The PA Advocate
Winter 2018

GroupHEALTH®
Benefit Solutions

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Plan Administrator Knowledge Base

Earlier in November, we launched the new **GroupHEALTH Plan Administrator Knowledge Base**! This Knowledge Base replaces your current Plan Admin Guide binder, translating it into an easy to use, online database. The new Knowledge Base includes:

- Information and how-to's

- Updated forms

- Instructions on enrolling and terminating members

- WEBS information

- And much more!

You can explore the Knowledge Base via the link on the main screen of WEBS Online™. We recommend that you bookmark the page for easy reference!

We Value Your Feedback!

Throughout the year, GroupHEALTH sends out various surveys to gain valuable insight to drive change and improvement within our organization. These surveys are sent to you by email and ensure a quick and easy way to share your feedback.

These are the different types of surveys you might see within a year:

New Client Survey – This survey allows new clients to share feedback about the onboarding experience and the first few months of your relationship with GroupHEALTH.

Service Experience Survey – These surveys are generated when you have an interaction with GroupHEALTH's service team. Don't worry, we're not going to send you a survey every time you contact us!

Annual Renewal Survey – A few months prior to your plan renewal, you will receive a survey with the chance to share feedback on your experience with your benefits plan over the course of the year.

The first question on all of our surveys use a scale from 0 - 10 to measure your satisfaction. We're happy to report that, in 2018, nearly 70% of our clients have rated us a '9 'or '10'!

We encourage you to complete these feedback surveys as they allow us to follow up with any outstanding concerns, gather suggestions to make improvements, and celebrate successes!

? **If you have any questions about surveys, please contact your GroupHEALTH Benefit Specialist or Client Service Representative.**
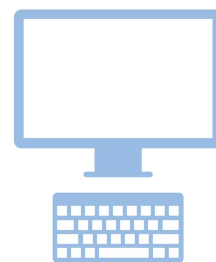

Holiday Closures

The GroupHEALTH & DMI's offices will be closed on the following dates:

- Tuesday December 25, 2018
- Wednesday December 26, 2018
- Tuesday January 1, 2018

Have You Attended a Webinar Lately?

Join us on **December 12, 2018** for an interactive WEBS Online™ webinar where you will learn how to:

- Make benefit enrollment easy with Enrol-ME Online™
- Update and manage employee data
- Exchange files in a secure environment
- View electronic billing statements

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 the next Webinar!

Date: Wednesday December 12, 2018
Time: 10:00 AM - 11:00 AM PST
Go to: https://attendee.gotowebinar.com/register/4958988051083262466
Webinar ID: 686-378-995