



Commonwealth of Massachusetts
Group Insurance Commission

Coordinator Training

GIC Benefit Year FY2026: July 1, 2025 - June 30, 2026

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MA Group Insurance Commission



Group Insurance Commission

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When Can GIC Members Enroll in/Update Benefits?

1 DURING GIC'S SPRING 2025 ANNUAL ENROLLMENT

Annual Enrollment is an opportunity for GIC members to review benefit options and better understand the upcoming plan year changes to make coverage updates for benefits effective July 1, 2025.



All information for enrolling in/updating benefits, including carrier and vendor websites, the [**MyGICLink member benefits portal**](#) (recommended to members for enrolling/updating benefits), [**GIC Online Forms**](#), and [**GIC Print Forms**](#), will be updated by Annual Enrollment with FY2026 plan year information.

Note: Outdated enrollment forms will be returned. When corresponding by mail, you must use GIC's mailing address: GIC, PO Box 556, Randolph, MA 02368.

Deadlines: Employees who choose to submit applications/changes through MyGICLink, GIC Online Forms or GIC Print Forms, elections must be made no later than May 1st. GIC must receive Online forms or Print forms no later than Monday, May 5th, 2025.

2

WITHIN 60 DAYS OF EXPERIENCING A QUALIFYING EVENT

If the GIC member has or will experience any of these qualifying events, they must notify the GIC within 60 days of the event. Failure to do so can result in financial liability to the member.

- Marriage
- Address change
- Birth or adoption of a child
- Legal guardianship of a child
- Legal separation, divorce or remarriage of member or member's former spouse
- Death of a covered spouse or dependent
- Member has GIC COBRA coverage and becomes eligible for other coverage

3

WHEN THEY ARE A NEW HIRE

New employees have a period of 21 days, including the date of hire, to enroll in GIC benefits from their date of hire. Information regarding the effective date of GIC benefits as a new hire can be found on the GIC website.

Note: This does not apply to employees who transfer agencies.



How Can GIC Members Enroll in/Update Benefits?

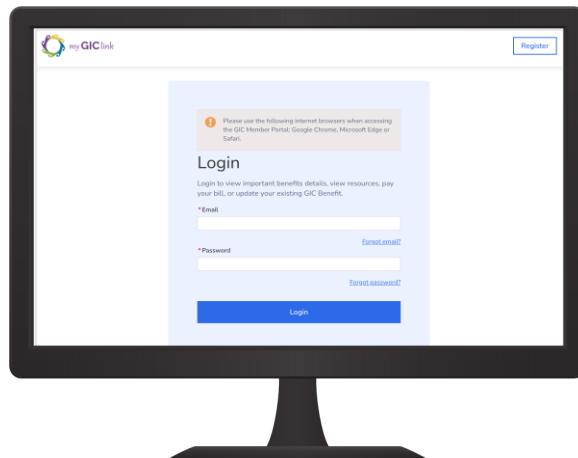
1

MyGICLink Member Benefits Portal (recommended)

All GIC members can use and should be encouraged to use the MyGICLink Member Benefits Portal (**GIC's self-service Portal**) to make changes during GIC's Annual Enrollment.



- Members can **register** or **login** to MyGICLink at mygiclink.my.site.com
- Member **registration & login instructions** can be found at bit.ly/MyGICLinkInstructions
- Additional MyGICLink Information: mass.gov/mygiclink



Questions?

Please visit the [**MyGICLink Coordinator Toolkit**](#) for more information and resources.

or

Contact [**mygiclink@mass.gov**](mailto:mygiclink@mass.gov)
(for coordinators only)



MyGICLink Member Benefits Portal: Registration Confirmation in MAGIC

The screenshot shows the MyGICLink Member Benefits Portal interface. At the top, there is a navigation bar with links for 'Edit Personal Info', 'Search', 'Insured', 'Medical EOI', and 'myGICLINK'. Below the navigation bar is a table with employee information. To the right of the table is a text box with instructions. At the bottom, there is a 'Phone / Email' tab with fields for 'HOME/CELL PHONE' and 'PORTAL REGISTERED'.

