

The PA Advocate

Winter 2019



In this Issue:

PA News

- GroupHEALTH is Going *Paper Free*
- Enrol-ME is Now *Paper Free* in All Provinces
- Elimination of BC Medical Service Plan Premiums
- OHIP+ Travel Coverage

Important Reminders

- Provincial Coverage and its Impact on Employee Benefits Plan Enrollment
- Salary Information
- myGroupHEALTH Contact Centre Holiday Hours

Power Tools for Plan Administrators

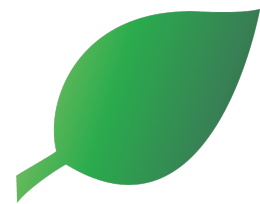
- Free Monthly Webinars
- Online PA Knowledge Base



PLAN ADMINISTRATOR NEWS

GroupHEALTH IS GOING *PAPER FREE*

GroupHEALTH is committed to providing a simpler, sustainable Plan Administration experience by replacing paper-based services with always-available online services. We have partnered with a Canadian charity to plant a tree on your behalf when you transition from paper booklets, bills, and remittances to *Paper Free*.



PAPER FREE

Transition to Paper Free Invoices

Beginning January 1, 2020 current Plan Administrator contacts for your plan will receive an email notification that your monthly bill is available for viewing and downloading from WEBS. If you would like to update your Plan Administrator contacts, please reach out to your GroupHEALTH Representative.

All current and past invoices are available anytime in WEBS under the Billing Statements and Notifications link located on the main page.

On March 30, 2020 we will stop mailing you paper bills.

Transition to Paper Free Remittance

Beginning April 1, 2020, GroupHEALTH will only accept pre-authorized payments for monthly premiums.

Pre-authorized debits eliminate the need to write and mail cheques to pay your monthly premiums. Instead, your monthly premium payments are automatically withdrawn from your account on the 10th of each month, creating a faster, more convenient and more secure payment experience.

To download the pre-authorized debit (PAD) form and transition to Paper Free Remittance now, navigate in WEBS to the Forms and Insurer Information page from the Main Menu. From here, select the GroupHEALTH folder and the Pre-Authorized Debit (PAD-10) Agreement form. Once the form has been completed, please submit it to your GroupHEALTH Representative.

Transition to Paper Free Booklets

Beginning April 1, 2020, GroupHEALTH Booklets will be available in WEBS (for Plan Administrators) or online on claims services (for plan members), in PDF format for searching and printing.

We're Planting Trees to Thank You

To thank you for your support of our updated billing services, GroupHEALTH will plant a tree each time our clients transition to *Paper Free*.

If you have any questions please contact your GroupHEALTH Representative.



ELIMINATION OF BC MEDICAL SERVICE PLAN (MSP) PREMIUMS

BC residents will no longer be charged the monthly MSP premium as of January 1, 2020. However, it will remain a requirement for residents to enrol in the BC MSP program and manage their account.

With the elimination of BC MSP premiums, clients in BC have the choice to cancel their BC MSP Group Plan. If you decide to cancel your MSP Group Plan, you will need to communicate this to your employees, as they will need to manage their own MSP account going forward.

To help facilitate this change, we've put together step by step resources for you to refer to in order to cancel your BC MSP Group Plan and communicate the change to your employees.

Check out the post **Canceling Your MSP Group Plan: A Step By Step Guide** at clienthelp.grouphealth.ca



ENROL-ME IS NOW *PAPER FREE* IN ALL PROVINCES

As of October 2019, Enrol-ME online applications are now accepting e-signatures for employees in all provinces and territories.

Previously, "wet" signatures were required in most provinces to designate a beneficiary or to confirm spousal information when applying for Optional CI.

Due to changes in the regulatory environment, employees in all provinces will electronically sign their online enrollment form. This is a significant enhancement to the plan administrator and employee experience, allowing all GroupHEALTH clients, regardless of province, to take advantage of our sector-leading enrollment process.

Have questions about these changes?

If you have any questions about these changes to your benefits plan enrollment, please contact your GroupHEALTH Representative.



UPDATES TO OHIP TRAVEL COVERAGE

Effective January 1, 2020 the Ontario Ministry of Health and Long-Term Care will be ending their "limited" out-of-country travelers program that provides emergency medical services that arise for Ontarians while travelling outside of Canada. This change coincides with the introduction of out-of-country dialysis service. [Read the Government of Ontario's notice about this change here.](#)

The ministry will continue to reimburse eligible claims incurred up to December 31, 2019.

IMPORTANT REMINDERS



PROVINCIAL COVERAGE AND ITS IMPACT ON EMPLOYEE BENEFITS PLAN ENROLLMENT

Employee health benefits are designed to complement the health services that are offered through provincial health plans.

Provincial coverage is an eligibility requirement for enrollment in GroupHEALTH benefits. It is important for your GroupHEALTH Representative to be aware of any employees or their dependents who do not have provincial coverage in order for them to properly advise of their enrollment options and what benefits, if any, the employee or dependent may have.

If you have any new employees or dependents who have not obtained provincial coverage, please reach out to your GroupHEALTH Representative.



MONITORING AND REPORTING SALARY CHANGES

Start the year off by reviewing the annual earnings you have on record at GroupHEALTH.

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 that outlines your employees' current salary information.

If you have changes to make, contact your GroupHEALTH Representative who can help to import the salary information directly into WEBS.

myGroupHEALTH CONTACT CENTRE HOLIDAY HOURS

The myGroupHEALTH Contact Centre and GroupHEALTH offices will be closed on the following dates to give our team members an opportunity to spend time with their families:

- Wednesday, December 25, 2019
- Thursday, December 26, 2019
- Wednesday, January 1, 2020.

As well, the Contact Centre will close at 6:00 p.m. EST on Tuesday, December 24, 2019 and Tuesday, December 31, 2019.

Regular operating hours for the Contact Centre are:

- Monday to Thursday, 7:30 a.m. EST to 9:00 p.m. EST, and
- Friday 7:30 a.m. EST to 7:00 p.m. EST

POWER TOOLS FOR PLAN ADMINISTRATORS

FREE MONTHLY WEBINARS

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

For Webinar Dates and Registration: clienthelp.grouphealth.ca

ONLINE KNOWLEDGE BASE

Everything you need to know about administering your benefits plan, at your finger tips.

Visit the Knowledge Base at: clienthelp.grouphealth.ca

Questions or comments?

Please contact your GroupHEALTH Representative.

Email: info@grouphealth.ca

www.grouphealth.ca