

## Elimination of GIC Online Forms (DocuSign) FAQ – December 2025

### When will GIC be eliminating GIC Online Forms (DocuSign)?

Effective **December 15, 2025**, the GIC will be eliminating GIC Online Forms as an option for members to make enrollments/changes to their GIC benefits. Over the next few months, GIC will be updating the GIC website, systems and applications to eliminate references to the GIC Online Form option for members.

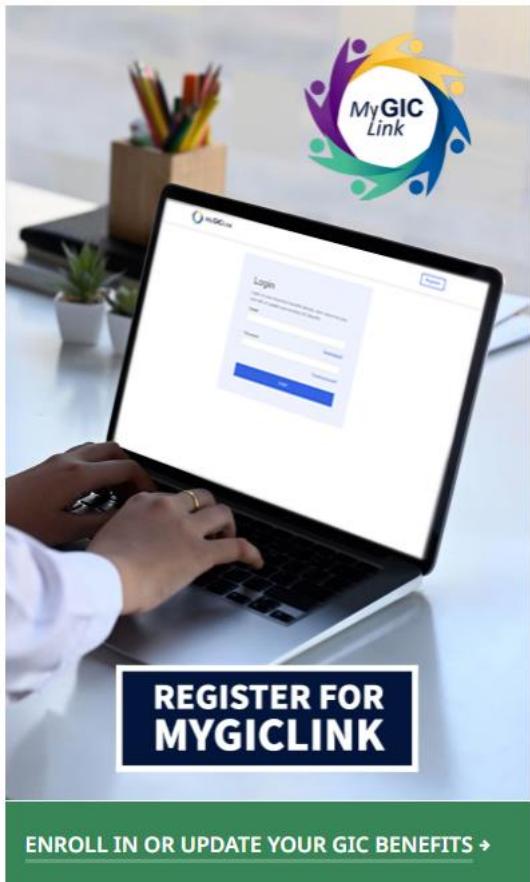
### Why is GIC eliminating Online Forms?

GIC has seen a significant and continuing decrease in the usage of GIC Online Forms every year since the implementation of the MyGICLink member benefits portal. In order to streamline and simplify processes for members and GIC staff, we are eliminating GIC Online Forms (DocuSign).

### What instructions should be provided to newly hired employees to enroll in benefits or for employees looking to update their benefits due to a qualifying event or during Annual Enrollment?

Employees should be provided with the following link to the GIC website to register/log in to MyGICLink or to enroll in or update their benefits:

[Group Insurance Commission | Mass.gov](#)



After selecting “Enroll in or Update Your GIC Benefits” members should select the following to be directed to the MyGICLink register/log in page:

**MyGICLink Member Benefits  
Portal (recommended) →**

**How does a coordinator know if their employees are registered for the MyGICLink member benefits portal?**

You may view the information in the portal registered field in the MAGIC system by selecting the “edit phone/email tab” on the employee’s record. If “portal registered” is “Yes”, the employee has access to log in to MyGICLink to view and update their benefits throughout the year if they have a qualifying event or during Annual Enrollment.

Employees that are not registered and have a valid preferred email in the MAGIC system can register for the portal. If they don’t have access to the PIN (Personal Identification Number) that was previously emailed to them, they can request that the PIN # be re-sent while they are registering for access to MyGICLink.

Employees that are not registered for the MyGICLink member benefits portal and do not have a valid preferred email in the MAGIC system can update their email address and a registration email for MyGICLink will be sent to them. You, as a coordinator, can follow the instructions in the MAGIC help tab for updating an employee’s email address.

**Is there an option for members that don’t want to use MyGICLink?**

Yes, while the MyGICLink member benefits portal is the best and preferred way to enroll in or update benefits, members can select “GIC Print Forms” on GIC’s website to complete a fillable form. These forms must be mailed to Group Insurance Commission, PO Box 556, Randolph, MA 02368 or emailed to [GIC.forms@mass.gov](mailto:GIC.forms@mass.gov) starting on December 15, 2025. **GIC must receive the forms within established deadlines, or the requested benefit change will be denied.** Forms must be completed in full and include the employee’s GIC-ID or employee ID (HRCMS agencies).

**GIC Print Forms →**

**As a GIC member, where can I find information about MyGICLink?**

Please refer to the resources on the MyGICLink member benefits portal page of GIC’s website.

**As a coordinator, where can I find information about MyGICLink for my employees?**

Coordinators can find information in the coordinator resources section of the GIC website in the MyGICLink toolkit.