Edit Personal Info

Edit Phone/Email

GIC-ID:	XXX - XX - 0179	NAME:	SEX:	MALE
SSN:	XXX - XX - 0179	ADDRESS:	1 ASHBURTON PLACE BOSTON MA 02108	
EMPLOYEE ID:	000001	AGENCY / DIVISION:	GIC / 1000	DOB: 01/01/1935
STATUS:	ACT	SALARY (\$):	50,000.00	
HIRE DATE:	03/01/2005	STANDARD HOURS:	40.00	
FULL TIME HOURS:	40.00	TERM DATE:		TERM REASON:
REFERENCE NO:	HPM99007C			

View if an employee is registered for MyGICLink in MAGIC:

Go to the **Phone/Email** tab to view if the **portal registered** field is marked **Yes** or **No**.

Yes: Employees that are registered for MyGICLink can make benefit changes during annual enrollment or throughout the year if they have a qualifying event.

No: Coordinators should encourage employees to register for MyGICLink to make changes during annual enrollment or throughout the year if they have a qualifying event.

Phone / Email

HOME/CELL PHONE:	PORTAL REGISTERED:	YES
WORK PHONE:	PORTAL REGISTERED:	YES

Instructions for viewing if an employee is registered for MyGICLink using MAGIC

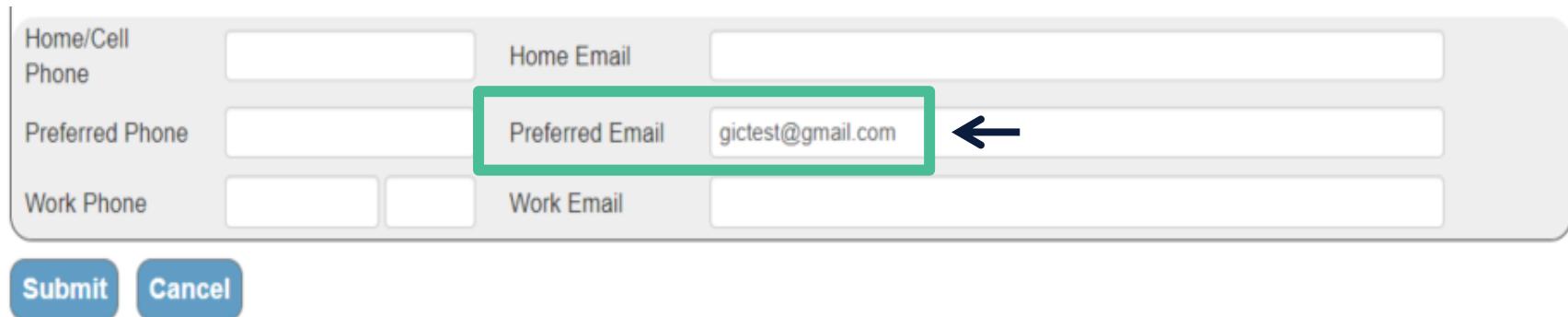


MyGICLink Member Benefits Portal: Registration Confirmation in MAGIC

Continued

Home/Cell Phone	<input type="text"/>	Home Email	<input type="text"/>
Preferred Phone	<input type="text"/>	Preferred Email	<input type="text" value="gictest@gmail.com"/>
Work Phone	<input type="text"/>	Work Email	<input type="text"/>

Submit **Cancel**



IMPORTANT: Please ensure that an up-to-date email is in the **preferred email** field in MAGIC. When the preferred email field is updated, non-registered members will receive a registration email for MyGICLink including a unique pin number within 24 hours.

HRCMS Coordinators: Use Edit Phone/Email to update the employee's email

Municipal Coordinators: Use Edit Personal Info to update the employee's email addresses and phone numbers.

