



Member Benefits Portal

Questions from Ask the Experts Sessions - Updated 8/24/2021

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Questions	Answers
Members / Employees	
How does a member view their benefits?	On the homepage in the portal under “My Benefits” tab
Once someone is enrolled, do they get an email notice of what they selected?	The member will have the opportunity to select and review their elections prior to submitting to the GIC and will be able to print a summary of their benefit elections if they wish to do so. The member will also be able to view their benefits in the portal anytime throughout the year.
Is there a progress bar or anything that the Member can see their progress?	Yes, there is an Application Status Tracker on the member’s home page of the portal. The member will also be able to see if there are any additional information/documents that are needed to complete the enrollment.
Can members get plan handbooks and resources for all products (health, life, dental/vision, LTD) in the member portal?	The members will have access to all current benefits decision guides on the member portal. There will be plan descriptions, resources and links to the carrier websites for additional information.
Will there be Page Translations for Employees that speak languages other than English?	The member portal does not currently have page translations.
Will employees only see benefits they are eligible for (ex-dental)?	Yes, they will only see and be able to enroll in benefits for which they are eligible.
When an employee enrolls and does not complete the enrollment, do they receive reminders?	Members will receive reminders to complete their enrollment before the deadline.
Will an employee be able to use a cell phone to get into the member portal and elect or change coverages?	Yes.
Can the portal help walk the employee through selecting the right health plan for them, ex. existing providers in their plan, Choice Plan, etc.?	There will be resources in the member portal for employees to compare health plans and monthly premiums, as well as links to health plan websites



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	and provider directories. Members will still need to be sure their providers are in the network of the plan they are choosing on the member portal by accessing the plan's online provider directory or by calling the health plan directly.
Will Members be able to enter an amount greater than their salary by accident in the fixed amount field? If not, will an error message display?	The system won't allow them to enter an amount larger than their salary. If they try, the message, "Fixed amount cannot be greater than \$1,000 less than your salary" to users" will display.
How will Members be notified of Registration?	Members will receive an email from mygiclinkcustomerservice@mass.gov . Visit the Coordinator's section of GIC's website for a sample of the registration email.
What if a member cannot find their Member Benefit Portal login email?	GIC Coordinators should verify if GIC has an email on the employees record in MAGIC. If there is an email on the member record in MAGIC, the Coordinator can verify with the employee if the email is correct. Members should also check their email junk folder for the registration email. If the information is correct in MAGIC and there is no email in their junk folder, they can reach out to GIC for the registration email to be resent. Employees should be reminded that they will receive an email from the following address: myGICLinkcustomerservice@mass.gov
Will GIC paper enrollment forms still be able to be mailed to the PO Box, if they can't complete online?	Yes, electronic submission of GIC forms through myGICLink is still available and paper enrollment forms can be mailed to the GIC. We encourage everyone to use the Member Benefits Portal to be able to view their benefits in real-time and make changes to their insurance coverages.
Will seasonal employees, such as DCR Seasonals, still need to enroll in benefits through the Member Benefit Portal each season?	Rehired Seasonal employees will receive a welcome email when their information is uploaded in GIC's MAGIC system to elect their GIC benefits within 21 days.
Is there a special link for members to add a beneficiary and/or dependent?	The Member Benefits Portal allows members to view/add/change their beneficiaries. Dependents can be added or removed if the member has a documented qualifying event.



