

GroupSource

THE SOURCE



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

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REMINDERS

MULTI-FACTOR AUTHENTICATION NOW IN MYGROUPSOURCE

As part of our ongoing efforts to protect personal information, mandatory Multi-Factor Authentication (MFA) was introduced for plan members accessing their myGroupSource member portal the week of February 17, 2026.



MFA adds an additional layer of security by requiring members to verify their identity at login using a one-time code, in addition to their password.

What's changed:

- MFA will be required for all plan members when logging in to the member portal
- Once MFA is introduced, Members will be guided through the set-up process

Important setup requirement

Each member's account must use a mobile phone number or unique email address. If multiple members currently share the same email, they'll be asked to update their information during MFA setup. This ensures verification codes are delivered to the correct individual.

If you have questions, please contact your GroupSource service representative

IMPORTANT UPDATES

COMING SOON: GENERIC SEMAGLUTIDE (GLP-1) – WHAT YOU NEED TO KNOW

Health Canada has approved the first generic versions of semaglutide, offering a lower-cost alternative to Ozempic.



Here's how that could impact your employees:

- **Launch Timing:** Generics are expected to become available in late spring to early summer, with meaningful cost savings anticipated.
- **Interchangeability:** Provinces are expected to designate interchangeability approximately 1–2 months following launch. Once in place, pharmacists can automatically substitute the generic for the brand-name drug at the pharmacy—no new prescription required.
- **Seamless Transition:** Existing Special Authorization (SA) approvals will be updated to include generics, shortly after the provinces designate interchangeability—no action or reapplication required from claimants.
- **Reimbursement Changes:** Once interchangeability is in place, brand reimbursement will align with lowest-cost alternative rules, where applicable under the plan.
- **Indication Matters:** Generics are currently approved for type 2 diabetes only. Claimants approved for other indications (e.g., chronic kidney disease) will maintain access to the brand product at the brand price.

We will continue to monitor developments and provide updates as generics become available and formulary changes are implemented.

CARRIER NAME UPDATE: BENEVA

As part of GroupSource's continued commitment to support Beneva and their amalgamation (formerly SSQ and La Capitale), we are updating our

policy contracts and published documents to reflect the official name change to Beneva.



This update relates solely to the insurer's name change and does not impact your coverage, claims, or service in any way. No action is required from you. As updates roll out, you may still see references to SSQ or La Capitale. These will be phased out gradually as systems and materials are refreshed.

For any questions, please contact your GroupSource Representative.

ALBERTA BILL 11 – WHAT YOU NEED TO KNOW

Following the passage of **Alberta Bill 11**, the Government of Alberta has indicated that **legislative changes are expected** that may affect how prescription drug and certain health benefits are coordinated between private benefit plans and government programs.



What this means based on current information:

- **Coverage for actively working employees aged 65 and over is expected to continue.** Employers are expected to be required to continue offering the same drug and certain health benefit coverage to employees who are actively working and aged 65 and over. Coverage is not expected to be reduced or ended based solely on age. This change is not expected to apply to retiree benefits.
- **Some claims may be paid differently.** For certain eligible claims, private benefit plans may be expected to pay first, with government programs acting as a backstop.

Timing

The province has indicated these changes are **expected to be introduced in phases beginning summer 2026**. Details on how the changes will be applied are still being finalized.

What to expect next

This message is intended for early awareness only and **no action is required at this time**. We will continue to monitor developments and share updates as more information becomes available.

If you have questions, please contact your GroupSource Representative

WHAT'S HAPPENING

MEMBER SERVICES SURVEYS

We will soon begin using Customer Satisfaction (CSAT) Surveys following member interactions to better understand their experience.



- **Better Insight into Member Experience:** Surveys give members a simple way to share how their interaction went, helping us understand what's working and where we can improve.
- **Improved Service Quality:** Feedback helps us identify and address issues more quickly, leading to smoother, more consistent service for members.
- **Focus on What Matters Most:** We look at trends across feedback to identify common themes and prioritize improvements that will have the greatest impact.
- **Recognition of Great Service:** Positive feedback highlights when members receive excellent support, reinforcing high-quality service delivery.
- **Ongoing Improvement:** This approach allows us to continuously enhance the member experience over time.

NATIONAL PHARMACARE

National Pharmacare (NP) is being introduced in select provinces, including British Columbia and Manitoba, to improve access to certain prescription medications.



What this means for you:

- **Expanded Coverage for Members:** In both BC and Manitoba, eligible residents will have access to select medications—primarily diabetes treatments and contraceptives—at little to no cost through provincial programs.
- **British Columbia (BC) Update:** As of March 2026, BC has launched its NP plan, providing full coverage for many diabetes medications, contraceptives, and hormone therapies for eligible residents.
- **Manitoba Update:** Manitoba has expanded its Enhanced Pharmacare Program to provide no-cost coverage for most medications within key categories, including diabetes and birth control.
- **Lower Member Out-of-Pocket Costs:** These programs are designed to reduce financial barriers and improve access to essential medications for employees.
- **Private Plans Continue to Complement Coverage:** Employer-sponsored benefit plans will remain important in covering medications and services beyond the initial pharmacare scope.
- **What this means for your plan:** These changes may reduce costs for certain medications currently covered under your plan, while reinforcing the ongoing value of your benefits in supporting broader and more comprehensive coverage.

We will continue to monitor developments as national pharmacare evolves.

NEW WEBS FEATURE: OUTSTANDING INVITATIONS ON ENROL-ME



We're pleased to announce a new enhancement in WEBS designed to help Plan Administrators more easily track incomplete employee enrollments through Enrol-ME.

What's new

On the List All Enrolled Employees screen, under Basic Info on the left-hand side, you will now see linked — in red font — the number of members with pending, incomplete Enrol-ME enrollments for your group.

How it helps

This at-a-glance indicator allows you to quickly identify whether there are employees you may need to follow up with to ensure they complete their benefits enrollment online through Enrol-ME, helping reduce delays in coverage setup and prevent late applications.

Interactive access

By clicking the red link, you'll be taken directly to the Enrol-ME online page within WEBS, where you can review and filter pending members as needed.

If you have any questions about this enhancement or need assistance, please contact your GroupSource 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.

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 10, 2026
- July 8, 2026
- August 12, 2026

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)

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