

# The PA Advocate

2020 Volume 1



## In this Issue:

### Easy Administration

- Three Simple Ways to Keep on Top of Your Benefits Plan

### PA News

- Reminder: GroupHEALTH is Going *Paper Free*
- Increase to the Employment Insurance Maximum

### Important Reminders

- Reminders for Tax Season
  - T4A Issuance
  - Update Annual Earnings

### Power Tools for Plan Administrators

- Free Monthly Webinars
- Online PA Knowledge Base



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## EASY ADMINISTRATION

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

- **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.
- **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.
- **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.

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## PLAN ADMINISTRATOR NEWS

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### REMINDER: 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*.



#### **Transition to Paper Free Invoices**

Over the coming weeks, 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 for our updated billing services, GroupHEALTH will plant a tree each time clients currently using paper services transition to *Paper Free*.

If you have any questions please contact your GroupHEALTH Representative.

## INCREASE TO THE EMPLOYMENT INSURANCE MAXIMUM

Please note that effective January 1, 2020 the Employment Insurance (EI) maximum increased from: \$562 to \$573 per week

This change affects Short Term Disability (STD) plans in which:

- The benefit is a flat amount equal to the EI maximum
- The STD maximum is equal to the EI maximum
- STD benefits are calculated using EI maximum insurable earnings

If an STD plan is affected, you would have seen premium adjustments for plan members eligible for a benefit increase starting on your January 2020 billing statements. For questions regarding the EI maximum increase, please contact us!

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## IMPORTANT REMINDERS

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### REMINDERS FOR TAX SEASON

#### T4A ISSUANCE

T4As will be issued in accordance to the CRA guidelines, with distribution scheduled on or before February 28, 2020. T4As will be sent via standard mail to Plan Members with taxable claims only.

#### REVIEW ANNUAL EARNINGS

This is a great time to review and update your employees' annual earnings in WEBS. Updating employee earnings annually is important because disability claims will be processed based on the information recorded in WEBS on the day of the absence.

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 Client Services Representative or Benefits Specialist to import the salary information directly into WEBS.

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## POWER TOOLS FOR PLAN ADMINISTRATORS

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**FREE MONTHLY WEBINARS** Get helpful tips and training on WEBS, Enrol-ME Online and more.

For Webinar Dates and Registration: [clienthelp.grouphealth.ca](http://clienthelp.grouphealth.ca)

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**ONLINE KNOWLEDGE BASE** Everything you need to know about administering your benefits plan.

Visit the Knowledge Base at: [clienthelp.grouphealth.ca](http://clienthelp.grouphealth.ca)

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Questions or comments?

Please contact your GroupHEALTH Representative.