

The PA Advocate

2020 Volume 2



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COVID-19 UPDATES



PARTICIPATE IN THE COVID-19 BUSINESS TEMPERATURE CHECK

During this unique and challenging time, GroupHEALTH is focused on ensuring that your business is well supported with an exceptional employee benefits experience. We will soon be sending out a brief survey where, in less than three minutes, you can tell us how COVID-19 is impacting your business. Your responses will allow us to help support your business and employees.

As a reminder, GroupHEALTH has set up an information hub page where our Clients can find information on how COVID-19 is affecting their benefits plan along with resources for their businesses and their employees.

Visit GroupHEALTH's COVID-19 hub page: solutions.grouphealth.ca/coronavirus/



CONTACT CENTRE ASSISTING WITH MYGROUPHEALTH DIGITAL SERVICES SET UP

To help promote the use of the digital tools available to plan members, the myGroupHEALTH Contact Centre has begun to contact plan members without digital access to introduce them to the platform's digital services.

Contact Centre specialists will assist plan members with myGroupHEALTH profile set up, including conducting demonstrations of features such as digital claims submission, viewing digital benefits cards, viewing coverage details, and direct deposit set up.

Plan members can expect the Contact Centre to reach out to them by phone or email over the next few weeks to offer support and assistance.



SPECIAL WEBINAR FROM THE DISABILITY MANAGEMENT INSTITUTE (DMI): MAINTAINING OUR MENTAL WELL-BEING DURING UNCERTAIN TIMES

The specialists at the Disability Management Institute (DMI) have put together resources for you and your employees to help manage the uncertainty brought by COVID-19.

DMI delivers not only disability case management and early intervention, but also employer services, rehabilitation, and coaching and training similar to what is offered in this webinar. For more information of about how DMI can support your business, visit their website at www.disabilityinstitute.com.

Watch the Webinar at <https://vimeo.com/411186063/87274cf6b6>

EASY ADMINISTRATION



UPDATING EMPLOYEE RECORDS

It's a great time to review 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, on 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.

PLAN ADMINISTRATOR NEWS



NEW 'CHECK MY COVERAGE' FEATURE ON MYGROUPHEALTH COMING SOON

In May, we will be launching a new feature on myGroupHEALTH where plan members will be able to look up coverage details for their benefits plans.

Check My Coverage will allow members to easily look up information about their medical plan and coverage details for themselves and their dependents. It is designed as a self-service tool, allowing members to understand, and plan, the use of their benefits.

While not a guarantee, the new tool will give members an idea of the coverage they should be able to expect, as it acts like a claim submission dry-run. This feature gives members an opportunity to look up how much coverage they have remaining before they make future claims by showing a balance-to-date of already processed claims.



CHANGES TO THE MANITOBA RETAIL SALES TAX

Effective July 1, 2020, Manitoba will be decreasing Retail Sales Tax (RST) from 7% to 6%. RST applies to all insurance premiums that are due on or after July 1, 2020, regardless of when they were issued.

Please take note of the billing changes that will be in effect when this change is initiated on July 1, 2020.

If you have any questions, please contact your GroupHEALTH Representative.

IMPORTANT REMINDERS



A REMINDER ON LIFEWORKS LIFT SESSION

A reminder that LIFT session is available in all plans with LifeWorks, at no additional cost.

LIFT session is a virtual fitness platforms where your employees can access personalized fitness programs through their mobile device. Video-driven exercise regimens are built for each employee, based on their profile and preferences. Plus, employees can access fitness coaches if they have questions or they can choose to work out under the live supervision of a coach through 1-on-1 or group training sessions.

Corporate challenges, group training, and 1-on-1 personal training are available at an additional cost.

WHY LIFT SESSION?

Virtual fitness supports employee wellness by combining technology and live coaches in an environment where users are held accountable, workout safely at maximum efficiency, achieve results faster, and have fun!

HOW TO GET STARTED

Get started online by visiting the LifeWorks LIFT session website through the button below. Sign up and complete the online fitness assessment to start your fitness journey.

Get Started with LIFT Session:
lifeworks-global.liftsession.com/

Telling Your Employees About LIFT session

If LifeWorks is part of your employee benefits plan, you will want to let your employees know about LIFT sessions so that they can begin to use this service. Communication resources are available to you through the PA Knowledge Base.

For LIFT Session communication resources visit:
clienthelp.grouphealth.ca/knowledgebase/communicate-adding-lifeworks-lift/

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.