

GroupSource

THE SOURCE



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

IN THIS ISSUE

REMINDERS

- Plan Administrator Access for WEBS
- Benefit Booklets: Your Guide to Coverage

IMPORTANT UPDATES

- Stronger WEBS Password Requirements
- We Want to Hear From You! – Employee Portal Feedback

WHAT'S HAPPENING

- Annual Overage Dependent Update

GENERAL HOUSEKEEPING

- Medical Underwriting and Submitting Evidence of Insurability
- Eligibility: Provincial Health Coverage Requirements

POWER TOOLS FOR PLAN ADMINISTRATORS

- Plan Administrator Resource Centre
- Free Monthly Webinars

REMINDERS

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.



BENEFIT BOOKLETS: YOUR GUIDE TO COVERAGE



Every covered employee must have access to a **Benefit Booklet**—your go-to resource for understanding the coverage and benefits available to you under the plan.

These booklets not only explain your benefits, but also serve as a key reference for eligibility details, including:

- **Minimum hours** required to qualify for coverage
- **Waiting periods** before benefits begin
- **Common-law and spousal eligibility** guidelines
- **Over-age student coverage eligibility**, including age limits
- **Maximum age limits** for all employee benefits
- **Leave of absence details**, including layoffs, personal leave, and medical leave

Make sure you're familiar with your booklet—it's updated regularly to reflect any changes in your benefit plan design.

You can access the PDF version of your booklet anytime via www.GroupSource.ca, your Member Portal (eProfile or MyGroupSource) or the WEBS platform.

If you notice any discrepancies or have questions about your benefits, contact your **Client Service Coordinator** right away.

IMPORTANT UPDATES

STRONGER WEBS PASSWORD REQUIREMENTS

To better protect plan member data and strengthen overall system security, WEBS has updated its password requirements.

As of June 23, 2025, the minimum password length increased from 8 to 12 characters.

New WEBS password requirements are: a minimum of 12 to a maximum of 20 characters, containing at least one uppercase, one lowercase, one number, and one special character from `_$%^&+=!?`

If you have any questions, please contact your GroupSource Representative.



WE WANT TO HEAR FROM YOU!—EMPLOYEE PORTAL FEEDBACK

Help us improve your employee portal experience by sharing what you'd like to see enhanced or added to the platform. Whether it's features, resources, or support tools—your feedback helps us serve you better.



Please contact us with any suggestions, ideas, or feedback at yourvoice@groupsource.ca

Together we can help make your employee portal even more valuable for you and your team.

WHAT'S HAPPENING

ANNUAL OVERAGE DEPENDENT 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 student in full-time attendance 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 as of 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, [click here](#).

GENERAL HOUSEKEEPING

MEDICAL UNDERWRITING AND SUBMITTING EVIDENCE OF INSURABILITY

In certain situations, employees or their eligible dependents may need to provide Evidence of Insurability (EOI) to the insurer through the Medical Underwriting team. This process helps determine eligibility for specific types of coverage.



EOI is required in the following cases:

- **Late applicants** – when coverage is requested more than 31 days after its effective date. [Learn more about late applicants.](#)
- **Optional benefit coverage** – when applying for additional benefits. [Learn more about optional benefit coverage.](#)
- **Coverage exceeding the non-evidence maximum** – when requesting insurance amounts above the standard threshold. [Learn more about non-evidence maximum.](#)
- **Over-age disabled dependents** – when a disabled dependent applies for coverage over the student age

EOI typically begins with a health questionnaire. Depending on the situation, insurers may also request medical exams, blood tests or additional forms with detailed medical information. Any costs associated with providing medical information are the responsibility of the member. Submitting EOI does not guarantee coverage. The insurer may approve coverage, deny coverage, or approve coverage with restrictions. Coverage begins only after approval and on the effective

date provided by the insurer.

For help with this process or to submit a completed EOI form, contact the GroupSource Medical Underwriting team at: medicalunderwriting@groupsource.ca

ELIGIBILITY REMINDER: PROVINCIAL HEALTH COVERAGE REQUIREMENTS



To be eligible for Extended Health Care and Critical Illness benefits, employees must have active provincial health care coverage in place. As part of the enrollment process, plan administrators should confirm that employees have provincial health care coverage in place before enrolling them in Extended Health Care or Critical Illness benefits.

If an employee is enrolled without provincial coverage and later obtains it, GroupSource must be notified within 31 days of the coverage start date to ensure proper benefit eligibility.

Keeping this information accurate helps avoid delays or issues with claims and ensures employees receive the coverage they're entitled to.

For questions or to report updates, please contact your Billing Administrator.

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.

FREE MONTHLY WEBINARS



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

- September 10, 2025
- October 8, 2025
- November 5, 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@grouphsource.ca

www.grouphsource.ca



Sent to: alex.willmer@grouphhealth.ca

[Unsubscribe](#)

GroupSource, 200 - 5970 Centre St South, Calgary, AB T2H 0C1, Canada