

GroupSource

# THE SOURCE



The Source delivers the updates you need to know to best administer your benefits plan.

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## REMINDERS

### LATE ENROLLMENTS AND LATE APPLICANTS

All members and eligible dependents must be enrolled on the plan from the date that they are eligible – this is the end of the waiting period as outlined in your Booklet. If a member or eligible dependent are not enrolled within 31 days of their effective date, they may be deemed a late applicant. Evidence of Insurability may be required or retroactive premiums may be charged, depending on the insurer's guidelines.



Evidence of Insurability – also referred to as medical evidence – consists of a health questionnaire and, dependent on circumstances, may also include additional information such as

a medical examination, blood test, or further forms providing detailed medical information. The cost of any medical information is the member's responsibility.

When submitting evidence of insurability for a late applicant, coverage is subject to review by the carrier and is not guaranteed. Coverage may be approved with restrictions by the insurer or may be denied altogether.

For any questions pertaining to late applicants, please contact your Billing Administrator or our Medical Underwriting team at [medicalunderwriting@groupsource.ca](mailto:medicalunderwriting@groupsource.ca).

[More information is available on the Plan Administrator Resource Centre.](#)

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## EMAIL OR MAILING ADDRESS UPDATES



It is important to have a current mailing address and email address, if applicable, on file for your members. This ensures ease of contact from the GroupSource team and prevents any delays in communication.

To make the change, have the member complete a Member Benefits Change Form indicating their new mailing or email address. 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.

We can accept this change by email, but the email must include the effective date for an address change where the employee has moved to a different Province. If the member is moving to a new province, you must notify your Billing Administrator as soon as possible. Changing an employee's province of residence can affect taxation of premiums and/or the Class that the employee is in. These changes may affect your monthly Billing Statement.

[For more information, please visit the Plan Administrator Resource Centre.](#)

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## EMPLOYEE PASSWORD RESETS



Employees have access to their benefit information right at their fingertips, through either the myGroupSource or ClaimSecure app available on their mobile devices.

If an employee is experiencing difficulties logging in, we can help. Our client contact centre is the quickest way to help with password resets and other troubleshooting for logging in.

Employees can contact the GroupSource head office directly and follow the prompts to be directed to the appropriate team and receive assistance to have them logged back in to their app in no time!

# IMPORTANT UPDATES

GroupSource is proud to offer Freedom to Choose™ health and dental insurance, for those employees who have terminated from their group coverage under your employer plan.



Terminated employees may be eligible for specific offers from Canada Life to help them replace some of their current benefits, specifically their Health and Dental coverage.

Terminating employees have 60 days from their last day of work to enroll with guaranteed coverage. Please contact your Client Service Coordinator to help connect these former employees with a Canada Life health and wealth consultant, who will assist in comparing plans, receiving quotes, and applying for coverage.

## WHAT'S HAPPENING

### DIRECT PAYMENT OPTIONS

When it comes to the payment of premiums, there are several options that automate payment electronically, helping to avoid payment delays and any associated interruptions.



Options include having your group set up with Pre-Authorized Debit (PAD) withdrawal. This allows automatic payments of premiums to be made to GroupSource on the 10<sup>th</sup> of each month. Alternatively, you can have an Electronic Funds Transfer (EFT) set up through your Financial Institution.

To be set up for either of these options, please contact your GroupSource representative for required forms and next steps.

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### GET TO KNOW SPARROW

sparrow is a wellness concierge that empowers GroupSource plan members to prioritize their whole health. By transforming the landscape of healthcare accessibility, sparrow gives plan members seamless access to comprehensive care so they can proactively manage their mental and physical health.



In order to support you with sparrow, we've assembled the [sparrow's Nest](#), a toolkit that will provide you with information and resources to showcase the unique value of sparrow as an integrated part of your benefits plan.

Still have questions? Visit the [Frequently Asked Questions](#) section for assistance, or contact your GroupSource representative for further information.

## GENERAL HOUSEKEEPING

### EMPLOYER FORMS FOR DISABILITY REPORTING

You are required to report all disabled members, including those on a medical leave of absence, to GroupSource as soon as possible. Please review all members not actively at work monthly and notify your Billing Administrator if the employee has returned to work. If the member is off work for 6 months or more due to an injury or illness, they should apply for Waiver of Premiums.



All applications for disability benefits and waivers of premiums can be sent by email to our Disability Claims Administrators at DMI at [eip@mydmi.ca](mailto:eip@mydmi.ca). As part of the application, you as the Plan Administrator will be expected to complete an employer form. The Plan Administrator who completes the report will be considered the employer point of contact for the DMI team for the duration of the claim process. If another member of your team should be contacted, please ensure the DMI team is advised at the time of submission.

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## COMMON-LAW ELIGIBILITY

To be eligible as a dependent, a common-law partner of a member must be publicly represented as a spouse and reside with the employee for the duration specified in your Booklet (often a minimum of 12 consecutive months). The employee may only cover one spouse at a time and employees must insure the same person for all Spousal Benefits provided under this policy.



Employees must indicate the date they began living common-law on the Enrollment Card. Employees currently on the plan who want to add a common-law spouse must provide you with a written declaration of the date they began living common-law.

Ensure you are aware of the common-law waiting period for your plan and communicate it to your employees. Common-law partners must be added within 31 days of their eligibility date, otherwise they may be considered late applicants and subject to medical underwriting.

[For more details on all dependent eligibility, visit the Plan Administrator Resource Centre.](#)

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## BILLING STATEMENT AND TRACKING CHANGES

Each month, GroupSource produces a Billing Statement indicating the premiums due for the month. As the Plan Administrator, you will receive an email from GroupSource with a notification advising the current bill is available on WEBS™. Previous Billing Statements are available on WEBS™ under “Billing Statements & Notifications.”



As a Plan Administrator, it is your responsibility to review and audit your Billing Statement on a monthly basis to make sure information is correct, and to ensure that all your requested changes have been implemented.

To make member changes, please complete the appropriate change request within 31 days of the change effective date. To ensure all changes are reflected on the current Billing Statement, please have all changes submitted to your Billing Administrator by the 22nd of each month.

## POWER TOOLS FOR PLAN ADMINISTRATORS

### PLAN ADMINISTRATOR RESOURCE CENTRE



Need a quick refresher on how to make a change? Want to review the information required before making an employee update? All of this and more is available at your fingertips on the [GroupSource Plan Administrator Resource Centre](#).

This searchable database is available at the link on the Home Page of WEBS.

### PLAN ADMINISTRATOR ACCESS FOR WEBS



Have you had some recent additions to your team that will be assisting you with the Plan Administrator duties? Need to make changes to WEBS access for one or more of your Plan Administrators? We can help! Please reach out to your Billing Administrator to make changes to existing access or to have a new access set up for each Plan Administrator for your group.

### FREE MONTHLY WEBINARS



Get helpful tips and training on WEBS, Enrol-ME Online, and more! Join us at any of the upcoming Webinars:

- June 11, 2025
- July 9, 2025
- August 13, 2025

All Webinars begin at 11 AM MST. Register using the links found on the [GroupSource Plan Administrator Resource Centre](#)

### QUESTIONS OR COMMENTS?

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

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



Sent to: alex.willmer@grouphealth.ca

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