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If an employee doesn't have an email or computer, how can they make changes?	Employees can complete paper enrollment forms and mail the forms to GIC.
Do employees need to register by a certain date?	No, registration emails do not expire.
If an employee makes changes in the Member Benefit Portal (i.e., address changes) will their changes be reflected in HR/CMS?	Employees who update their personal information in the Benefit Member Portal such as name and address will be reminded to notify their agency of these changes. GIC Coordinators will receive an email that the employee made a change to their personal information in the portal. The Member Benefit Portal does not send changes to the HR/CMS payroll system.
When an employee is promoted from Union to Management, how long will it take for the employee to use the Member Benefit Portal to sign up for GIC Dental/Vision?	GIC receives personnel updates through our weekly interface with HR/CMS. Once GIC receives the promotion information through our weekly interface, employees can enroll in the GIC's Dental/Vision plan.
Is the Member Benefit Portal accessible for employees who are blind?	The Member Benefit Portal is in compliance with ADA standards for accessibility.
Will MAGIC be adding a specific phone line extension for employees who need assistance with the Member Benefit Portal, or will members continue to call the main number?	Members need to continue to call (617)727-2310 for assistance with the Member Benefit Portal. Members who use the portal may also use the chat and member support functions in the Member Benefit Portal.
What hours will the Member Benefit portal Chat be available?	8:45am-5pm ET
For employees with no current email in HR/CMS, will they receive their myGICLink login invitation once we add their email to HR/CMS?	Employees will receive a registration email if GIC has their email address on our records. If there is no email address for an employee in MAGIC, the email can be added to HR/CMS and GIC will receive it on the interface file that we receive from HRCMS. The registration email will be sent after the email has been added to the MAGIC system.
How does an employee activated on Military Leave waive their benefits to go on tricare? Will employees on LOA's complete a form 1a on the portal or through myGICLink?	The employee can cancel their GIC health coverage on the Member portal using the "Gain of Other Coverage" Qualifying Event process. For HRCMS agencies: The LOA information should be



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	entered in the payroll system and GIC will receive it via the interface file we receive from HRCMS.
Is it the employee's responsibility to notify the GIC of their leave dates when going on FMLA, suspensions, etc.?	For HRCMS agencies: The leave dates for LOA, FMLA, suspensions, etc. should continue to be entered in the payroll system and GIC will receive it via the interface file we receive from HRCMS.
When an employee has existing Optional Life Insurance, how can they increase, decrease, or cancel it?	On the Optional Life Insurance benefits page, members can view, increase Optional Life coverage with medical evidence of insurability, decrease or cancel their benefits.
Will the portal notify employees about LTD or Optional Life Insurance rate increases?	Employees will not receive a notification about these increases.
If an employee changes their name and updates it in HR/CMS, does that mean they will receive a new email from GIC about enrolling in the portal?	If an employee changes their name in HRCMS they will not receive a new registration email. Non-registered members will receive a new registration email if they update their email address.
In HR/CMS there are two email address fields (Business and System). Does it matter if the email is only in one of the fields?	It does not matter if the email is only in one field. If there are two, GIC will use the email address field designated as the preferred email.
We have many long-term seasonal employees that work for 6 months and then are terminated. They are then rehired 2 weeks later. Will they be billed for missed deductions or do they need to keep checking their profile for bills?	We will continue to bill employees for missed deductions. They can view the bill in the portal and the bills will still go out in the mail.
Will GIC send an email to members to let them know that this change will take place?	Yes. On the date your agency is given access to the portal (your agency's roll-out date), every employee in your agency is going to receive a registration email. They can go online to review their benefits. They can also use the portal to make changes.
If employees have questions about their record?	Employees should contact GIC's Public Information Unit.
Legislative staff does not utilize self-service on HR/CMS. Will that affect their ability to use this portal?	No, anyone with active GIC benefits can access the portal to view their benefits or make coverage changes.



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Would newly promoted employees (from a BU to M99 or confidential position) get an email to prompt them to register for GIC dental/vision coverage?	No. We are looking to add this feature in the future.
Will employees get locked out of the system if they enter the wrong password too many times?	Yes, there is a 15-minute lock-out period. But there is also a "Forgot your password" feature on the login page they can use in case they forget.
If a member does not have an email address in HR/CMS, but had one on an enrollment and change form, will they receive an invite to the portal?	Yes, if an email was provided on an enrollment form and it was entered on the member's record in MAGIC, the member will get an invite to register for the portal.
Is there any option for an employee to submit paper forms if they are not able to access a computer?	Completing forms by paper is still an option for employees.
If an employee's address is updated in HR/CMS, does the employee still need to enter a change of address in the portal?	That information will automatically be updated in the portal. However, they can also choose to update their address in the portal directly.
Does the GIC plan to send any reminders to state employees about the new portal?	Yes, employees that don't register with the initial communication will receive reminders
If an employee has been rehired and MAGIC still reflects their status as terminated: will they receive a registration email?	Employees that have been re-hired and have a terminated status in the MAGIC system will not receive a new hire email at this time. However, GIC will make the portal available and send registration emails to re-hired employees sometime in the near future. In the meantime, please continue to use myGICLink to enroll these employees in GIC benefits within 21 days of hire.
For new employees hired out of the area and then relocate to Massachusetts, are the options for health insurance modified for their location?	Yes, health insurance carrier options in the portal are based on zip code. Therefore, addresses should be updated as soon as possible in HRCMS or the member portal so that the employee will be able to select all plan options that are available in their service area.
We had active employees who did not get the link, would that be because the GIC did not have an email address for them? How can they get access to it?	Yes, if GIC does not have their email, then they will not receive the link. They can update their email in HR/CMS or by using the email update form in myGICLink.



