The PA Advocate

Fall 2018

GroupHEALTH Benefit Solutions

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PROTECT YOUR PLAN: REPORT TERMINATIONS PROMPTLY

Did you know

Former plan members can continue to make claims on your plan if you do not report plan member terminations promptly.

As soon as you become aware that a plan member is no longer eligible for benefits, it is your responsibility as the Plan Administrator to process that change on WEBS or report it to your Client Service Representative or Benefits Specialist at GroupHEALTH.

If you have any questions about terminations, please contact your Benefits Specialist or Client Service Representative at GroupHEALTH.

Timelines for terminations are important

For instance, they have an impact on when a plan member can convert their life insurance coverage. A delay in reporting a termination can reduce the length of time a former plan member is eligible to purchase soloplus coverage.

soloplus™

COVERAGE FOR FORMER PLAN MEMBERS

soloplus is GroupHEALTH's personal health and dental insurance offered to individuals who were previously covered under a GroupHEALTH insurance plan.

The plan member is automatically eligible for coverage for themselves and their families within 90 days of their termination date from your group plan. Members can choose one of three different plan designs, tailored for different lifestyle needs.

A *soloplus* plan is not a continuation of your plan's coverage and will not affect your plan's experience.

HOW SOLOPLUS WORKS

When you terminate a member from your group benefit plan in WEBS, you will be prompted to enter the member's personal email address. These members will receive an email directing them to click on a link to browse and purchase a *soloplus* policy.

If you do not have a personal email address for your plan member, not to worry: leave the field blank and GroupHEALTH will invite them by mail to go to www.soloplus.ca to apply for coverage.

Plan members are automatically approved for *soloplus* personal health and dental coverage when they apply within their 90 days enrollment period, and the purchase of a policy can be completed online in minutes.

If you would like additional information please contact the *soloplus* call centre directly at 1-877-393-7656 or visit www.soloplus.ca.

IF ONLY I COULD...

- Generate an Excel report of my billed premiums
- Quickly upload salary information

You can! All by using WEBS Online. Please join one of our interactive Webinars and learn how.
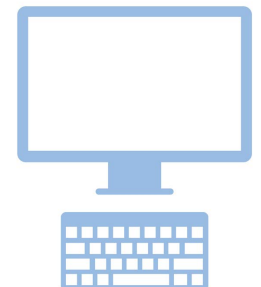
Register today for the next Webinar!

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Webinar ID: 931-327-067

Date: Wednesday October 17, 2018
Time: 10:00 AM - 11:00 AM PDT
Go to: https://attendee.gotowebinar.com/register/5162469168990392066
Webinar ID: 744-091-659

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Questions about Webinars at GroupHEALTH?

Contact your GroupHEALTH Client Service Representative, Benefits Specialist, or Advisor Partner for more details.

GroupHEALTH
Benefit Solutions

eNews

EPROFILE HAS A FRESH NEW LOOK

August 2018

Our clients and members love options!

With this in mind we are excited to offer eProfile users the flexibility to choose a "look" for their eProfile home screen. Members can select "Classic mode", which reflects the eProfile layout users are accustomed to or our new "Informative mode", which features quick access to recent claims and commonly used eProfile functions.

Should you have any questions, please feel free to contact your dedicated Account Manager at 1-888-479-7587.

Please have your members log into their eProfile and let us know what they think.

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