Offline Coordinators: Use Edit Personal Info to update the employee's email addresses and phone numbers.

Instructions for viewing if an employee is registered for MyGICLink using MAGIC

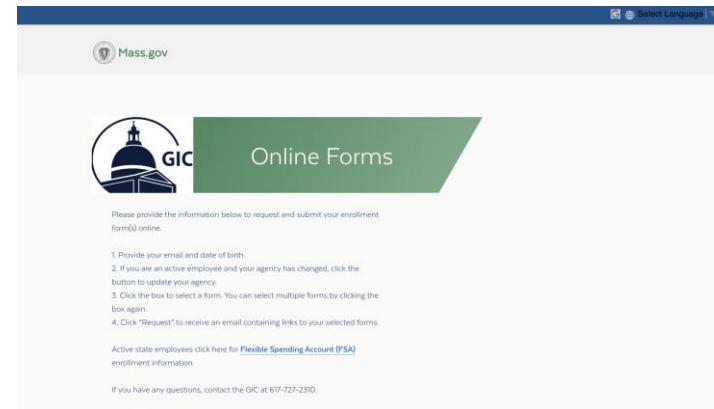
The GIC strongly encourages all members to use the portal rather than online or print forms.

2

GIC Online Forms

These forms are intended for use by GIC members who have not yet registered for the MyGICLink Member Benefits Portal.

Online forms should be completed and submitted during GIC's Annual Enrollment or within 60 days of a qualifying event.

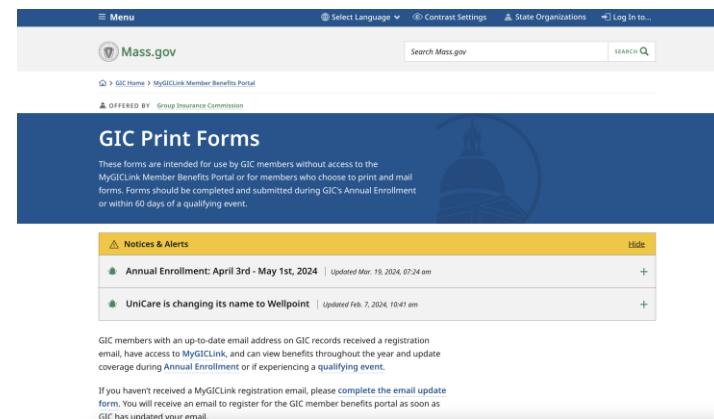


3

GIC Print Forms

These forms are intended for use by GIC members who choose to print and mail forms.

Print forms should be completed and mailed during GIC's Annual Enrollment or within 60 days of a qualifying event.



