

The PA Advocate

2020 Volume 3



In this Issue:

IMPORTANT UPDATES

- GroupHEALTH & DMI Surrey Address Change
- Systems and Network Outages

COVID-19 UPDATES

- Coverage for COVID-19 Adjusted Health Services, Including Personal Protective Equipment

EASY ADMINISTRATION

- Tips for Easy Administration of Employees on Leave
- Key Details on Your Billing Statement

PA NEWS

- Changes to the Manitoba Retail Sales Tax Delayed

POWER TOOLS FOR PLAN ADMINISTRATORS

- Free Monthly Webinars
- Online PA Knowledge Base



IMPORTANT UPDATES



GROUPHEALTH AND DMI SURREY ADDRESS CHANGE

We're excited to let you know that GroupHEALTH and Disability Management Institute are moving to our new corporate office, GroupHEALTH Place, on Monday, July 27, 2020.

Our new address is:
GroupHEALTH Place
15315 31st Avenue,
Surrey, BC
V3Z 6X2

All mail should be sent to this new address – you can even send mail to this new address *before* Monday, July 27, 2020, and we will receive it. If you have recently sent mail to our “old” address (#200 – 2626 Croydon Drive, Surrey, BC, V3Z 0S8), be assured that it will be forwarded to our new address. We're looking forward to welcoming our clients to our new home when we can safely gather together again.



MAJOR SCHEDULED SYSTEMS AND NETWORK OUTAGES AS WE PREPARE TO MOVE TO GROUPEALTH PLACE

On Friday, July 24 starting at 4pm PST / 7pm EST, our I.T. team will move equipment to our new building, resulting in network and systems outages. The team will be working hard to ensure that services are available again by Saturday, July 25 at midnight PST / 3am EST.

The following services will be impacted:

- **WEBS**
- **Surrey's direct phone lines** for GroupHEALTH and DMI
- **Surrey and Barrie's main phone line** for GroupHEALTH and DMI
- **Surrey's voicemail inboxes** for GroupHEALTH and DMI
- **Public websites**, including groupheath.ca, csbt.ca, PA Knowledge Base, and GroupHEALTH's Member Solution Centre

Applications such as email will not be impacted during this outage. Note that our Claims and Contact Centre will also not be impacted by this outage and will continue with their regular hours.

Please speak with your GroupHEALTH representative if you anticipate needing to use any of the impacted applications or will need to connect with a GroupHEALTH team member by phone during this time.

COVID-19 UPDATES



COVERAGE FOR COVID-19 ADJUSTED HEALTH SERVICES INCLUDING PERSONAL PROTECTIVE EQUIPMENT

As dental and paramedical offices re-open we are aware that health practitioners may include additional fees to plan members related to required safety efforts, including the purchase of personal protective equipment (PPE) and enhanced office cleaning regimens. GroupHEALTH is aligned with the majority of the industry and we continue to monitor the sector for best practices and common approaches.

While we will continue to monitor this situation, our current perspective is that we will apply your plan design and our normal customary claims adjudication rules: health and dental insurance covers the direct costs of procedures, not overhead or incidental costs related to those procedures, within our current "reasonable and customary" limits. At this time, we are not reimbursing any charges shown for PPE.

However, you may request to have these costs covered through your plan by contacting GroupHEALTH directly. We will let you know if your requested change results in a plan amendment, involving an immediate change in costs.

Plan members may submit charges for PPE used by health practitioners and dentists for reimbursement under their Health Spending Account (HSA), if this is included in your plan. However, the Canada Revenue Agency (CRA) does not appear to allow reimbursement for PPE purchased directly by the member or their dependents.

Speak to your Advisor or GroupHEALTH representative for more information.

EASY ADMINISTRATION



TIP FOR EASY ADMINISTRATION FOR EMPLOYEES ON LEAVE

It's important to always tell your GroupHEALTH representative when you have an employee absent from work on a medical or personal leave. The type of leave the employee is on can affect the administration of your plan, therefore it is important we know who is on leave, the type of leave they are on, and the duration of the leave.

Different types of leave include:

- **medical and disability leave**
- **workers compensation leave**
- **parental leave**
- **personal leave of absence**

Check out resources on the PA Knowledge Base to learn about different types of leave and how reporting them impacts your plan administration.

[Learn more about different types of leaves here](#)



YOUR BILLING STATEMENT CAN PROVIDE KEY DETAILS AT-A-GLANCE FOR THOROUGH PLAN ADMINISTRATION

Reviewing and auditing your billing statement on a monthly basis is a quick way to review the important details that can play a major role in your plan's effectiveness and cost.

We recommend reviewing to make sure information is correct and that all your requested changes have been implemented. *Tip! Annual earning and employee coverage levels are a great place to start in this at-a-glance review.*

If you have questions about your billing statement or on best practices to help you administer your plan, reach out to your GroupHEALTH representative.

PLAN ADMINISTRATOR NEWS



CHANGES TO THE MANITOBA RETAIL SALES TAX DELAYED

The province of Manitoba has decided to defer the decrease of Retail Sales Tax (RST) from 7% to 6%.

Please take note, if you are located in Manitoba, that you will not see billing changes initiated on July 1, 2020 as a result of this deferral. GroupHEALTH will continue to monitor Manitoba government communications and notify you when the rate change is reinstated.

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

POWER TOOLS FOR PLAN ADMINISTRATORS

FREE MONTHLY WEBINARS

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

[Webinar Dates and Registration](#)

ONLINE KNOWLEDGE BASE

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

[Go To Knowledge Base](#)

Questions or comments?

Please contact your GroupHEALTH representative or Advisor Partner.

Email: info@grouphealth.ca

www.grouphealth.ca