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# PLAN ADMINISTRATOR FAQ

### **How do I enroll or re-enroll employees?**

To enroll or re-enroll an employee, they need to complete and sign the Enrollment form. You can find all of our forms on Nomad, BBD's online administration portal.

Does an employee need to sign the enrollment form?

Yes, the employee's signature is required on the Employee Enrollment Form or the Beneficiary Designation form if enrollment is submitted through Nomad: BBD's online portal. If an eligible employee is not enrolled in the benefits plan within 31 days of becoming eligible to enroll, they could be considered a late applicant, which can negatively impact their coverage.

### **When is health or medical evidence required?**

Health evidence (sometimes known as medical evidence) is required when an eligible employee is applying for excess coverage beyond the Non-Evidence Maximum (NEM) for Life Insurance and/or Long-Term Disability Insurance.

Health evidence will also be required for employees who are enrolling as a late applicant.

### **Can I fax enrollment or change forms to Benefits by Design (BBD) Inc.?**

Yes, these forms can be faxed for processing, but we'll require the original for our files. You can find our fax number on our Contact Page.

### **Once an enrollment or change form is submitted, how long does it take before my plan members receive their new wallet card?**

It will take about 15 business days for the new wallet cards to arrive. In the meantime, employees can register for Green Shield Canada (GSC) Plan Member Online Services. Once enrolled, employees can print of their ID cards for use while they wait.

Employees can also download the GSC app, GSC on the Go, to submit claims, find healthcare providers near them, view benefits coverage, and more.

### **How do I make changes to employee's personal information?**

Updates and changes to employee information, such as salary, marital status, or employee status, can be made through Nomad, our online benefits administration portal. If you need assistance logging into Nomad or navigating the platform, reach out to your BBD Client Manager, and they will be glad to assist you.

### **Is there coverage for dependents of a deceased employee?**

Yes, 24-month Survivor Benefits are available for Extended Health Care (EHC) and Dental Insurance. Get in touch with your BBD Client Manager for more details.

### **How do I report an employee termination?**

You can terminate an employee no longer on the plan directly from Nomad, our online benefits administration portal, at the click of a button. Navigate to the “Employees” tab and select the employee to be terminated from the list.

### **What should I do if an employee dies, becomes disabled or seriously ill?**

In the event of a Life Insurance, Accidental Death and Dismemberment (AD&D) Insurance, Short Term Disability, Long Term Disability, or Critical Illness Insurance claim, please contact your BBD Client Manager for next steps.

### **Do I need to sign employee’s Extended Health Care or Dental claims forms?**

No, we don’t require a signature for these forms.

Plan members are encouraged to register with Green Shield Canada (GSC) Online Services to access personal claims information. They’ll also be able to submit the majority of their claims online from this portal, rather than worrying about paperwork.

### **Can I use pre-authorized payments to pay my monthly bill?**

Yes, and we encourage it! It’s the fastest, easiest, and safest way to pay and benefits both parties. To set this up, complete our Pre-Authorized Payment Plan Form to sign up for pre-authorized payments.

### **When are invoices issued?**

Invoices are made available for download through Nomad, our online administration portal and are issued mid-month. Your payment is due on the first of the following month.

### **Where can I find my invoices?**

You can find a downloadable copy of your invoice on Nomad.

### **How do I get more employee benefit plan booklets if I need them?**

We aim to be environmentally responsible and have ramped up our green initiatives and introduced electronic (e-booklets) for you and your plan members. Your benefits booklet can be downloaded directly from Nomad, our online benefits administration portal. Alternatively, you can speak with your BBD Client Manager and they’ll gladly help you out.

# PLAN ADMINISTRATOR

## FREQUENTLY ASKED QUESTIONS (FAQ)

### Where can I access forms?

All forms can be downloaded from Nomad, our online benefits administration portal. If you require assistance logging into Nomad, please contact your BBD Client Manager.

### Who can I speak to if I need more help?

Our BBD Client Service team is happy to help wherever they can. Give them a call or an email, and they'll assist you promptly. Alternatively, you can reach out to us from our Contact Page, and we'll direct you to the appropriate contact.



Call us BBD

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