

Employee Changes

It is very important that employee information is kept current. This ensures that your monthly premiums are calculated based on the most recent changes and that Life, Disability, Health and Dental claims are paid quickly and accurately.

For additional information on important administrative procedures please refer to your Administration Binder. If you have questions or you cannot locate your binder please contact your Customer Service Representative at 1-800-665-8990. **Forms can be located on our website: www.westernfgis.ca**

The following **EMPLOYEE CHANGES** must be reported to Group Insurance Solutions within **31 days** from the date of their occurrence:

- salary change
- marital status change
- name change
- addition or termination of employee coverage or dependent coverage

These changes can be reported by completing an Application for Change Form.

Online Administration

Recently, we introduced **Online Administration**, a convenient way to review and manage your employee benefits plan online. Clients are able to access up-to-date information on all employees enrolled on the plan and make changes such as enrollments, dependant additions, terminations, salary changes, name/date of birth corrections. The site also allows access to forms, the administration guide and provides the ability to print certificates and summaries.

Feedback has been positive so far with many clients commenting on the ease of use. We are continuing to improve the site and your feedback is appreciated. If you have any questions, comments or would like more information in regards to Online Administration please contact your Customer Service Representative.

Green Shield Canada Online Services for Providers

Online services isn't just about having prescription drug claims submitted electronically and adjudicated in real time – reducing out of pocket expense. **It's also about submitting directly to Green Shield Canada:** electronic dental claims, Extended Health Care benefits such as eye exams, contact lenses or eyeglasses, and paramedical services such as massage therapy, physiotherapy, and chiropractic services.

Before a service provider can begin to submit claims electronically, they must first register by visiting **www.greenshield.ca** and following the prompts through *health service provider, sign in*. Once Green Shield Canada has validated and approved the request, the service provider will receive their user name and password.

We strongly encourage you to share this announcement with your employees, as it offers better service and eliminates mailing time.

Plan Administrator

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