

# The PA Advocate

2021 Volume 1



## In this Issue:

### PA NEWS

- New Message Centre Launching This Weekend on MyGroupHEALTH

### EASY ADMINISTRATION

- Tips, Tricks & New Features to Save You Time in WEBS
  - New Self Serve Reporting Feature in WEBS
  - The Importance of Reviewing Annual Earnings in WEBS



### GROUPHEALTH NEWS

- Changes to Your GroupHEALTH Representative's Contact Information

### RESOURCES & UPDATES

- LifeWork Resources to Support Your Employees
- PA Advocate: We Want Your Feedback!

### POWER TOOLS FOR PLAN ADMINISTRATORS

- Free Monthly Webinars
- Online PA Knowledge Base

## PLAN ADMINISTRATOR NEWS



### NEW MESSAGE CENTRE LAUNCHING THIS WEEKEND ON MYGROUPHEALTH

On Sunday, January 24, 2021, we will be launching a new Message Centre feature on the myGroupHEALTH web portal and mobile application. The new Message Centre will act as a secure central hub for communicating with plan members on their benefits.

Notifications on claim payment and processing, personal profile requirements, explanation of benefits, and more will now be distributed from one central location through the Message Centre. The notifications will then link plan members to the appropriate section of the platform for more information.

### COMMUNICATING THIS CHANGE TO YOUR PLAN MEMBERS

On Monday, January 25, we will send a notification to plan members through the myGroupHEALTH Message Centre, orienting them to the new feature.

If you would like to provide your plan members with further information on this feature, click the link below to view the communication resources available to you through the Plan Administrator Knowledge Base.

## EASY ADMINISTRATION



### TIPS, TRICKS & NEW FEATURES TO SAVE YOU TIME IN WEBS

**TIP!** When updating WEBS to reflect a plan member's absence, remember to change their *Class* and *Status* in the Employee Information (EE) screen (in that members record) to reflect the correct reason for their absence.

These are essential steps to ensure that both their benefits and time away from work are tracked appropriately.

### NEW SELF-SERVE REPORTING FEATURE IN WEBS

Effective Thursday, January 28, 2021, we will be implementing new time-saving features to the Billing Premium Report in WEBS - thanks to your feedback!

- Previously when selecting *Billing Statement – Premium Report*, you could only pull monthly billing periods; this would pull billing information for all of your employees into one document. With this new feature, you will now be able to **pull the billing information for individual plan members**.
- When pulling more than one billing period, WEBS would total the premiums for this period; now, if you select "detail per month," the **premiums for each month will be separated**.

Join us **Wednesday, February 10 @ 10 AM PST** on our monthly WEBS webinar to see this new feature in action or ask your GroupHEALTH Representative about it.

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### THE IMPORTANCE OF REVIEWING ANNUAL EARNINGS IN WEBS

Now is a great time to review and update your plan members' annual earnings in WEBS.

Updating plan member earnings annually is important because disability claims are often reviewed based on the information recorded in WEBS on the day of the absence. You can easily review the annual earnings on your billing statement or in the Employee Information (EE) screen in WEBS, or we can provide you with a salary spreadsheet instead.

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

## GROUPHEALTH NEWS



### CHANGES TO YOUR GROUPHEALTH REPRESENTATIVE'S CONTACT INFORMATION

On January 15, 2021, GroupHEALTH migrated to a new phone system, which resulted in our teams' phone extensions changing from a three-digit extension to a five-digit extension.

- Team members with **direct line numbers will not change** and will remain the same.
- For employees with extensions (and no direct line), the **three-digit extension will change to a five-digit extension.**

If you want to make sure you have the right contact info for your GroupHEALTH Representative, check out their email signature for their up to date extension. Alternatively, you can call the GroupHEALTH mainline and press 0 for assistance from our reception team.

## RESOURCES & UPDATES



### LIFEWORKS RESOURCES TO SUPPORT YOUR PLAN MEMBERS

Did you know that 78% of employees miss work due to mental health concerns with 34% missing work for two months or more?

COVID-19 and challenges inside and outside of the workplace have a significant impact on the health and well being of your plan members, resulting in disengagement, feeling disconnected, and poor health.

Our Employee Assistance Program (EAP), [LifeWorks](#) offers an abundance of resources to help your plan members feel supported, guided and connected. Plan members can access resources such as:

- **subscription newsletters**
- **wellness webinars and blog**
- **online counsellors, coaches and specialized support**
- **health assessments, etc.**

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

Source: Mental Health Foundation of Canada.



## **PA ADVOCATE: WE WANT YOUR FEEDBACK!**

We started PA Advocate as a way to keep you connected with all of the latest GroupHEALTH news, system updates, and tips & tricks to help you on the job.

As we head into 2021, we would appreciate your feedback on what you would like to see in the newsletter going forward. Your feedback will help us support you and make sure you are getting the most value out of these newsletters.

This anonymous survey should take under four minutes to complete.

### **Complete the Survey Here**

<https://forms.gle/YNdnBH2jEmjYK7xC8>

## **POWER TOOLS FOR PLAN ADMINISTRATORS**

### **FREE MONTHLY WEBINARS**

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

**Register for our next Webinar Here: [clienthelp.grouphealth.ca](http://clienthelp.grouphealth.ca)**

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### **ONLINE KNOWLEDGE BASE**

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

**Go to the Knowledge Base: [clienthelp.grouphealth.ca](http://clienthelp.grouphealth.ca)**

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### **Questions or comments?**

Please contact your GroupHEALTH Representative