GROUP PLAN ADMINISTRATOR WEBSITE QUICK TIPS FOR MEMBER CHANGES

Empire Life

Bookmark www.empire.ca
Login at Group Plan Administrator
Enter UserID and Password
Note if you have access to multiple groups or divisions, a selection screen will appear - Enter Group Number, Division Number, and select Submit

NEED HELP?
email group.csu@empire.ca
call 1 800 267-0215

TO ADD A MEMBER TO THE PLAN

Start at 'Welcome Screen'

To Add a New Member:

- Select **Employee Tab**.
- Select **Add** (or if you are uncertain if this member was added previously enter the member's last name and select Submit).
- 'Add A New Member Checklist' appears – select **Continue**.
- 'Add A New Member – Basic Information Screen appears – enter information as required.

What if I completed only part of the Add Member process?

If you DID receive a Confirmation Screen:

- Select **Employee Tab**.
- Enter the member's last name and/or certificate number.
- Select Submit.
- Select the member from search results.
- Select **Change** (upper right of screen).
- Change Options menu appears.
- Select the appropriate link.

If you DID NOT receive a Confirmation Screen:

- Select **Employee Tab**.
- Enter the member's last name and/or certificate number.
- Select Submit.
- Select the member from search results.
- Add a New Member Update Information screen appears.
- Enter information as required and select Submit.

TO CHANGE INFORMATION

Start at 'Welcome Screen'

TO CHANGE MEMBER STATUS

(Terminate, Reinstate, Off Work, Return to Work)

- Select **Employee Tab**.
- Enter member's last name and/or certificate number.
- Select **Submit**.
- Select member from search results.
- Select **Change**.
- 'Change Options' menu appears.
- Select **Status**.
- 'Status Menu' appears – select the appropriate option.

TO CHANGE MEMBER INFORMATION

(ie: Salary, Employment Info, Banking, Division, Beneficiary)

- Select **Employee Tab**.
- Enter member's last name and/or certificate number.
- Select **Submit**.
- Select member from search results.
- Select **Change**.
- 'Change Options' menu appears.
- Select **Member Information.** The 'Member Information' menu appears, select the appropriate option.

TO MAKE DEPENDANT CHANGES

(Add, Terminate, Update Information or Reinstate)

- Select **Employee Tab**.
- Enter member's last name and/or certificate number.
- Select **Submit**.
- Select member from search results.
- Select **Change**.
- 'Change Options' menu appears.
- Select **Dependant Information**.
- 'Dependant Menu' appears – select the appropriate option.

TO CHANGE PLAN ADMINISTRATOR

(Add or Terminate system access)

- If an existing Plan Administrator is no longer with your company contact our administration department 1 800 267-0215 or group.administration @empire.ca.
- Empire Life will terminate security access once notified.

MORE TIPS

- To update a Member's Other Insurer Information, select the Coverage link from the Change Options menu.
- Every screen has a "notes" field to record important information.
- For claims information contact our customer service unit 1 800 267-0215 or group.csu@empire.ca.

FORM RETENTION REQUIREMENTS

- All employee signed forms must be retained by the Plan Administrator in a secure location, when the related changes are made online.

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QUICK TIPS & NAVIGATION GUIDE

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Contract	Employee	Reports	Forms	Resources	Contacts
General - view policy details - premium balance - view current and previous billings online - download a benefit summary that shows coverage for each division - access booklets specific to each division and class **Contact** - address, phone and email information for the primary contact **Bulletins** - download bulletins pertaining to changes affecting coverage	** to list all employees leave fields blank and click submit* ** view a Member Summary, Personalized Forms and Booklets for each employee.* **Employee Information** - division, class, status, date of birth **Employment Info.** - date of hire, effective date of coverage **Employee Coverage** - employee's benefit details and amounts **Dependant Information** - listing of employee's dependants and status **Dependant Coverage** - dependant's benefit details and amounts **History** - view an employee's plan change history as it relates to billing for the past year	**Division Certificate List** - lists all employees and enrolment data for a specific division **Group Certificate List** - lists all employees and enrolment data for the group, by division and class **Group Benefit Summary** - summary of group benefit coverage for each division and class updated to include amendments	**Administration Forms** - download and print enrolment forms, request for service forms, employee or dependant health information forms, pre-authorized payment plan form **Claim Forms** - download and print health and dental claim forms **Booklets** - Download, print and order booklets	**General** - links to general insurance and related information **Provincial** - links to provincial health plan and related information **Banking** - links to banking sites and related information	**Your Advisor** - phone, address, email information **Group Customer Service** - phone, address, email information **Online Forms** - link to a variety of online forms **FAQ's** - link to frequently asked questions relating to topics such as ordering drug cards, late enrolments, maternity/paternity leave, eligibility, contract workers, coinsurance and much more.