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| **Questions** | **Answers** |
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| Members / Employees | |
| How does a member view their benefits? | On the homepage in the portal under the “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 is any additional information/documents that are needed to complete the enrollment. |
| Can members get plan handbooks and resources for health 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 ? | Yes, they will only see and be able to enroll in benefits for which they are eligible. |
| If the employee doesn't check their email right away, does the PIN have an expiration date? | The pin number does not expire. |
| When an employee enrolls and does not complete the enrollment, do they receive reminders? | Members will receive reminders to complete their new hire 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 as well as links to health plan websites 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. |
| 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](mailto: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. |
| 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. |
| 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 |
| 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. |
| If a member's family were coming from outside of the country and they wanted to put them under their plan, what qualifying event would they fall under? Would that fall under Change of Address or would it be Loss of Coverage? | They should use Involuntary Loss of Coverage. |
| 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. |
| Does the GIC plan to send any reminders to Municipal 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. |
| We had active employees who did not get the link to register, 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 by using the email update form in myGICLink. |
| 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. |
| 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 or Municipal employee. In the future, we are looking into making the portal available to these dependents and will send coordinators an update at that time. |
| How will employees that transfer agencies be notified? | Members that have registered in the portal and transferred to another agency 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. |
| 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. |
| 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. |
| Do employees get the email on our agency’s roll-out date 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. |
| 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. |
| 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. |
| Since one application is submitted and reviewed at a time, can the member change their last name with a marriage? | Yes, as a member goes through a Qualifying Event Application, they are also prompted to verify/update their personal information. |
| How do we request to bring a transfer from another community to ours? | Coordinators will continue to send in the transfer form (Form 1AMUN) to GIC. Members cannot transfer agencies within the portal. |
| If we only offer Health Insurance and not Dental or Life Insurance, will the portal only show the Health Insurance as an option? | Yes, since municipal employees are only eligible to select Health Insurance, they will only see this option when enrolling in benefits. |
| Will the employees receive the registration email through their work email address? | There is a ‘preferred email’, a ‘home email’, and a ‘work email’ in the MAGIC system. If there is a ‘preferred email’ listed, that is where the registration email will go for that employee. If an employee does not have a ‘preferred email’ listed, then it will go to their ‘home email’. If they do not have a ‘home email’ or a ‘preferred email’ listed, then it will go to their ‘work email’.  We are now allowing coordinators to update email addresses in the Magic system. If you see that an employee does not have an email address listed, you can enter it. Once you have entered an email address, a new registration email will be sent the following day if the person has not already registered for the portal.  You can also check to see if someone has registered for the portal in the MAGIC system in the ‘Portal Registered’ field. If they have not registered and you update the email address, a registration email will be sent to your employee the following day. |
| New Hires | |
| Has the requirement to enroll within 10 calendar days from date of hire been extended? | Members will have 21 calendar days from the date of hire to enroll in GIC benefits on the GIC 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. |
| 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. |
| 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 and update their address and they will be able to view and print their benefit elections. |
| How can we guide new hires to the link if they missed the email? | If they missed the email, we need to send them a new email because it includes the pin number. They would need the email to get started. |
| For new employees, do they still complete GIC Form 1 MUN? | 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. |
| Are we changing from 10 days to 21 days for new hire enrollment? Effective when? | New Hire enrollment period changes from 10 days to 21 days for employees that are enrolling in benefits in the GIC Member Benefits portal . |
| To confirm, members have 7 days to enroll a new hire through MAGIC, but the employee can do it themselves for up to 21 days? | Coordinators can add a new hire record in MAGIC starting 14 days prior to the new employee's hire date or up to 7 days after the new employee's hire date.  Registration emails to enroll in GIC benefits will not go out prior to the new employee’s hire date.  Employees will have 21 days from the “date of hire” to enroll in GIC benefits. |