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If an employee deleted their registration email, is there a way to get another one?	Yes, GIC will send another one upon request. Members should call Public Information to request that the registration email be re-sent.
Does the GIC still require a Form 1A for employees that transfer to another agency?	The GIC does not need a Form 1A if the employee is transferring from an HRCMS agency to another HRCMS agency. Please continue to send a Form 1A through myGICLink for employees that are transferring to and from agencies that are not on the HRCMS payroll system.
Will an employee that is covered under their parent's GIC health plan receive a new hire email?	No, employees that are covered under their parent's GIC Health Plan will not receive a new hire email because the employee has GIC health insurance as a dependent of a state employee. In the future, we are looking into making the portal available to these dependents and will send coordinators an update at that time.
If an employee is adding a child with birth/adoption as a qualifying event, will the system inform the employee of what other changes can be made with the same qualifying event (e.g., addition of life insurance)?	Yes, all qualifying events will have help text advising the employee of their options and deadlines.
How will employees of transfer agencies be notified?	Members that have registered in the portal will be able to view their GIC benefits in their new agency.
Will only the plans that employees are eligible for show on this screen per their home address?	Yes. The system will only show plans that are available based on the employee's home address.
Will the GIC dental/vision plan be grayed out if the employee isn't eligible to enroll?	The GIC's Dental/Vision plan will only appear as an option if the member is eligible to enroll in the plan.
If employees have a qualifying event, will the GIC dental/vision be grayed out if they are not eligible to enroll in this plan?	The Dental/Vision plan will not be an option for employees that are not eligible.
If there is an outstanding document that needs to be submitted within a specific time, will the member receive a reminder if they do not submit one within that timeline?	Members will not be able to submit their applications without the required documents.



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How does this process work if employees transfer agencies?	The GIC does not need a Form 1A if the employee is transferring from an HRCMS agency to another HRCMS agency. Please continue to send a Form 1A through myGICLink for employees that are transferring to and from agencies that are not on the HRCMS payroll system. The members will still have access to their benefits as an employee of the new agency.
After the member transfers to a new agency in the MAGIC system, will they get an invite to the portal?	If the member is already registered through their previous agency, there is no need for them to get an invite to the portal. They will be able to view their benefits in the portal as an employee of the new agency.
Will hires moving from a contracted or non-benefited position to a benefit-eligible position receive a portal invite?	It depends on how they process the employee in the payroll system. Contractors that get hired into a benefited position are not new hires for payroll, but they are new hires for GIC. In most cases, if you're a contractor and you get hired into a benefit eligible position, the information is sent to GIC by HRCMS as a rehire. Therefore, to us, they are not a new hire. We are asking agencies to continue to use myGICLink for employees who are rehired. We are working on a process for employees that are rehired in the payroll system, to get them access to the portal to enroll in benefits.
Do employees get the email on Monday If they are already registered on myGICLink?	There is no registration required to use myGICLink (DocuSign) to make benefit changes. Employees must register to use the GIC Member Benefits Portal.
If a name change, address change, etc. is processed in HRCMS, does the employee still need to change it in the Member Benefits Portal?	If these changes are made in HRCMS, the employee doesn't need to change them in the portal.
What if a newborn doesn't have a SSN? The member should still be able to add the dependent, correct?	Yes, the member will be able to add the dependent. The SSN should be provided to the GIC as soon as the member has it.