## **Why should my employees register for the MyGICLink member benefits portal?**

Employees registered for MYGICLink can:

- View benefits anytime, 24/7
- Update personal information, such as address, email and phone number
- Update beneficiary information (if applicable)
- Complete and submit qualifying event and Annual Enrollment applications online
- View and pay member GIC premium billing invoices
- View important notifications regarding GIC benefits
- Chat with GIC staff during normal business hours

## **If newly hired employees are using GIC Print Forms, do they still have 21 days to enroll in benefits?**

Yes, new hire enrollment forms must be received by GIC within 21 days of hire to be processed. The 21-day deadline includes the date of hire. Forms received by the GIC after the 21-day deadline will be denied.

## **If an employee is ENROLLED in GIC benefits and uses a GIC Print Form for a qualifying event or during Annual Enrollment, does it require an authorized signature before submitting to GIC?**

No, we will not require an authorized signature on the form if the employee is enrolled in GIC benefits.

## **If an employee is NOT ENROLLED in GIC benefits and uses a GIC Print Form for a qualifying event or during Annual Enrollment, does it require an authorized signature before submitted to GIC?**

Yes, we will require an authorized signature on the form if the employee is not enrolled in GIC benefits.

## **Will GIC be updating their enrollment forms due to this change?**

Yes, updated enrollment forms will be available on GIC's website by December 15, 2025.

## **Will there be a dedicated fax or email to send print forms?**

Instructions for mailing or emailing print forms will be provided on the updated GIC enrollment forms. If mailing, please mail to Group Insurance Commission, PO Box 556, Randolph, MA 02368. If emailing, send forms to [GIC.forms@mass.gov](mailto:GIC.forms@mass.gov) starting on December 15, 2025. All forms must be received within the required deadlines to be processed.

## **Can coordinators attach completed print forms for multiple employees in one email when sending forms to the [GIC.forms@mass.gov](mailto:GIC.forms@mass.gov) email address?**

No, please send one email for each individual member application when emailing forms to the GIC starting December 15, 2025.

## **If the preferred email is changed by the coordinator in MAGIC, will it automatically send a registration email to the employee?**

If the employee has not previously registered for the MyGICLink member benefits portal, the coordinator can update the preferred email, and a registration email will be sent the following day to the employee.

## **What if an employee no longer has access to the email they used to register for the MyGICLink member benefits portal?**

If an employee no longer has access to the email they used to register for MyGICLink they must contact the GIC to update their portal username email address.

**Will Online Forms (DocuSign) still be available for coordinators, employees or retirees?**

GIC Online Forms (DocuSign) will not be available to coordinators or members as of December 15, 2025.

**Will there be a direct mailing to members advising them to register for the MyGICLink member benefits portal?**

GIC will not be direct mailing to members but will continue to promote registering for MyGICLink in all our communications.

**As a coordinator is there a way for me to see the screens that an employee sees in the MyGICLink member benefits portal?**

The GIC does not have this functionality at this time.

**Is there any planned online session for coordinators about the change?**

There are no planned online sessions for coordinators. The GIC will be communicating with coordinators and updating the FAQ document as we phase out GIC Online Forms.

**If an employee has a qualifying event, how will they update their benefits now that GIC Online Forms is no longer available?**

Employees can submit their qualifying event application and supporting documentation online using the MyGICLink member benefits portal or by using GIC Print Forms. All qualifying event applications and supporting documentation must be received within 60 days of the qualifying event.

**Can benefit-eligible employees register and log into MyGICLink at any time to submit a qualifying event application to enroll in or update benefits?**

If your employee has a record in MAGIC under your agency/division, including a valid email address, they can register and log into MyGICLink at any time to submit a qualifying event application. If an employee does not have a record in MAGIC, the employee must complete and submit a print form on [mass.gov/info-details/gic-print-forms](http://mass.gov/info-details/gic-print-forms) along with documentation of the qualifying event.

**Do GIC deadlines apply if an employee or coordinator chooses to mail a Print form to GIC?**

Yes, employees and coordinators need to take into consideration that there is no additional time granted when mailing applications to GIC. GIC requires that all enrollment and change forms be received within established deadlines and forms received after the deadlines will not be processed. GIC is not responsible for delays due to mailing.

**Can a member's personal information be updated online on MyGICLink?**

Yes, a member can update their personal information or a dependent's information in MyGICLink.

**If an employee moves out of their health plan's service area, can they use MyGICLink to complete a qualifying event application and change health plans online?**

Yes, by completing and submitting the Moving Out of Service Area qualifying event application available by selecting the qualifying event tile on the homepage of MyGICLink.

