

THE PA ADVOCATE



November 2017 | #17

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Discover the Bonus Benefit in your Plan

Your benefit plan is made up of a lot of great benefits, but how much do you know about your plan's bonus benefit, LifeWorks?

LifeWorks is your benefit plan's Employee and Family Assistance Program. LifeWorks, provides 24/7 support with life, health, family, money, work, and everything-in-between. Your employees can access free and confidential support as well as useful resources on a variety of personal and work related topics online, via mobile app, or over the phone.

Did you know?

Every month we post a unique LifeWorks feature on WEBS® under Forms and Insurer Information in the LifeWorks folder. This monthly flyer is a useful resource for managers and staff and can be posted in common areas in your office, or emailed to your teams to remind them about one of their most valuable and free benefits.

Support the health and wellbeing of your staff by encouraging them to visit www.lifeworks.com and download the LifeWorks app from Apple's App Store or Google Play.

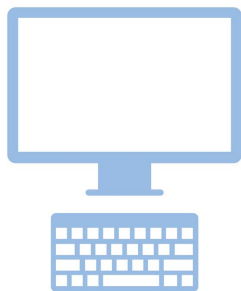
Learn more about LifeWorks here:
www.lifeworks.com

Upcoming Webinars – Making the Most of WEBS®

Chances are you've already attended a WEBS® and Enrol-ME™ webinar, but did you know that we are constantly improving our systems and adding new features to make your life as a Plan Administrator easier? If it's been a while since your last WEBS® webinar, we know we can teach you some useful tips and tricks to take you to Super User status and make your job easier!

WEBS® and Enrol-ME™ are designed with the Plan Administrator in mind to save you time, streamline your processes, and keep your benefits administration accurate. Attending a webinar will help you maximize the systems you use every day.

Register today for our next webinar where we'll show you 3 time-saving shortcuts in WEBS®



Register online for the next webinar:

Wednesday December 13, 2017 10:00 AM - 11:00 AM

PST <https://attendee.gotowebinar.com/register/164220143752334339>

Webinar ID: 821-097-955

Salary Changes, Again?

If you've noticed that we highlight the importance of reporting up to date salary information in every edition of PA Advocate, that's because it's important!



To easily review and update your annual earnings you can:

- Review your annual earnings on your billing statement or in the Employee screen in WEBS®.

- Ask your Benefits Specialist for an excel spreadsheet of your annual earnings to review and update at any time.
- Save time and ask your Benefits Specialist to import salary information directly into WEBS® so you don't have to manually update each salary.

If you have any questions, please reach out to your Benefits Specialist



Increase to Employment Insurance Maximum

Please note that effective January 1, 2018, the Employment Insurance (EI) maximum will increase from \$543 to \$547 per week. If applicable, this change will be reflected on your monthly billing statements starting January 1, 2018.

If your short term disability benefit is impacted by this change you will be contacted directly by GroupHEALTH with further information.

Changes to Medical Services Plan (MSP) Premiums in British Columbia

Effective January 1, 2018, current rates for MSP premiums will be reduced by 50 percent for all British Columbians. There is no need to apply for this reduction as premium amounts will be automatically adjusted. If applicable, this will be reflected on your January 1, 2018 billing statement.

If you are impacted by this change you will be contacted directly by GroupHEALTH with further information.

oneCards Redesigned

We are pleased to announce that effective December 1, 2017, new employees added to your benefits plan will receive a redesigned oneCard. This new design features important information to submit claims, and access LifeWorks.

Take a sneak peek at the new oneCard panels below.

GroupHEALTH Benefits Solutions

oneCard Pay Direct™ GroupHEALTH

Use your oneCard™

- Present it to your pharmacist or dentist (if your plan covers these services) for seamless service
- Find key contact information when you need to make a claim or ask a question

Take your oneCard™ with you

IN YOUR WALLET

- Remove the attached oneCards at the perforations
- Two copies have been provided, for you & your spouse or as a spare

ON YOUR PHONE

- Take a photo of both sides of your oneCard
- Store your paper oneCard in a safe place as a back up

Keep us informed

To ensure that your coverage is current you should notify your employer in a timely manner of important changes in your life that impact your benefits.

These include changes to:

RELATIONSHIPS
Married or common-law status changes

COHABITATION
You begin cohabiting with your partner

DEPENDENTS
The birth of a new baby or student status

OTHER COVERAGE
Your spouse's coverage has started or ended

BENEFICIARY
You've changed your beneficiary or trustee

DON'T WAIT UNTIL IT'S TOO LATE When these changes occur you must let your employer know as soon as possible, as they must inform us within 31 days of the change to ensure your coverage is not interrupted and claims are not denied.

JCSBT GroupHEALTH

Group: 54296 Certificate: 30553392C

SCOTT LONGMUR
THE LOOKOUT EMERGENCY AID SOCIETY

Dental Electronic Dental Claims
CardSecure Center ID: 419809
Pharmacist Pay Direct Drug Claims
CardSecure Center ID: 93

LifeWorks
Your well-being resource

User ID: health Password: Support

lifeworks.com 1-866-331-6851
TTY: 1-877-371-9978 | En français: 1-800-565-9973

HEALTH AND DENTAL CLAIMS
CORIMMURE INC.
P.O. Box 2444, Sudbury, Ontario P3E 0G7

Pharmacists and Dentists Queries:
Tel Free: 1-888-913-4464
Member Claim Queries:
Tel Free: 1-855-324-2444

EMERGENCY OUT OF PROVINCE ASSISTANCE
Please advise CardSecure that you are with GroupHEALTH
24/7/365/365 24 hours a day / 7 days a week

In Canada and the USA: Tel Free: 1-866-438-5438
Other countries: Call Center: 418-631-2266

Go to myGroupHEALTH.ca
or download the myGroupHEALTH app for iOS or Android

MY BENEFITS COVERAGE **MAKING A CLAIM** **WHO TO CONTACT**

Your username and password will be sent to you separately
Use of this card entitles you to reimbursement. The member printing an official receipt and any corresponding pharmacy services at its retail and non-retail/wholesale (online health and wellness) services and claims may be subject to certain restrictions and are not an endorsement. To change information concerning your plan or for the administration/management of the plan, please contact your member or employer or Health Services to be referred to our member.

Unauthorized use of this card constitutes fraud.

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For your Benefit

GroupHEALTH's *For your Benefit* series is designed to answer the most frequently asked questions a Plan Administrator hears from plan members. Print these out or email to your staff to easily explain common but complicated benefit questions.

Stay tuned to this newsletter where we'll be sharing new content from GroupHEALTH's *For your Benefit* series.

