAGE DEPENDENT UPDATE



With your July billing statement, WEBS automatically generated a notification and application form for all members that have an over-age dependent child. 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.

Members must complete the application as of the date indicated on the form in order to keep the dependent on the plan. If GroupSource does not receive an updated application for all applicable dependents, the dependent will automatically be removed from the plan effective August 31, 2023.

As a Plan Administrator, you can make this change directly in WEBS, or send the completed form to your Billing Administrator via email, mail, or fax. For further details on this process, visit the [Plan Administrator Resource Centre](#).

## GENERAL HOUSEKEEPING

### NON-EVIDENCE MAXIMUM (NEM) REPORTS



Your benefit plan may be set up with a Non-Evidence Maximum (NEM) for Basic Life, AD&D, ASI and Disability benefits. The NEM is the maximum amount of insurance coverage a member qualifies for under the plan without providing medical evidence to the insurer.

When a member has changes to their reported earnings they may become eligible for a higher benefit coverage amount. If an employee is eligible for an amount of insurance that exceeds the NEM, the portion of the increase in excess of the NEM will be subject to the submission and approval of the Evidence of Insurability Form.

If a member is eligible for a higher benefit coverage amount, you *must* offer the member any additional benefit amount for which they are eligible.

#### How do you know who is eligible?

GroupSource will automatically generate a “Non-Evidence Maximum Notification” with your Billing Statement for any member whose earnings make them eligible for benefits exceeding the NEM. This report shows the member’s current coverage and premium, as well as the additional coverage that the member is eligible for and the corresponding premium.

You can also access the report by using the following tutorial [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](#).

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### PLAN ADMINISTRATOR ENROL-ME USER GUIDE

Need some assistance in using Enrol-ME, our online enrollment tool? Check out the Plan Administrator’s Guide to Enrol-ME Online, available for you on WEBS.

You will find the guide under the “Forms and Insurer Information” section of WEBS in the GroupSource folder. Helpful tips and tricks for getting started, sending invitations, and altering expiration dates are all listed for you in this guide. [Click here for more information on Enrol-ME](#).

Questions or Comments?

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

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## Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

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

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