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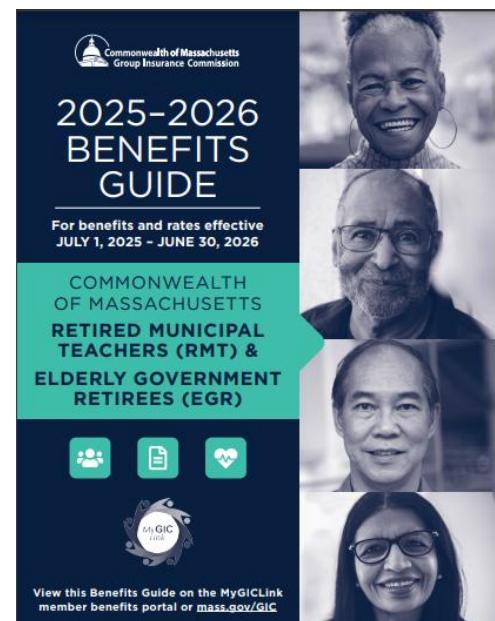
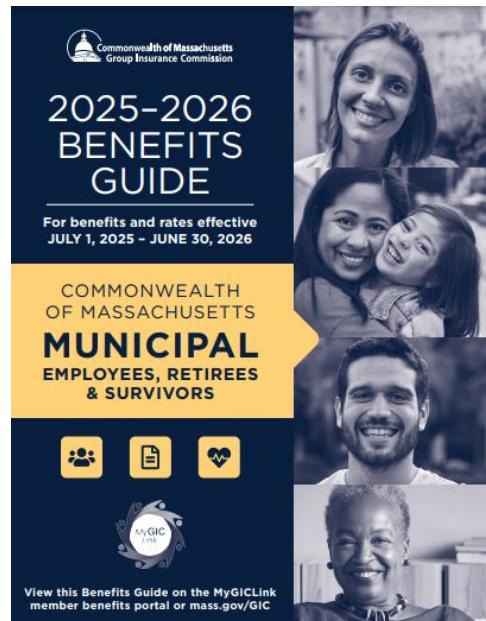
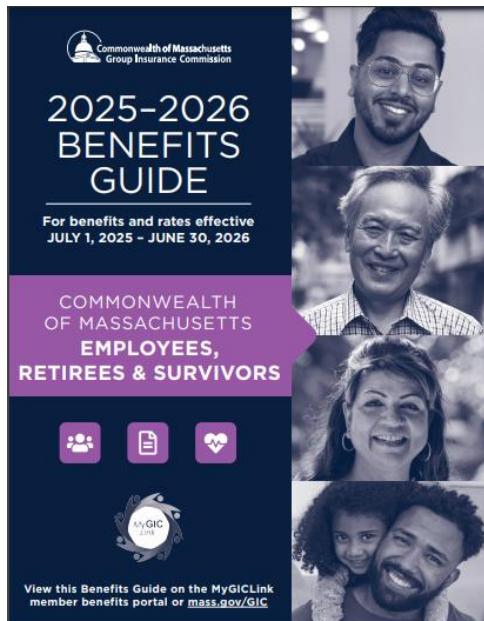
mass.gov/GIC

GIC Benefits & Rates for Fiscal Year 2026 (FY26)

Effective July 1, 2025

GIC Benefit Guides

The Fiscal Year 2026 **Benefit Guides** are available on mass.gov/gic. These guides provide GIC members with important benefit information for the upcoming benefits year (July 1, 2025 – June 30, 2026), including **rates, copays, important reminders**, and more.



Health Insurance Plan Names, Networks, and Types

Where members live determines which health insurance plan they may enroll in.

National (For members living outside of New England)

Harvard Pilgrim Access America - PPO type

Regional Network (For members living in Western MA only)

Health New England - HMO type

Broad Network (For members living in New England, unless otherwise noted)

- **Wellpoint Total Choice** - Indemnity type (also available to international residents)
- **Wellpoint PLUS** - PPO Type
- **Harvard Pilgrim Explorer** - POS type
- **Mass General Brigham Health Plan Complete** - HMO type (Limited to MA residents)

Limited Network (For members living in MA, not available on Nantucket or Martha's Vineyard)

- **Harvard Pilgrim Quality** - HMO type (not available in Barnstable county)
- **Wellpoint Community Choice** - PPO type

More information can be found on the GIC Benefit Guides at mass.gov/lists/benefit-guides.

Benefit Rates

Payroll Deductions for HRCMS/UMASS Agencies

Through our interface with these two payroll systems, we will automatically update the employee's deduction(s) to the new rates effective **July 1, 2025**.

Payroll Deductions for OFF-LINE Agencies

In **June 2025** you must begin deducting the new insurance premiums for the **July 2025** premium. In late May, a report of all employees in your agency with GIC coverage indicating the employee's new rates effective **July 1, 2025** will be available in the Reports tab of the MAGIC system. You will no longer receive this report in the mail.

Payroll Deductions for Municipal Agencies

In **June 2025** you must begin deducting the new insurance premiums for the **July 2025** premium.