| How do I enter a new hire in the GIC’s MAGIC system? | Please refer to instructions in the Municipal Coordinator toolkit on how to add a newly hired municipal employee in MAGIC. |
| What if an employee doesn’t have an email in the MAGIC system? | Employees will only 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 by the coordinator in the MAGIC system or by the employee using the GIC’s Email Update form. The registration email will be sent after the email has been added to the MAGIC system. |
| Are reminder emails sent to new employees within the 21-day timeframe in which they can register for benefits? | Yes. They will receive notifications 7 days, 14 days, and 20 days after the hire date. Coordinators will also receive a copy of those reminder emails. |
| Once a coordinator has entered a new hire’s information in the MAGIC system, does the GIC handle the rest? Coordinators do not have to chase the employee for their required forms (dep. forms/marriage cert's, etc.)? | After you enter the new hire information in MAGIC for a benefit eligible employee, GIC will send reminder emails for the employee to register for the member portal and enroll in GIC benefits during their 21-day new hire enrollment window. The required documents are also uploaded on the portal at the time of enrollment and you don’t have to request these documents from the employee. |
| What happens if we are past 7 days since hire? | Send a request through myGICLink (DocuSign) to register the member. |
| What if an employee doesn’t want to enroll in benefits? | The self-service member benefits portal gives them the option to decline benefits. |
| Does every new hire need to be registered for the portal, even if they’re declining benefits? | Yes, so members can manage their benefits if they decide to enroll later for a qualifying event or for open enrollment. |
| What happens if the employee is a transfer from a different municipality | The former or current employer completes Form 1A to transfer the employee to their new employer |
| Retirees | |
| For resignations and retirements we will continue to send the GIC the 1AMUN form, correct? | Yes, you must continue to submit the retirement forms (Form 1A) to GIC. |
| 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 have access to the portal? | If someone in your municipality retires between now and open enrollment in Spring 2022, they will have access to view their benefits in the portal. They cannot make changes to their benefits on the portal at this time.  GIC does plan to roll out a retiree portal by Spring 2022 where retirees in both the state and municipalities, would be able to manage their benefits within the portal. |
| 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 see the change on the weekly change report and 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. |
| Who supports coordinators to answer questions they have while supporting employees? | GIC Coordinators can continue to contact the GIC Audit Unit. |
| 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. |
| 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? | There is 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 employees? If so, will Coordinators still be copied on these? | Members will be notified if their application needs modification via email and in their myGIClink 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. |
| What is the exact link to the website to review the GIC Coordinator kit? | <https://www.mass.gov/gic-coordinator-information> |
| How are coordinators informed of benefit changes made by employees? | You will still receive the Weekly Change Report. Anything that is changed by GIC or by the member in the portal will appear on the weekly change report. |
| 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.). |
| 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. |
| Are we still able to request Form 1 MUN ? | Yes. |
| 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 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. |
| Do GIC Coordinators have access to the registration links? | The registration link is the same for everyone but everyone has a unique pin number. You cannot give the registration link to someone to register because they have a unique pin. |
| Are the coordinators going to be able to enroll or submit qualifying events for employees, or is this going to be up to the employees to enroll or submit qualifying events? | Members will select their benefits directly in the self-service portal. |
| How is data that is entered by the employee transmitted to the municipality/employer? | GIC will continue to send the weekly change report to all municipalities to update payroll deductions. |
| Will Coordinators have access to view what employees have submitted? | Yes, Coordinators will continue to have MAGIC access to view benefit selections. |
| Will coordinators continue to use MUN1A for resignation and non-renews? | Yes, coordinators will continue to send GIC form Form 1AMUN for personnel changes, transfers, terminations, or retirements. |
| How will Coordinators see who declined benefits? | You will be able to see if an employee elected benefits in the MAGIC system. Coordinators will not be notified if f employees decline benefits. We are looking into this as a future system enhancement. |
| Who has access to add new hires in MAGIC? | Municipal coordinators who have access to MAGIC can add new hires. |
| Can municipalities have a report of members who do not have an email address in MAGIC? | GIC is working with their IT department to develop a report. |
| How are coordinators informed of benefit changes made by employees? | You will still receive the Weekly Change Report. Anything that is changed by GIC or by the member in the portal will appear on the weekly change report. |