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If an employee selects that they are returning from an FMLA, as a qualifying event, how does that get verified?	The member will need to submit the official letter/document from their agency stating the employee is returning from FMLA and the date the employee is returning.
What about employees that are on COBRA?	Employees that have registered for the portal and subsequently leave state service and enroll in COBRA will still have access to view their benefits in the portal.
Do employees need to notify their supervisor/manager that they made changes to GIC?	They don't need to notify their supervisor/manager that they made changes in the portal.
Aren't these forms needed in the personnel file?	Not for GIC. It's not required.
New Hires	
New Hires must go through paperwork from MassCareers, how are new hires going to be incorporated to the portal?	For agencies in the HRCMS and UMASS payroll systems, GIC will be notified daily of all newly hired employees through our interface with these payroll systems. GIC will create a record in MAGIC and the employee will be notified by email to register for the member portal to enroll in benefits as a new hire. Employees enrolling through the portal will have 21 days to enroll in GIC benefits. The GIC is currently working with HRD to eliminate the duplication of enrollment through the new member portal and the MassCareers enrollment forms.
Will new hires receive enrollment information from MassCareers?	No, new hires will not receive enrollment information for the portal through MassCareers. Employees will receive a registration email from myGICLinkcustomerservice@mass.gov for the GIC Member Benefits Portal to enroll in GIC benefits as a new hire. We are working with HRD to remove the GIC enrollment forms from MassCareers.
Has the requirement to enroll within 10 calendar days from date of hire been extended since new	Members will have 21 calendar days from the date of hire to enroll in GIC benefits on the GIC Member Benefits Portal.



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employees cannot enroll until they are actually hired by HR/CMS?	
Once a new employee is hired in HR/CMS, when does the information get sent to the GIC? And when does the newly hired employee receive the registration email?	GIC receives new hire information from HRCMS nightly. The new hire will receive a welcome email when their information is uploaded in GIC's MAGIC system.
Is there a specific date that this system goes live for all new hires?	GIC will continue our phased roll out plan in August and September for HR/CMS agencies. Once the Member Benefit Portal has been made available to an agency during the roll out, employees with GIC benefits and any newly hired employees will be able to use the Member Benefits Portal.
Will new hires be able to make changes within the 21-day deadline to their submitted elections?	No, once the application is submitted, the member will not be able to make any changes.
Does the new hire enrollment process include FSA (Flexible Spending Account) information?	Employees will continue to enroll in the FSA or DCAP benefits through the Benefit Strategies website. The Member Benefits Portal does not allow the employee to enroll in FSA or DCAP. However, there are instructions on the portal to remind employees that enrollment for these benefits must be done through Benefit Strategies and there is a link to their website on the new hire "Getting Started" page.
Will GIC enrollment forms still be available in MassCareers, or will all new hires be directed to the Member Benefit Portal?	GIC will be meeting with the Human Resource Division (HRD) staff to discuss the removal of GIC forms from MassCareers once all the agencies have been rolled out in the Member Benefit Portal.
Are employees able to enroll in LTD in myGICLink after their new hire period ends?	Yes, on the LTD Benefits page, members can view, enroll with medical evidence of insurability, or cancel their LTD Benefits.
On the launch date, will an enrollment email go out to all employees still in their new hire enrollment window?	Yes, an email will go out all New Hires still within the New Hire Enrollment window.
What date will new hires start to get the link?	New hires as of August 9th will receive the link. Also, if a new hire is still within the 21-day



