THE SOURCE

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REMINDER

WEBS™ has a new look! The new WEBS user interface launched on July 18, 2022. We hope that you are enjoying the new, fresh face of WEBS™. For any questions regarding the changes or to provide feedback on the new look, please reach out to your Billing Administrator.

WHAT'S HAPPENING

ANNUAL OVER-AGE DEPENDANT UPDATE

With your July billing statement, WEBS™ automatically generated a notification and provided an application for all members that have an over-age dependent child. Confirmation is required annually that the dependent child is a registered full-time student at an

accredited post-secondary institution, is 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 by the date 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 31st.

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, please visit the Resource Centre:

Learn more

THE IMPORTANCE OF SIGNED ENROLLMENT CARDS

It is imperative that all enrolled employees have an original signed Enrollment Card maintained on file.

WHY IS IT SO IMPORTANT?
GroupSource requires the original, signed Enrollment Card for an employee in the event of a Life, AD&D, ASI, Dependent Life or Critical illness claim in order to verify that the listed beneficiaries are valid. If the original card with the employee's signature cannot be produced—or if only a copy is available—the claim payment may be delayed, or the claim may be paid to the member's estate instead of their designated beneficiary.

WHAT COUNTS AS A VALID SIGNATURE
Any employee who has completed their enrollment with an e-signature using the Enrol-ME online enrollment tool since October 9, 2019 has a valid signature on file. For all other enrolled employees, a signature in ink is required on the original Enrollment Card.

If there are missing signed Enrollment Cards for current employees, a signature on an Employee Summary sheet generated by WEBS is considered a valid signature.

HOW TO UPDATE RECORDS FOR EXISTING EMPLOYEES
To update your records on a case-by-case basis, you can generate an Employee Summary sheet through WEBS for the employee to review and sign. The details of accessing this summary can be found by visiting the Resource Centre.

To obtain original signatures for multiple employees, please contact your Billing Administrator to have them provide you with an Enrollment Summary signature sheet for all active employees on file.

GENERAL HOUSEKEEPING

UPDATING SALARIES IN WEBS

Anytime a member has a change in earnings, you must notify your Billing Administrator within 31 days of the effective date. A change in earnings may affect the level of benefit for some of the member's benefits, including but not limited to Life Insurance, Short-Term Disability, and/or Long-Term Disability.

If a salary change is not reported, and a Life or a Disability claim should occur, the insurer could hold the benefit level to the member's last reported earnings.

If a member is not Actively at Work on the date that the salary change is made, the change in earnings and any applicable changes in benefit levels will take effect only when the member returns to work.

If you need to change salaries for a large number of members at one time, please contact your Billing Administrator. They will provide you with a listing all members who are Actively at Work, by uploading it directly into File Service on WEBS™.

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 can then log-in and complete their enrollment electronically. Note, this email invitation will have an expiry date, set by you.

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 Resource 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.

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™.

PLAN ADMINISTRATOR RESOURCE CENTRE

Everything you need to know about administering your benefits plan, at your finger tips.

Visit the Resource Centre

Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

Email: AskAdmin@groupsource.ca

www.groupsource.ca