All benefit rates can be found at bit.ly/GICrates

Dental/Vision Benefits - New Carrier

- Altus Dental will provide the GIC's Dental and Vision benefits for active state employees and state retirees. Altus Dental will also be the dental carrier for certain municipalities that participate in the GIC retiree dental plan only. Employees/retirees do not need to re-enroll to continue coverage.
- Annual plan maximums will increase by \$250
- Premiums for active plan participants will be slightly lower than FY25



Life/AD&D and Long Disability

- Rates for LTD and Optional Life/AD&D are not changing for **FY2026**.
- The Basic Life Insurance benefit will increase from \$5,000 to \$10,000 on July 1, 2025. The new monthly premium will be in the state Employee/Retiree Benefit Guide and posted on the GIC's website prior to the start of Annual Enrollment.
- GIC members with Life/Accidental Death & Dismemberment (AD&D) or Long-Term Disability (LTD) insurance plans can visit **metlife.com/gicbenefits** for information, brochures, and resources for their benefits.



Health Insurance Buy-out (For state employees only)

Under the Buy-Out plan, eligible state employees and state retirees receive 25% of the full-cost monthly premium in lieu of health insurance benefits for one 12-month period of time. Employees in HR/CMS and UMASS agencies will receive the remittance monthly in their paychecks; employees of housing and other authorities and state retirees will receive a monthly check. The amount of payment depends on the employee's health plan and coverage. For a buy-out example, please review the GIC [health insurance buy-out rates](#).

Applying During Annual Enrollment

If the member was insured with the GIC on **January 1, 2025** or before and continue coverage through **June 30, 2025**, they may apply during Annual Enrollment to buy out health plan coverage effective **July 1, 2025**.

Applying During Fall Buy Out Period (**October 6, 2025 - October 31, 2025**)

If the member was insured with the GIC on **July 1, 2025** or before and continue coverage through **December 31, 2025**, they may apply during Annual Enrollment to buy out health plan coverage effective **January 1, 2026**.

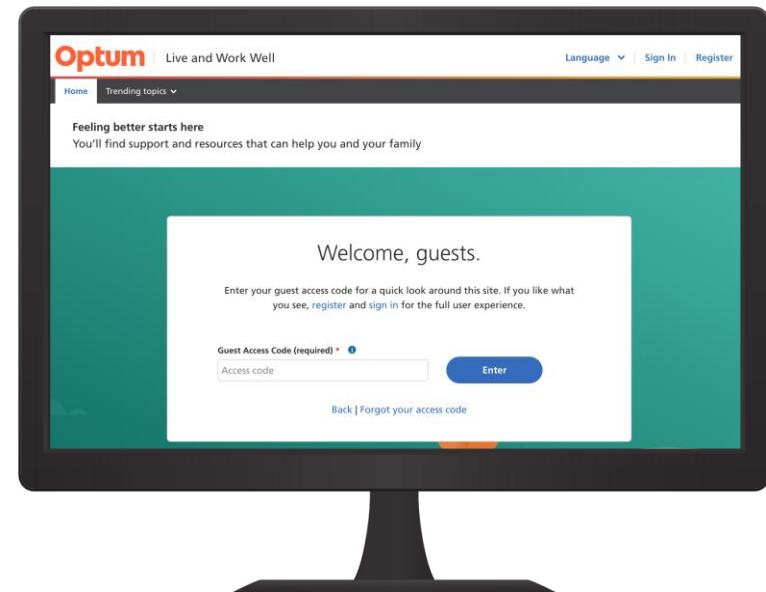
Learn more about the health insurance buy-out program, including member eligibility and how members can enroll at [**mass.gov/info-details/health-insurance-buy-out-program**](https://mass.gov/info-details/health-insurance-buy-out-program)

All GIC benefit-eligible, active employees and their dependents (regardless of medical insurance participation) have **free access to the Mass4YOU Employee Assistance Program (EAP)**. This includes:

- Speaking privately with trained specialist 24/7
- Eight coaching sessions and three in-person or tele-EAP counseling sessions covered 100 percent
- One 30-minute legal or mediation consultation, by phone or in-person
- Up to three (3) financial consultations per year
- Referrals to providers, such as child and elder care support, financial or legal concerns, and dependency issues like alcohol, drugs, gambling
- And more.