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	enrollment period prior to August 9th, they will receive a new hire email if they haven't enrolled yet.
Do new hires get the GIC link as soon as they are hired in HRCMS?	New hires will receive the GIC link via email the next day. Each night, HRCMS sends a batch file of new hire information to GIC.
Will the new hire link be emailed to the employees' work email only?	The link will be emailed to the preferred email that they list on their HRCMS profile.
Is new hire email information based on HRCMS data rather than Mass Careers?	Yes.
How soon will new hires be able to access the system?	GIC receives new hire information from HRCMS/UMASS payroll systems nightly. The new hire will receive a welcome email when their information is uploaded in GIC's MAGIC system.
Will the GIC be sending benefit confirmation letters to new employees upon enrollment?	GIC will not be sending confirmation letters. Members can confirm their benefits in the portal and print the pages as needed.
Will new employees be enrolling by this method now instead of the coordinators triggering the forms to them or the employees requesting the forms?	New employees can use the new member portal, myGICLink or download paper forms, complete them and mail them to GIC. We encourage employees going forward to use the portal. The portal will give them access to view their benefits in real time. Members will be able to make changes due to qualifying events, updating their address, and changing their beneficiaries in real time. They would also be able to view and print their benefit elections.
When will this be live for the new hire to start using the portal?	Your agency's roll-out date is in the coordinator section of the GIC's website. New hires that are hired after that date will get the registration e-mails going forward.
Do new hires/qualifying event enrollees who were on someone else's GIC coverage as a dependent and wanting to move to their own GIC coverage get portal access or will they also need to have a Form 1 completed via myGICLink?	For now, they must complete Form 1 and send it to GIC to enroll in benefits otherwise they will be listed as a dependent in MAGIC's system and not as an employee. Until a new process is created, continue to use myGICLink for dependents in that category.



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For new employees using the portal to enroll, if they submit their new hire enrollment before the 21-day deadline, can they still make changes prior to the 21 days?	Members will receive reminder notices during the new hire period to enroll in benefits. They could change their application within 21 days if they saved their elections and haven't submitted the application. However, once they submit, they can no longer make changes to their application.
For new employees, do they still complete GIC Form 1, dental and vision enrollment forms to their HR liaison?	There is no need to submit paper applications. If the member chooses not to use the portal, a paper application or myGICLink is still required.
Retirees	
Will state retirees also have access to this system?	All state retirees will have access to the member portal on a date to be determined. The initial roll-out is for active employees only.
Will GIC accept paper enrollment forms for retirees?	Yes, electronic submission of GIC forms through myGICLink is still available and paper enrollment forms can be mailed to the GIC.
Will retirees use the new portal and have the same access that active employees do?	Anyone that's registered in the portal, that retires from state service, will be able to view their benefits. In the Spring, we'll roll out the ability for them to make changes in the portal, as well.
Coordinators-General	
As Coordinator, do we still need to authorize their actions before it goes to GIC, or does it just go from the portal to the GIC?	When members are using the portal to manage/enroll in benefits, information goes directly to/from the member and the GIC. No authorization is needed from the Coordinator for actions taken in the portal by the member. Once GIC has approved the enrollment/change, the GIC Coordinator will be able to view the member's enrollment information in the MAGIC system.
Will the GIC reach out to coordinators for assistance with missing documentation or will the employee be responsible for submitting this documentation?	Employees will be responsible for submitting any required documentation to complete their enrollment directly to the GIC through the member portal.



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Will we be able to see the 'billing' (payment/charge info for employees) for employees to support any questions to avoid having to contact GIC for an answer?	You, as the GIC Coordinator, will not be able to view billing and payment information for members. However, members will be able to view their latest invoice and be able to pay by credit card through the member portal if they wish to do so.
Who supports coordinators to answer questions they have while supporting employees?	GIC Coordinators can continue to contact the GIC Audit Unit.
Can the coordinators have a sandbox to do a demo to employees and to be familiar with the system?	Coordinators will have a user guide to reference to assist their employees.
Will coordinators still receive notice regarding outstanding requirements needed for enrollment?	Yes, the coordinators will receive select notifications based on the status of a member's enrollment (ex. 7 days before new hire enrollment needs to be submitted).
Will GIC Coordinators be able to view the progress of an employee's application?	Coordinators are not able to view the progress of applications at this time. Coordinators that have access to GIC's MAGIC system will be able to view benefit selections in the system after the employee has enrolled.
Will GIC Coordinators be notified when a new hire application is submitted?	Coordinators will get an email that the new hire application has been submitted.
For all/any changes made, will the GIC Coordinator receive notification?	The GIC Coordinator will receive notifications when an employee updates their name and/or address in the Member Benefits Portal.
Will the GIC Coordinators receive copies of the GIC enrollment forms for personnel files?	No, the Member Benefits Portal eliminates the GIC's enrollment applications.
Will GIC Coordinators still have access to MAGIC?	Yes, GIC Coordinators will still have access to MAGIC.
Is there a report in MAGIC where coordinators see who is invited and who registered?	GIC is currently developing a new field in MAGIC to show if an employee is registered for the Member Benefits Portal.
Will notifications for applications requiring modifications continue to be sent out to	Members will be notified if their application needs modification via email and in their myGIClink



