



THE SOURCE

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WHAT'S HAPPENING

INTRODUCING THE ONLINE PLAN ADMINISTRATOR RESOURCE CENTER

We're excited to officially launch the new GroupSource Plan



Administrator Resource Center! This Resource Center replaces your current Plan Admin Guide binder, translating it into an easy to use, online database. The new Resource Center includes:

- Information and how-to's
- Updated forms
- Instructions on enrolling and terminating members
- WEBS information
- And much more!

We understand it can be challenging to make sure that paper copies are up to date for our Plan Administrators; creating an online Resource Center allows us to provide the most accurate and reliable information. Please refer to the online Resource Center going forward for the most up to date information.

[Explore the PA Resource Center](#)

With the launch of the PA Resource Center, we've highlighted some helpful posts and answers to frequently asked questions by Plan Administrators.

- [How do I extend an employee's benefits beyond termination?](#)
- [What benefits can be waived for dependents?](#)
- [Are over-age dependents eligible for coverage?](#)
- [What to do when cost-sharing changes](#)
- [Can employees join a group benefits plan if they don't have Provincial Health Plan coverage?](#)

Use the search bar on the PA Resource Center to find other helpful resources.



REMINDER: CHANGES TO OUT OF COUNTRY COVERAGE

Effective July 1, 2021, travel to countries with a Government of Canada "Level 4: Avoid All Travel" advisory is an exclusion under your plan. This exclusion includes both essential and non-essential travel.

For more information or to read the original bulletin, [click here](#).



RECALL ON PHILIPS CPAP EQUIPMENT

On June 14, 2021, the manufacturer Philips announced an important recall due to potential health risks related to sound abatement foam used in specific Philips Continuous Positive Airway Pressure (CPAP), BiLevel Positive Airway Pressure (BiLevel PAP) devices, and Mechanical Ventilators.

In light of this recall, we encourage you to direct employees to register on the manufacturer's website and speak with their treatment providers about alternatives.

This recall is managed by the manufacturer, Philips, and they are taking full responsibility for any replacements or repairs.

For more information, use the resources below:

English

- [Information for patients](#) | [Information for physicians and other medical providers](#)

French

- [Information for patients](#) | [Information for physicians and other medical providers](#)

Members are asked to not stop or alter their prescribed therapy until they have talked to their physician. Philips recognizes that alternate ventilator options for therapy may not exist or may be severely limited for patients who require a ventilator for life-sustaining therapy, or in cases where therapy disruption is unacceptable.

In these situations, and at the discretion of the treating clinical team, the benefit of continued usage of these devices may outweigh the risks.

FREQUENTLY ASKED QUESTIONS



HELPFUL TIPS & SUGGESTIONS: USING ENROL-ME ONLINE AND LOGGING IN TO MYGROUPSOURCE

The myGroupSource team has some helpful tips and suggestions for employees experiencing difficulties logging in to myGroupSource or eProfile, or completing their online enrolment.

- When logging in to myGroupSource, type out the username and password. Copying and pasting from an employee's Welcome email causes extra spaces to be entered (and ultimately, prevents members from accessing myGroupSource).
- Recommend employees use their personal email address when completing their online enrolment using Enrol-ME, as this is where their myGroupSource access invitation will be sent.
- In Enrol-ME Online, ensure that employees are clicking the 'Submit' button at the bottom of the page to upload and submit their electronic signature.
- Take a look at your browser's security settings to make sure it isn't blocking any content or pop ups. Contact your IT department for more information.

POWER TOOLS FOR PLAN ADMINISTRATORS

JOIN OUR FREE MONTHLY WEBINARS

Join our upcoming webinar on **Wednesday, August 11, 2021 at 11:00 AM MST** via the link below. Get helpful tips and training on WEBS, Enrol-ME Online and more!

[Register for our next webinar](#)

Questions or comments?

Please contact your GroupSource Representative.

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