**When an employee is retiring can they complete a retirement event application on MyGICLink?**

Yes, an employee may start a retirement application online in MyGICLink up to 60 days prior to their retirement date. An employee will not be able to use the retirement application in MyGICLink if their date of retirement has passed.

## **How does a member update their GIC life insurance beneficiary(s)? (This does not apply to municipal members.)**

We recommend that members register and log in to the MyGICLink member benefits portal at [mygiclink.my.site.com](http://mygiclink.my.site.com) to add or update their GIC life insurance beneficiaries. GIC will be adding print versions of beneficiary forms to the help section of the MAGIC system by December 15th for coordinator use.

## **HRCMS Agencies only**

### **For HRCMS employees promoted to a M99 or confidential role and are now eligible to enroll in GIC Dental/Vision, is the only option to enroll via GIC Print Forms?**

Employees can apply online within 60 days of their position change by submitting the Involuntary Loss of Other Coverage Qualifying Event Application available in the MyGICLink member benefits portal or by submitting the GIC Enrollment/Change Form 1DV via GIC Print Forms. If applying online through MyGICLink, employees will need to upload proof of loss of other dental coverage from their employer or dental/vision plan when submitting their application.

### **If an employee doesn't have access to the MyGICLink member benefits portal because their coverage has been terminated for non-payment, how will they be able to enroll in GIC benefits with a qualifying event or during Annual Enrollment?**

Employees that no longer have access to MyGICLink may apply to enroll using GIC Print Forms at [mass.gov/info-details/gic-print-forms](http://mass.gov/info-details/gic-print-forms) and submit to the GIC within 60 days of a qualifying event or during Annual Enrollment.

### **When a coordinator enters a termination of employment in the HRCMS payroll system, does GIC receive this information and send COBRA information to the employee?**

Yes, GIC receives this information weekly from HRCMS and once the termination information is processed in MAGIC, the GIC sends COBRA information to terminated employees.

### **What should a coordinator do if a new benefit-eligible employee doesn't receive the email to register for MyGICLink to enroll in GIC benefits after the employee is hired in a the new position in the HRCMS payroll system (for example, transfer from non-benefitted to benefitted position)?**

The employee must complete and submit a print form at [mass.gov/info-details/gic-print-forms](http://mass.gov/info-details/gic-print-forms) to enroll in benefits within 21 days of their benefit eligible hire date.

## **Offline and Municipal Agencies only**

### **As a GIC Coordinator, I use GIC Online Forms (DocuSign) to report transfers, retirements, resignations and terminations. How will I do that after DocuSign is eliminated?**

Municipal and Offline agency coordinators can enter employment terminations in the MAGIC system. Coordinators can also mail or email the Form 1A (via GIC Print Forms) to notify the GIC of transfers and retirements.

### **How does a coordinator enter resignations and terminations in the MAGIC system?**

You may enter a resignation or termination for employees enrolled in GIC benefits by selecting the "Terminate All" link on the employee's record in the MAGIC system.

### **As a coordinator, am I required to enter all our new hires into MAGIC?**

The GIC recommends that you enter all your new hires in MAGIC so that they receive a registration email for the MyGICLink member benefits portal. Employees that register for MyGICLink can enroll in benefits

online as a new hire or enroll in or update their benefits within 60 days of a qualifying event or during Annual Enrollment. Employees can also decline to enroll in benefits through MyGICLink within 21 days of hire and that decline information is stored in the MAGIC system for your reference.

**If I'm required to enter all new hires in the MAGIC system, what happens to employees that do not register for the MyGICLink member benefits portal?**

Employees can register for MyGICLink at any time using the pin # in the registration email that is sent to them by GIC.

**Will coordinators continue to receive the GIC Weekly Premium Change Report?**

Yes, all coverage updates for enrollees will continue to appear on the weekly premium change report in MAGIC.

**As a coordinator, I am unable to add a new hire to MAGIC because my newly hired employee had prior GIC benefits. How do they enroll in GIC benefits?**

Please provide your new employee with the GIC Enrollment/Change form (via GIC Print Forms) and complete and return via email or mail within 21 days of their hire date. The 21-day deadline includes the date of hire. The email and mailing instructions will be on the reverse side of the print forms.

**How does a coordinator report a retiree's death and apply to enroll a surviving spouse in GIC benefits?**

Please continue to submit a Form 1A via GIC Print Forms to report a retiree's death and provide a copy of the retiree's death certificate. If the surviving spouse is enrolling for the first time a Form RS is also required and must be submitted within 60 days of the insured's death.