

The PA Advocate

2021 Volume 2



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PLAN ADMINISTRATOR NEWS



COVID-19 UPDATE AND AVAILABLE RESOURCES

Last month marked the official first anniversary of COVID-19 and our transition to working remotely. We wanted to thank you for continuing to grow and adapt with us.

Here's a reminder of resources, tools, and processes GroupHEALTH has to support you during this time.

Plan Administrator Knowledge Base. We use this exclusive Plan Administrator hub to communicate and orient you on important announcements, communication resources for sharing these updates with your plan members, and other important COVID-19 updates regarding coverage and corporate operations. [Click here to view the Plan Administrator Knowledge Base.](#)

COVID-19 Information Hub. We keep this public hub updated with any significant communications or public announcements that may affect coverage - it also contains resources for businesses or family and plan members. [Click here to view the public hub.](#)

Processes and Improvements. We have implemented numerous improvements to our procedures and tools to better support our internal and external teams. Some of these changes include the launch of the message centre, upgrades to our WEBS platform, and more.

WHAT YOU NEED TO KNOW

We're here to support you. GroupHEALTH will continue to ensure that you and your plan members get the best benefits experience, even during these challenging times. We're committed to continuing communications with you as the situation changes. Where appropriate, we'll email you with important updates.

If you have any suggestions or comments on ways we can continue to support you, contact your GroupHEALTH Representative.

EASY ADMINISTRATION



TIPS TO SAVE YOUR PLAN MEMBERS TIME WITH CLAIMS OR COVERAGE INQUIRIES

When inquiring about their claims or coverage, the fastest way for a plan member to get the assistance they need is to contact the myGH contact centre at 1-833-344-6944, rather than going through your GroupHEALTH Client Service

representative.

Your GroupHEALTH Client Service representative is here to support you, the Plan Administrator, and do not typically have direct contact with plan members. Correspondence is best when filtered through you.

THE FASTEST WAY TO SUBMIT PREDETERMINATIONS

The fastest way for a plan member to submit their predetermination for processing is through email via claims@mygrouphealth.ca. Alternatively, plan members can submit their predeterminations by mail or through photo claims IF it is properly labelled as an *estimate* to ensure the adjudicator can process it as one.

Note: These tips apply to MyGroupHEALTH clients only.



IMPROVEMENTS TO ENROL-ME

DIY FEATURES

With the latest upgrades to Enrol-ME, Plan Administrators can now update the expiration date of their Enrol-ME invitations after the original invitation has been sent and can also resend Enrol-ME invitations directly from WEBS. There is no need to send an email to your GroupHEALTH representative to make these changes for you!

EASIER TO UNDERSTAND

Plan members feedback stated that our wording was unclear regarding when a person could waive their Health & Dental benefits. To address this issue, we have updated the wording in our Enrol-ME questions to determine if the plan member has coverage elsewhere and if they are enrolling in the benefits plan provided by their employer for themselves and their spouses.

We are always looking for ways to improve our services and programs; if you have any suggestions or feedback, contact your GroupHEALTH Representative.

GROUPHEALTH NEWS



GROUPHEALTH REACHES 100,000 MEMBER MILESTONE!

GroupHEALTH is proud to announce that we have surpassed **100K plan members across Canada!**

For the past 39+ years, GroupHEALTH has seen tremendous growth in new client acquisition, even during these difficult times, all thanks to the support of our Advisor Partner community, team members, and most of all, you - our valued clients!

RESOURCES & UPDATES



AKIRA REFRESHER & UPDATES TO CO-PAY ACROSS PROVINCES

Virtual healthcare, powered by Akira is an online service that provides on-demand access to medical assistance using your mobile phone, tablet, or computer. Akira connects you with health care professionals across Canada, 24/7, 365 days a year from the comfort of your own home.

Specific to COVID-19, Akira has added practitioners to their network and is working hard to ensure all of their clinical staff have the latest information regarding COVID-19 and vaccinations.

[Read more on Akira Here](#)

UPDATES TO AKIRA CO-PAY ACROSS ALL PROVINCES

Due to the COVID-19 pandemic, all provinces have instituted support for the billing of telemedicine virtual consults.

Because of this, Akira is now able to bill the co-pay associated with a virtual consult directly to the provincial government and **will not be charging the co-pay to the member in all provinces**. No date has been set as to if or when the co-pay to the member will resume.

If *Virtual Healthcare, powered by Akira*, is not included in your benefits plan, contact your GroupHEALTH representative to find out how!



HOW EMPLOYEE HEALTH BENEFITS SUPPORT MENTAL HEALTH

The COVID-19 pandemic has had a significant impact on Canadians and adapting to these changes has been challenging. As an employer or benefits provider, it's important to recognize the impact that mental health challenges can have on your employees and the workplace.

Your organization incurs both tangible and intangible costs when your employee's mental health isn't supported. Unaddressed mental health challenges can lead to an increase in the number of days absent from work.

Your employee benefit plan is an ideal mechanism for supporting the mental health of your employees. Follow the button below to read more on how your benefits plan can support mental health in the workplace.

[Read the Article Here](#)

Are you looking for additional ways to support mental health in your workplace? Contact your GroupHEALTH Representative for more information.

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](#)

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