Coordinators may request workplace trainings and critical response services.

Members can call **1-844-263-1982** and visit liveandworkwell.com, use the access code [mass4you](#).



Flexible Spending Accounts (FSAs)

FSA is the **ONLY GIC benefit**
that requires re-enrollment each year.

This benefit is for active state employees only.
Learn more about FSAs at

mass.gov/info-details/flexible-spending-accounts-fsas

FSAs (All Agencies)

Open Enrollment for FY2026 Plan Year (7/1/25-6/30/26)

- Employees will enroll via TASC's Microsite (massfsatasc.com)
 - TASC will enter employees into the TASC system
 - Cards will be ordered (7-10 days after enrollment period to arrive at participant's home)
 - Welcome emails will be sent (via email if email provided, via US mail if no email provided)

IMPORTANT: Participant emails are required to access accounts online or via mobile app
Enrollment reports will be provided to each GIC Coordinator/Agency

- GIC Coordinators will review their enrollment report and advise TASC of any discrepancies or if they do not approve any enrollments via commonwealthofma@tasconline.com email
- TASC will adjust accounts as applicable, based on any communications received from GIC Coordinators
- GIC Coordinators to set up separate FSA administration fee: \$1.00 per participant per month, to be deducted from the 1st paycheck of each month, paid by the participant (post tax)

Grace/Runout for FY2025 Plan Year (7/1/25 - 9/15/25)

- Members will have through September 15, 2025 to incur claims against their FY25 accounts, with an additional 30 days (until October 15) to submit claims to TASC.

FSAs (All Agencies): Changes

TASC uses one consolidated change form which is accessed online at the massfsatasc.com website:

CHANGE TYPE:	FORM COMPLETED & SUBMITTED BY:	PROCESS:
Election Change Resulting in Drop of Election or Change in Election Due to a Qualifying Event	Member or GIC Coordinator	TASC will process based on the qualifying event type and communicate to the GIC Coordinator for adjustment of payroll
Reclassification & Payroll Refund Requests	GIC Coordinator (supporting documentation MUST be included with request)	TASC will forward request to GIC for approval/denial. Upon receipt of decision from GIC, TASC will communicate to GIC Coordinator, who will in turn communicate to member
Beginning or Ending Leave of Absence (LOA)	Member or GIC Coordinator	TASC will process based on type of LOA. If request originates with member, TASC will communicate with GIC Coordinator for adjusting payroll (as applicable)
Termination of Employment	Member or GIC Coordinator	TASC will process. If request originates with member, TASC will communicate with GIC Coordinator for applicable internal processing

Employment status changes (including leave of absence (LOA)) must be submitted within 60 days after the employment status change occurs. If a LOA status change is not provided in advance of the start of LOA, pre-pay and Direct Bill options are not available.

Coordinator must update payroll deductions, as well as update the separate FSA Administrative fee of \$1.00 per participant/month for employees on LOA.

FSAs (All Agencies): New Hire Enrollment

Reminder: All enrollments must be completed online by the employee. Employee completes election/enrollment e-form within 21 calendar days of hire date. If there is a circumstance where an employee is unable to complete the enrollment online, there is a paper enrollment form available.

New hire enrollment form can be found at massfsatasc.com

- The HCSA waiting period will be adjusted to match other GIC benefit effective dates. There is no waiting period for the DCAP benefit; effective immediately from date of hire.
- When a new hire has enrolled online, TASC will send a new hire enrollment report to the Coordinator. The Coordinator will enter the information into the payroll system and make sure the number of payroll deductions are accurate for a mid-year enrollment, as well as set up the \$1.00 per participant per month administration fee, paid via their payroll, post tax.
- Discrepancies should be emailed to commonwealthofma@tasconline.com.