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employees? If so, will Coordinators still be copied on these?	Dashboard in the Member Benefit Portal. The coordinators will not be copied on the email.
Will I still be able to send links to the online enrollment forms via MAGIC?	Yes. DocuSign forms will still be available.
Now that members have self-service options to enroll and edit their benefits, what will be our role as the Coordinator?	Coordinators will continue to assist employees with GIC benefit eligibility and enrollment questions.
Will we still be required to sign the form?	You will no longer need to sign forms for employees that enroll or change their benefits on the portal.
When will new hires have access to enroll in benefits through the portal? Is there going to be information to share with them at orientation?	GIC receives a nightly file from HRCMS for new hires. All new hires with an email address will receive a new hire welcome email. There is a GIC Coordinator toolkit on our website to assist you with providing information to your employees about enrolling in or making changes to GIC benefits using the Member Benefit Portal.
How will the Coordinator Training be shared?	It can be shared over One Drive if you share your email.
What is the exact link to the website to review the GIC Coordinator kit?	https://www.mass.gov/gic-coordinator-information
How are we notified of changes, such as addresses, and late responses to new hire enrollment?	You'll receive notifications by email.
If a new hire does not receive the link for some reason, how will the coordinator know?	The only way that we'll know is if the person contacts you or GIC. We can have the link re-sent to the employee upon request.
Is MAGIC still available for Coordinators while this portal is being rolled out?	Yes. MAGIC will still be available for all GIC coordinators. Once an employee makes a change in the portal and GIC approves it, you'll be able to see those changes in the MAGIC system.
Can we share the Portal Link with employees who say they haven't received the email from the GIC?	No, because the email they received has the link and PIN number to register. Employees should check their different folders for the registration email (e.g., Other, SPAM, etc.).



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What should we do about new hires that have not received the welcome email?	Please ask the employee to check junk/spam folders and, if necessary, contact GIC's Public Information Unit for assistance.
Will coordinators get copied on the changes that employees make?	If an employee changes their name or address in the portal, the coordinator will receive a notification by email
Are we still able to request Form 1 through myGICLink as we do now?	Yes.
We do not enter email addresses on HR/CMS when hiring. Is this a new requirement we will need to begin using in order to utilize this new system?	GIC's MAGIC system has three fields: preferred email, home email, and work email. GIC will use the preferred email first, if we do not have a preferred email, we will use a home email, if no home email, we use the work email. Members who do not have an email address at all on GIC's records can add an email by: 1. GIC Coordinators in HRCMS agencies can enter the employee's preferred email in the payroll system and GIC will receive the information on our weekly interface file with the payroll system. 2. Employees can complete the email update form available through myGICLink. When GIC updates the email address on our records, the employee will receive a GIC Member Portal registration email. If GIC does not have an email address, the employee will not be able to register for the member portal.
Will coordinators have view access to this online system to help walk employees through the enrollments if needed?	Coordinators will not have online access to the member's record in the portal, but you could use TEAMS to assist employees.
Will GIC coordinators be notified that something is missing for their employees?	Members will not be able to submit their applications without the required documents.
Will we receive anything to send out to staff as a heads up?	No, members will receive a registration email announcing the launch of the GIC Member Benefits Portal. We suggest that you look at sample emails for registration within the Coordinator Toolkit. The sample email contains the email address from which the registration email will be sent. We encourage you to notify your



