

THE SOURCE

In this Issue:

REMINDER

- Report all plan member changes within 31 days

IMPORTANT UPDATES

- Akira by TELUS Health is now TELUS Health Virtual Care
- 2022 Employment Insurance adjustments

WHAT'S HAPPENING

- Extension of LTD during COVID related IDEL layoffs

GENERAL HOUSEKEEPING

- Updating plan member information in WEBS

POWER TOOLS FOR PLAN ADMINISTRATORS

- Free Monthly Webinars
- Online Plan Administrator Resource Centre



REMINDER

REPORT ALL PLAN MEMBER CHANGES WITHIN 31 DAYS

Please inform your Billing Administrator of all changes to plan member information within 31 days of the effective date of the change. It is important that we receive all changes in a timely manner to ensure that plan members have the correct level of benefits and are being billed appropriately. The most commonly missed changes that are missed are:



- Plan members not actively at work. Examples include: Parental Leave, Layoff, Medical Leave, Worker's Compensation, Personal Leave of Absence. [Click here for more information.](#)
- New employees that have satisfied their waiting period and need to be added to the benefits plan. After 31 days these plan members may be required to submit medical evidence to secure benefits (benefits are not guaranteed). [Click here for more information.](#)
- Plan members that are no longer eligible for benefits due to termination of employment, or they are not working the minimum hours required to remain on the benefits plan (see your booklet for details). [Click here for more information.](#)
- Plan members adding new dependents after a marriage, satisfaction of the common-law partner cohabitation period (see your booklet), and the birth or adoption of a child. [Click here for more information.](#)

IMPORTANT UPDATES

AKIRA BY TELUS HEALTH IS NOW TELUS HEALTH VIRTUAL CARE



New name, same service!

GroupSource's virtual healthcare service provider is now TELUS Health Virtual Care, previously known as Akira by TELUS Health.

We do not expect any service interruptions or changes as a result of this update. Plan members who have downloaded the Akira app should already see it renamed to TELUS Health Virtual Care. Searching for "Akira" on the App Store or Google Play will also bring up the new TELUS Health Virtual Care app.

If you prefer to access virtual healthcare services using the web rather than the app, the new web address is virtualcare.telushealth.com/patient.

2022 EMPLOYMENT INSURANCE ADJUSTMENTS

The federal government announced its annual revisions to Employment Insurance (EI) maximums and premium rates. Effective January 1, 2022, the following changes will affect Short Term Disability (STD) volumes:

2021

Calculation: \$56,300 x 55% / 52 weeks

Maximum EI Weekly Benefits Payable to Claimants: \$595

2022

Calculation: \$60,300 x 55% / 52 weeks

Maximum EI Weekly Benefits Payable to Claimants: \$638

What does this mean for you?

This change affects your STD plan if:

- The benefit is a flat amount equal to the EI maximum
- The STD maximum is equal to the EI maximum
- STD benefits are calculated using EI maximum insurable earnings

If your STD plan is affected, your January billing statement will show premium adjustments for plan members eligible for an increased benefit. Plans with a benefit lower than the EI maximum will not change unless you specifically request a change. If your insured STD plan or self-insured sick leave plan provides a maximum weekly benefit less than the new EI weekly maximum benefit of **\$638**, your plan may not qualify for the EI premium reduction program. Contact your GroupSource Client Service Representative for more information.

WHAT'S HAPPENING

EXTENSION OF LTD DURING COVID RELATED IDEL LAYOFFS

As of September 16, 2021, the Government of Ontario has extended their IDEL (Infectious Disease Emergency Leave) relief measure. GroupSource will match IDEL requirements until December 31, 2021 and allow the continuation of LTD during COVID-related layoffs. This extended policy will apply to all provinces.

If you have additional questions, reach out to your GroupSource Client Service Coordinator or visit the [GroupSource COVID Hub](#).

GENERAL HOUSEKEEPING

UPDATING PLAN MEMBER INFORMATION IN WEBS

The end of the year is fast approaching. What important updates do you need to submit to your Billing Administrator?



Please review the following information with your plan members and submit updates to your Billing Administrator before December 15, 2021 (if applicable):

- Health Spending Account (HSA)/Lifestyle Wellness Spending Account (LWSA) amounts that need to be manually calculated and reported
- Review of Annual Earnings in WEBS
- Beneficiary updates
- Plan member contact information; address, email, and phone number
- Plan member dependent information

HSA/LWSA Amounts for 2022

This is only applicable to plans that include:

- HSA and LWSA amounts
- Plan members are able to choose their allocation amounts for each benefit at the beginning of the year

Please obtain your plan member selections and report them to your Billing Administrator prior to December 15, 2021. These allocation amounts are required even if they are not changing from the previous year. Each year the amount resets to zero and GroupSource is required to manually report these amounts [Click here for more information.](#)

Review of Annual Earnings in WEBS

Updating annual plan member earnings ensures all salary linked benefits are accurately increased in relation to earnings. Disability claims are often reviewed based on the information recorded in WEBS on the day of the absence. 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 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! [Click here for more information.](#)

Beneficiary Updates

Please remind your Plan Members to review their beneficiary designations each year. For changes please ask the member to complete and sign a beneficiary change form. The original signed copy must also be retained as the insurer may request the original form at the time of claim.

Beneficiary change forms can be found on WEBS in the 'Forms and Insurer Information' section and on the Plan Administrator Resource Centre. [Click here for more information.](#)

Plan Member Contact Information

Please ensure your members' contact information is up-to-date in WEBS. This includes their personal and work emails, their home address, and their telephone number.

In the event that GroupSource needs to contact a member regarding a claim, it's helpful to have all of their current information on file.

Your Billing Administrator can provide you with a report of the information we have on file, or you can check the information in WEBS and enter the new details. [Click here for more information.](#)

Listing Dependents in WEBS even if there is no Health and Dental

Many plan members and administrators are unaware that all eligible dependents need to be listed on the Employee Enrolment Card and in WEBS. This is most often because the dependents have coverage through another group insurance plan, and the family is waiving Health & Dental benefits on your benefits plan. [Click here for more information.](#)

It's important to list all dependents in WEBS, regardless of whether or not they will

be participating in the Health & Dental benefits plan. Your Billing Administrator will review the dependent information submitted to ensure all dependents have their entitled benefits.

One of the most commonly missed benefits is Dependent Life. Even if a member's dependents have coverage through another group plan, Dependent Life is a mandatory benefit for all eligible dependents. [Click here for more information.](#)

POWER TOOLS FOR PLAN ADMINISTRATORS

FREE MONTHLY WEBINARS

Get helpful tips and training on WEBS, enrolME Online, and more!

Register for our free monthly webinars on the new [GroupSource Plan Administrator Resource Centre](#). Everything you need to know about administering your benefits plan is available at your finger tips anytime.

[Visit the Resource Centre](#)

Questions or comments?

Please contact your Client Service Coordinator or Billing Administrator.

Email: AskAdmin@groupsource.ca

www.groupsource.ca

GroupSource® | 5970 Centre St S #200, Calgary, AB T2H 0C1 Canada

[Unsubscribe {recipient's email}](#)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by info@groupsource.ca