FSAs (All Agencies): Refunds & Reclassifications

Agency Coordinator Submits Request

- Refund and Reclassification requests should be submitted using the consolidated change form via the massfsatasc.com website
- You must include documentation providing details - assume the reader has no information on the case/situation
- If inadequate details are provided, you risk denial of the request

GIC Approves or Denies

- GIC is sent requests bi-weekly for approval/denial
- There is no appealing the GIC decision

Notice of Approval Sent to Coordinator

- Coordinators receive an email from TASC informing them of the approval/denial
- GIC Coordinator must communicate this to the employee

You may not change or stop deductions unless you have received approval/denial confirmation from GIC



FSAs (All Agencies): Ongoing Payroll Audit Process

For agencies who are not sending in an EDI file

Agencies who are not sending an EDI file will be responsible for ensuring payroll deductions in their TASC account, for each payroll, are correct – prior to the payroll date (see next slide)

For agencies who are sending in an EDI file

If discrepancies are found upon file upload, TASC will work directly with the GIC Coordinator to resolve. The payroll will not be posted until all discrepancies are resolved (meaning no deductions are posted for any participants), so Coordinators will be expected to respond to communications from TASC regarding payroll discrepancies in a timely manner

If the deduction discrepancy is a result of a Status Change, please note a Change form is required to be completed online via the massfsatasc.com website

FSAs (Offline Agencies): Ongoing Offline Agency Payroll Confirmation

For offline agencies who are not sending in an EDI file

- Offline Agency GIC Coordinators will be educated on how to log into the TASC portal and download a payroll report which will show expected payroll deductions based on a member's annual election divided by the number of payrolls remaining at the time they are eligible to participate. This should be done no later than three business days prior to each payroll date.
- If payroll deductions on that report are correct, no action is required by the Coordinator. TASC will post the deductions as they appear in the system.
- If deductions are not correct, it's likely due to a change that has occurred. All change forms submitted at least 3 days prior to a payroll date will be processed prior to the payroll date. If a change form is not received prior to a payroll that needs to be adjusted, TASC will adjust accounts retroactively as soon as the change form is received and processed.

For offline agencies who are sending in an EDI file

- The EDI file feed will inform TASC of actual payroll deductions, so no action is required by Coordinators
- If there are errors on the file while processing, TASC will reach out to the Coordinator to reconcile those errors and make corrections in our system. The payroll will not be posted until all discrepancies are resolved (meaning no deductions are posted for any participants), so Coordinators will be expected to respond to communications from TASC regarding payroll discrepancies in a timely manner.

If your listed Agency Coordinator will be out of office, remember to have an internal process in place to ensure timelines are met.

New Hires

Newly Hired Employee Reminders for HR/CMS GIC Coordinators

- Enter every newly hired employee's information into the HR/CMS or UMASS payroll system on or before the date of hire and include the employee's personal or work email address.
- This triggers a registration email to the new employee within 48 hours of the employee's date of hire to register for the GIC's member benefits portal, MyGICLink, allowing them to quickly enroll in benefits online. All new employees must be encouraged to use the MyGICLink member portal to enroll in GIC benefits.
- Ensure that personnel in your agency, particularly those who are part of the hiring and onboarding processes, are aware of the MyGICLink self-service member benefits portal to inform newly hired employees about the fastest way to enroll in GIC benefits.
- Most newly hired employees that enroll in benefits will receive a bill for premiums due until payroll deductions begin. **Be sure to notify all new employees that a bill will be mailed to them at their home address.** Employees who receive a billing invoice can also view their billing invoices in the MyGICLink member portal and pay online by credit card if they wish to do so. GIC benefits for employees who do not pay GIC's billing invoice will be cancelled for non-payment of premium and their next opportunity to apply for GIC benefits is during the next Annual Enrollment period in accordance with our Section 125 Cafeteria Plan for pre-tax benefits.
- For your reference, GIC added a report in the MAGIC system which allows coordinators to view employees in their agency who have received a final billing notice and are at risk for termination of coverage if the final notice is not paid by the due date on the invoice. Please use this report to contact employees to remind them to pay the invoice by the due date. This report is updated monthly and is available under the reports tab in MAGIC.
- New employees have 21 days to enroll in GIC benefits. The 21-day deadline includes the date of hire. New hire enrollments received after the 21-day deadline will not be accepted.