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	employees that they will receive an email from that address to register for the GIC Member Benefits Portal. You may want to remind them to check their junk or spam folders if they do not see the email. This will also assure them that it is safe to open an email coming from that email address.
Can we still use the current process for new hires along with the new member portal or should we direct every new hire to wait for the trigger email?	You can still use the current process, but we encourage you to direct employees to use the portal to make benefit changes. The portal provides a more efficient process allowing members to make changes in real time, receive confirmation, and have the option to print out their benefit selections.
Will the GIC Coordinator be notified of employee benefit changes for reconciliation purposes?	The GIC Coordinator will receive notifications when an employee updates their name and/or address in the Member Benefits Portal.
What about benefit changes?	The Coordinator will not be notified when an employee makes a benefit change. You will still have access to view a member's coverage in the MAGIC system.
Portal-General	
Will there be login support?	Yes, member's will be able to re-set their own passwords and manage their login credentials and will be able to email a Support Request to the GIC through the member portal.
Where is the employee email coming from to register?	For agencies in the HRCMS and UMASS payroll systems, the initial email to register for the portal will be sent to the GIC through our interface with these payroll systems.
Will the system be ready for Annual Enrollment?	The initial roll-out is for new hires and qualifying events. We will not be using the member portal for the 2021 Annual Enrollment.
What is the email address that will be used to send registration emails to members?	GIC's MAGIC system has three fields, preferred email, home email and work email. GIC will use the preferred email first, if we do not have a preferred email, we will use a home email, if no



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	<p>home email, we use the work email. Members who do not have an email address at all on GIC's records can add an email by:</p> <ul style="list-style-type: none"> • GIC Coordinators in HRCMS agencies can enter the employee's preferred email in the payroll system and GIC will receive the information on our weekly interface file with the payroll system. • Employees can complete the email update form available through myGICLink. <p>When GIC updates the email address on our records, the employee will receive a GIC Member Portal registration email.</p>
Data is typically transmitted to the GIC from the Comptroller's office through files when payroll is confirmed. If a participant is making personal data changes in this portal, is this also being updated in HR/CMS, or should participants be made aware that they still need to log-in to HR/CMS to also make these updates?	The members/coordinators should also update the applicable information in HR/CMS. If the member is making changes to personal information such as address, they will get a message on the Portal to notify their agency of the change as well.
Does the system recognize confidential employees?	All members enrolled in GIC benefits will have access to the GIC Member Benefit Portal. .
Will data in HR/CMS continue to override data in MAGIC?	GIC's weekly interface with the HR/CMS payroll system will continue to update member data in MAGIC.
Is the Member User Guide appropriate to distribute to employees?	They are for coordinators only to use as a resource to assist your employees.
Once the portal goes live, will the GIC enrollment form be taken off MassCareers?	Yes, it will. We're waiting to roll out to all HRCMS agencies and then we will work with HRD to remove the forms from MassCareers.
Will the online forms that we use now with DocuSign no longer be used?	They will still be available. If somebody doesn't have an email address or doesn't use a computer, paper forms can also still be used.
Do auditors still have assignments to a location agency division that we can reach out to?	Yes. You will still call your auditor for anything that you would normally call them for.



Member Benefits Portal

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Will there be an option to get the verification code sent by text instead of email?	No. We are looking to add this feature in the future.
If someone no longer has access to the email on GIC's records, what are their options for accessing the portal?	Every time someone updates their email with GIC, they will get a new registration link via email until they register and have access to the portal.
Will the slide deck be available after the webinar?	A training video will be posted in the coordinator section of GIC's website.
Will the training video be directed at the end-user (employee)?	There are help videos on the portal that members can view on the home page. These videos are also in the Coordinator Toolkit on GIC's website.
How long is the registration link good for?	The registration link does not expire.
Just a suggestion....get a message on SSTA notifications for next week to remind employees to register.	That's a great suggestion. All HRCMS and UMass agencies will be online in the portal by the end of September. At that point, we will be looking for ways to communicate and remind employees that haven't registered to do so.
Is there going to be a link to the portal on HRCMS?	There is not going to be a link to the portal within HRCMS because this is communication directly to the employee. Although there is a registration page, you can't forward that link because everyone will receive a unique pin, along with the link, to register.