Plan Administrator FAQs

New Plan Administrator portals

Your new plan administrator portal offers improved usability, extensive self-serve reporting access, new super-user management capabilities, enriched notification centers, document upload advancements, streamlined member enrollment, centralized training and support resources and more.

These FAQs are intended to help you transition to this new experience. Please review them, and should you require any assistance during this transition, please contact your Group Benefits Service team at 1-306-667-5861 or via email.

Thank you for continuing to be a valued partner. We sincerely appreciate your patience during the delay in access to your new portal experience and look forward to providing you with enhanced value through your new reporting and tools starting next week!

Do plan administrators have to re-register for the portal?

No, your current Plan Administrator access will migrate to the new site located at: https://portal.sk.bluecross.ca/GAP/. You will be prompted to reset your password upon the first login through an email you will receive. Please ensure you update any bookmarks you may have saved in your browsers at this first login.

What should I be aware of as I get to know the new portal?

There are a few bugs that we're continuing to address and will have sorted out for you very soon.

Expect to see coverage amounts present at the future effective values when salary changes or transfers occur - this is being enhanced to display your current coverage amounts until the future effective date occurs.

For now, please continue to contact the Group Benefits team for assistance with the following:

1. Waiving or providing custom plan wait periods for a plan member
2. Accessing historical reports or invoices
3. Reinstating terminated members, or previously removed partners/dependents

What should I do if I come across an error message within the portals?

Please contact Group Benefits team for assistance.

Are invoices accessible on the plan administrator portal?

Plan Administrators will receive an email notification when new invoice(s) are posted. Invoices can be found under the Reports & Billings menu. ***Important***: *Invoices issued to you in March & April 2025 will be available in the Plan Administrator Portal under "Documents". You will not find* *them located within the Invoice search. Historic invoices can be requested by contacting your Group Service Representative.*

Dual invoices will be produced where there is a combination of insured and ASO funding types on your plan. You may also see dual invoices for status/non-status plan members to support the inclusion of NIHB eligibility information on plan member ID cards.

Are there changes to the Billing Dates & Cutoffs?

Yes, there are adjustments, and these can be found in the Invoice Calendar once you login to your Plan Administrator portal, or linked here: 2025 Group Billing Calendar

Are there any changes to invoice calculations?

Invoice calculations will be monthly, instead of daily.

Are there any changes to the proration on HSA or PWA?

HSA and PWA will pro-rate on a monthly based from March 2025 onwards.

Are there changes to reporting?

Yes, the re-designed Plan Administrator Portal boasts enhanced, real-time reporting. Each report has intuitive parameters giving you the flexibility in your report requests while providing a streamlined request process. Refer to your Plan Administrator User Guide (available as a PDF here) for information on the self-serve reporting available.

Please also see the Reporting Guide to help you navigate your new reports.

Important: *As we communicated earlier this month, we are in the process of reviewing all claims data following our claims processing system change to ensure accuracy in your March experience. While this process is underway, we recommend that March claims data is* ***not*** *used for plan design analysis or marketing purposes. We will be communicating with advisors and clients to confirm where adjustments have been made to any affected client plans as this process concludes, which will take some time. We'll keep you informed of these timelines as they progress. We know you have questions on how your group plan may have been affected by our data transformation. We don't have all the answers for you today, however rest assured we remain committed to ensuring there is no negative impact to any renewal ratings as part of this process.*

What historical reporting and claims information will be available in the new portals and apps?

Reporting: Self-serve reporting will include:

- All active plan members in force as of January 1, 2024
- LTD claims history on active claims as of June 25, 2024
- Life, WI, CI and AD&D claims active in 2025
- Health and Dental claims history as of January 1, 2017
- HSA and PWA claims history as of January 1, 2017

Will all group plan reporting be available real-time?

The vast majority of reports will be available in real-time. Revenue data is updated monthly, with your billing cycle.

Travel claims data will be updated monthly. ***Important:*** *Travel data will not be available through the portal on go-live. please contact your Group Benefits Service team for assistance accessing this information. We'll notify you when it's available self-serve. In the interim, Travel Experience on Report:* ***UW531 Summary by Line of benefit and Claimant Type*** *will show as "0".*

How do I access older reporting, I can't seem to select in the new system?

Please reach out to your Group Benefits Service Representative for any reporting requirements not available in the Plan Administrator Portal.

Can I still access custom reporting?

Please reach out to your Account Executive or Group Benefits Service Representative for any reporting requirements not available in the Plan Administrator Portal.

Within the user management feature, are changes for access real-time?

These changes are made in near-real time, ensuring that access and permissions are swiftly updated.

Are member eligibility changes real-time?

Yes, plan member eligibility changes made through your Plan Administrator Portal are processed in real-time.

Can you schedule eligibility changes?

Yes, eligibility changes require an effective date of change. There are limits, for example you can backdate and reinstate to a maximum of 6 months. Please reach out to your Group Benefits Service Representative for added support.

Will I be able to see life & disability claims status in the plan admin portal?

No, this functionality isn't available. We will keep you informed as future enhancements are made.

Is employee self-enrollment integrated into the new plan admin portal?

Group Electronic Onboarding continues to be available to new group clients. We will keep you informed as future enhancements are made to integrate it into your Plan Administration experience.

Can I use employee self-enrollment for ongoing new employees (beyond initial onboarding)?

No, this functionality isn't available (yet!). We will keep you informed as future enhancements are made.

Will all historical action log portal activity transition over?

No, the Action Log will capture all portal transactions from March 4, 2025 and beyond.

Will I see all actions taken when I transfer a member listed in the action log?

No, if a Member Transfer is made with a salary change or another adjustment in the same change, the full set of adjustments will show in the action log as "Transfer Member".

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