Newly Hired Employee Reminders for Offline* GIC Coordinators

*Offline Agencies are those agencies that do not participate in the HR/CMS payroll system. These agencies maintain their own payroll system outside of the GIC's MAGIC system.

- **Enter every newly hired employee's information into MAGIC on or before the date of hire** and include the employee's personal or work email address. Doing so will trigger a registration email to the new employee within 24-48 hours from the employee's date of hire to access the GIC's member benefits portal, MyGICLink, which will allow new employees to quickly enroll in benefits online. All new employees must be encouraged to use the MyGICLink member portal to enroll in GIC benefits. A user guides on how to enter your new hires in MAGIC is available in the HELP tab on the MAGIC system homepage.
- Ensure that personnel in your agency, particularly those who are part of the hiring and onboarding processes, are aware of the MyGICLink self-service member benefits portal to **inform newly hired employees about the fastest way to enroll in GIC benefits**.
- **You are required to collect the employee premium for all new employees electing GIC benefits from the effective date of benefits from the employee's salary.** You can view the GIC benefits selected by your employees in the MAGIC system as well as view the weekly premium deduction change reports to initiate payroll deductions. In addition, your employee and employer share premium invoices include "roster adjustment" amounts due and detail adjustment rosters are under the reports tab in MAGIC. Offline agency employee share and employer share bills are posted in the reports tab in MAGIC and must be accessed there. Effective July 1st, GIC will no longer mail paper quarterly employer invoices.
- New employees have 21 days to enroll in GIC benefits. The 21-day deadline includes the date of hire. New hire enrollments received after the 21-day deadline will not be accepted.



Newly Hired Employee Reminders: Municipal GIC Coordinators

- Enter every newly hired employee's information into MAGIC on the new hire screens on or before the date of hire and include the employee's personal or work email address. Doing so will trigger a registration email to the new employee within 24-48 hours from the employee's date of hire to access the GIC's member benefits portal, MyGICLink, which will allow new employees to quickly enroll in benefits online. All new employees must be encouraged to use the MyGICLink member portal to enroll in GIC benefits. A user guide on how to enter your new hires in MAGIC is available in the HELP tab on the MAGIC system homepage.
- Ensure that personnel in your agency, particularly those who are part of the hiring and onboarding processes, are aware of the MyGICLink self-service member benefits portal to inform newly hired employees about the fastest way to enroll in GIC benefits.
- You are required to collect the employee premium for all new employees electing GIC benefits from the effective date of benefits from the employee's salary. You can view the GIC benefits selected by your employees in the MAGIC system as well as view the weekly premium deduction change reports to initiate payroll deductions. In addition, your monthly premium invoice includes "roster adjustment" amounts due for new hires as well as all other adjustments.
- New employees have 21 days to enroll in GIC benefits. The 21-day deadline includes the date of hire. New hire enrollments received after the 21-day deadline will not be accepted.



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Group Insurance Commission

Stay Up-To-Date on GIC News

- Review your GIC Coordinator contact information on the GIC website:
mass.gov/info-details/find-your-gic-benefit-coordinator.
Please use the MAGIC system to update your agency's information.

- View the GIC Coordinator section of the GIC website for resources, toolkits, and more:
mass.gov/gic-coordinator-resources