



Generations

Insurance and Wealth Management Inc.

Protect Yourself: Smart Ideas for Group Administration

Due to the fast past environment that many of us are now forced to live and work in, there are far too many unskilled and untrained office administrators managing the day-to-day issues for a benefits program. Often there are mistakes made with regard to enrolment that can come back to hurt later. Administrators should be encouraged to read manuals and get training from the carrier or advisor directly.

To help with this, please make sure that you notify us when there is an administrator change. It is my pleasure to help you as the administrator fill out the necessary paperwork and get you up to speed on any programs that may be used with your benefit plan.

The best fix for all of the mistakes on the right is to perform a payroll and benefits audit each and every year to make sure any mistakes are corrected. What I have noticed as a help to these little mistakes is going over the employees when I receive a billing statement. I make sure that all of their information matches and that they are active. It is a good time to make sure that terminations happened when they were supposed to, as well as enrolments.

If at any time, you have a question or need help with these processes I am here to help. Give me a call or send me an email.

Amanda Sherwin
Group Administrator
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Now just a brief overview of some of the main mistakes in a group insurance administrator's life.

- Late enrolments (late applicant status)
- Salaries that are left unchanged which will result in inaccurate Life or LTD benefit payments.
- Late certificate status changes – single to family, or family to single
- Using the wrong hire date at enrolments
- Employees that opt out of the plan without signing a waiver
- Payroll deductions are missed for employee premium sharing (e.g LTD premiums inclusive of PST – for BC companies)
- Missing appropriate premium “add-backs” to the T4
- Filing employee claims through the office administrator (privacy breach)
- Contract employees enrolled in STD/LTD
- Plan members not disclosed as “contract status” to the carrier
- Outdated beneficiary designations on file
- If employees decided not to exercise benefits above a certain evidence threshold, they should sign off that they have been presented the option and have declined.
- Make sure that any union agreements match the exact wording within the group contract

The Pillars of Your Financial Security

Life Insurance ▪ Estate & Retirement Planning ▪ Employee Health and Dental Plans
Disability and Critical Illness Insurance ▪ Financial Consulting ▪ Employee Assistance Programs
Partnership and Creditor Insurance ▪ Succession Planning ▪ Self Insured Programs

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