| How do Coordinators let employees know to expect the email containing the information to register for the portal so that they know that it is safe to open that email? | Employees will receive an email from [myGICLinkcustomerservice@mass.gov](mailto:myGICLinkcustomerservice@mass.gov). You may want to send out some form of communication saying that it is ok to open the email and explain that it is for the new GIC member portal. |
| How do Coordinators know if there are employees that do not have an email address listed with GIC? | If you would like a list of people in your entity that do not have an email address on file with GIC, we have created a new report that can be sent to you. Please send a request for the report to [Paul.murphy@mass.gov](mailto:Paul.murphy@mass.gov) and provide your agency division number. |
| Do you have a one-page handout that we can give to new hires explaining the online enrollment process? | We do not have a handout but there will be instructions in the registration email. There are also videos within the portal explaining how to navigate through the portal. |
| Do the new hire notification emails have to go to just the Coordinators? | No, the reminder emails will go to both the member and the Coordinator to remind the member to enroll in GIC benefits. |
| Who will receive the notifications of changes for all the school employees ? | The person that is listed on GIC’s records as the Coordinator for the city/town will get notifications for members that are missing or have not enrolled in benefits. Anyone with MAGIC access in any municipality, can add new hire records into the MAGIC system starting on Monday, November 1st, 2021. |
| Will Coordinators be able to view the screens in the portal that members will see? | The Coordinator Tool Kit has a user guide showing the screens in the portal that members will see. It also contains sample emails. |
| If municipal coordinators have a problem adding a new hire in MAGIC , who should Coordinators contact? | Send an email to [magic.help@mass.gov](mailto:magic.help@mass.gov) . |
| When a Coordinator receives the list of Members that are missing emails in MAGIC, could they send a spreadsheet back to the GIC populated with the emails to have those uploaded for the Coordinators? Or do the Coordinators have to go into each record in MAGIC and update it ourselves? | You can send the spreadsheet to GIC to have the Members’ emails synced to their profile. |
| When employees make the changes through their personal portal, will we be still approving those changes so we can make a copy of the form? | Coordinators will no longer approve changes for benefit selections made in the member benefits portal. You will continue to receive the weekly change report and can view coverage selections on the member’s record in the MAGIC system. |
| What is the process for termination of employment? | You should continue to send GIC Form 1-A for terminations. |
| 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. |
| Is the Member User Guide appropriate to distribute to employees? | They are for coordinators only to use as a resource to assist your employees. |
| 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. |
| 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. |
| 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. |
| My registration link didn't work when I tried remotely. | Make sure you are using the right browser. The link works on Chrome, Safari, and Edge. |
| So this application replaces the Form 1MUN 1? | If a member enrolls in the portal, a Form 1AMUN is no longer required. |
| When will municipal agencies have the ability to utilize the portal? | As rollout phases are being planned and executed, an agency will see the date of their rollout in the MyGICLink Member Benefits Portal Coordinator Toolkit. Starting that date, agencies can enter any new hires in the MAGIC system, so they will receive a welcome email on the date of their hire. Also on the rollout date, members currently enrolled in benefits will automatically receive a registration email to view and manage their benefits in the self-service portal. |
| Will employees use the portal for Open Enrollment? How will that affect Coordinators? | The self-service portal will be available next year for Annual Enrollment for all employees .  By using the self-service portal, members can directly manage their benefits in the portal and coordinators will be notified through the weekly change report. |
| Can a PIN # be re-sent? | Members can request the PIN on their own by clicking ‘Resend PIN’ on the member portal registration page. |
| Municipal employees are only eligible for health insurance, why does the portal list resources for other benefits (i.e. dental/vision and life insurance)? | Currently, the resource page is used by all GIC members, however, it will be updated to only benefits offered to municipal employees in the future. Municipal employees will not be able to enroll in any benefit they are not eligible for in the portal. |
| Are address updates in the Weekly Change Report? | Address updates are not on the weekly change report. You can view an employee’s personal data in the MAGIC system. |
| Will all updates be on the Weekly Change Report? | If a member has changed coverage, enrolled for the first time, cancelled coverage, or made any updates that will impact the premium, it will continue to be reflected on the Weekly Change Report. |
| When an employee leaves employment, how will the end of insurance appear in their portal? Will there be a notification to them? Will they be offered COBRA through the Portal? | Members will be able to login for 45 days after their date of termination to view their benefits and coverage end date.  GIC will continue to send eligible terminated members a COBRA application. |
| If an employee declines coverage in the portal, will that appear in MAGIC so that the Agency may view/print it to have proof in our files to document the employee was offered and declined coverage? | We will be adding this information in the MAGIC system soon. It’s not available yet. |