

The PA Advocate

Spring 2019



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EASY ADMINISTRATION

THREE SIMPLE WAYS TO KEEP ON TOP OF YOUR BENEFITS PLAN UPDATES

1. **Set a calendar reminder to review your employee changes monthly.**
Instead of trying to remember to update your records, set a recurring calendar appointment for 15 minutes monthly to set aside time to review and update WEBS.
2. **Build updates into your other 'routine' activities.**
Processing payroll or reconciling bank statements, or any other regularly recurring activity, can include a task to also review and update your employee records in WEBS.
3. **Use 'productivity' tools on your phone to quickly record changes for later.**
Popular free apps like Microsoft's OneNote and Google Keep are great for jotting down "memos to self". Look at what you've captured in your "Benefits Changes" note on your phone the next time you're in WEBS.

PLAN ADMINISTRATOR NEWS

CONTROLLING BENEFITS FRAUD KEEPS YOU PLAN COSTS DOWN

Benefits fraud happens when a plan member submits false or misleading information about the health and dental treatments they receive under their benefits plan. Often individuals become involved in the fraud because it's suggested by someone they trust. For example, friends and family members, colleagues, or even health and dental service providers can lead people to commit fraud, knowingly or unknowingly.



Benefits fraud drives up the cost of benefits plans. Fortunately, GroupHEALTH is working with other providers to tackle this issue. Read more about this effort, and learn helpful tips to educate your plan members on using their benefits the right way, at the new www.fraudisfraud.ca

POSTSCRIPTS UPDATE! MEDITRUST BECOMES REXALL DIRECT

On January 15, 2019 MediTrust Pharmacy changed their name to Rexall Direct.

Rexall Direct will continue to provide PostScripts mail order pharmacy services, including prescription filling and delivery. There will be no change to members, only the name of the pharmacy has changed.

The MediTrust website has been redirected to Rexall Direct. If you have any questions about this change, please contact your GroupHEALTH Benefit Specialist or Client Service Representative.

ADDITIONS TO THE DMI TEAM

We are always looking for ways to enhance our client experience and the services we offer. In order to achieve this, we've added two new members to our DMI team in Barrie, ON and Surrey, BC.



Heather Walker, *Manager – Early Intervention Services (Barrie)*
heather.walker@disabilityinstitute.com

Julie Slater, *Manager – Early Intervention Services (Surrey)*
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Both Heather and Julie will be managing and overseeing the Disability Claims Specialists and the Early Intervention Specialists in our offices in Barrie and Surrey. They will focus on successful program development, making service delivery enhancements, and recommending solutions to better our client experience. They will also be the first point of contact for clients who have concerns. Julie and Heather will be reporting to Lisa Paterson, Director, Early Intervention Services.

IMPORTANT REMINDERS

USE YOUR T4S TO UPDATE ANNUAL EARNINGS

Review the annual earnings you have on record at GroupHEALTH as you process your annual T4s. Benefit payments for plan members are typically based on these earnings.

You can easily review the annual earnings on your billing statement in the Employee screen in WEBS, or we are happy to provide you with a salary spreadsheet.

If you have changes to make save time and ask your GroupHEALTH Representative to import the salary information directly into WEBS.

RECORD TERMINATED PLAN MEMBERS PROMPTLY

When an employee leaves your plan, it's important that you promptly record their termination date in WEBS. This ensures that the employee can't claim for benefits once they've come off of our plan, plus GroupHEALTH can offer limited-time only "transition" coverage options that might be important to the employee and their family.



POWER TOOLS FOR PLAN ADMINISTRATORS

ONLINE KNOWLEDGE BASE

Everything you need to know about administering your benefits plan, at you finger tips. You can find the Knowledge Base here:

<https://clienthelp.grouphealth.ca>

FREE MONTHLY WEBINARS

Get helpful tips and training on WEBS, Enrol-Me Online and more.

Find the Webinar registration link on the home page of the Online Knowledge Base.

QUESTIONS OR COMMENTS?



Please contact your GroupHEALTH Representative.