



# Coordinator Module

## Quick Reference Guide

### myGICLink Transformation Project

The GIC is in the midst of a significant modernization effort that will transform the agency from a heavily paper-based operation to an on-line, future driven organization.

We are adding Customer Relationship Management (CRM) and electronic signature (eSign) tools through Salesforce and DocuSign. We are calling these new capabilities **myGICLink** which is “Your link to exceptional member benefits!”

**myGICLink** will streamline the benefit enrollment and benefit change processes. New functionalities will include the ability to sign documents online, improved record management, and faster customer service and response times.

### Form Requests

There are two ways Forms can be requested and submitted

- **Member** - Member initiates an electronic GIC enrollment form(s) on Mass.gov
- **Paper-Based** - Member completes a paper Form manually and mails to GIC’s scanning vendor (GIC, PO Box 556, Randolph, MA 02368)

In this Quick Reference Guide, we will be reviewing the Member Request Process.

### DocuSign - Member Request Process

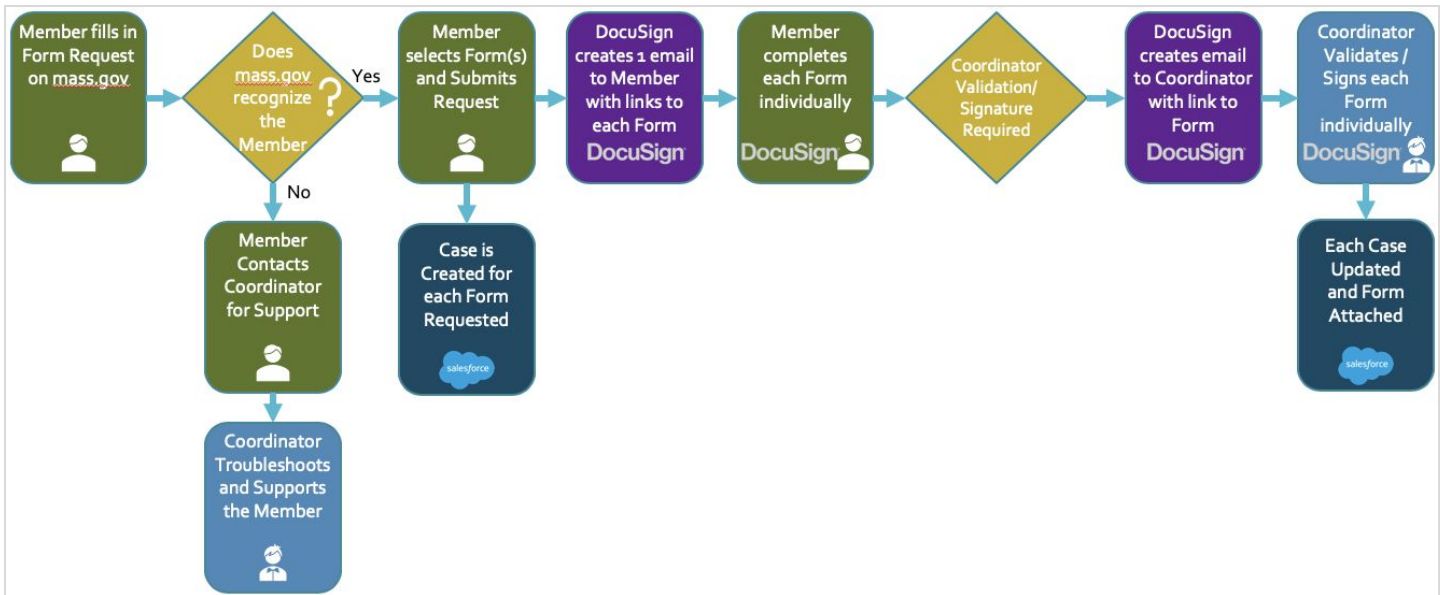
As you review the Process Flows, here are some tips to understanding the flows:

- **Green** - Actions completed by the **MEMBER**
- **Light Blue** - Actions completed by the **COORDINATOR**
- **Gold** - Decision the system makes to determine the next steps
- **Purple** - Background actions being performed by **DocuSign**
- **Dark Blue** - Background actions being performed by **Salesforce**, GIC’s new CRM



## Coordinator Module (Offline)

### DocuSign - Member Request Process - Member submits a Form via Mass.gov



### Process Flow

1. The Member accesses the GIC website and completes a Form Request with the following information:
  - a. email address
  - b. birthdate

Mass.gov

### Group Insurance Commission

Please provide the information below to request a digital copy of your enrollment form(s).

1. Provide your email and date of birth.
2. If you are an active employee and your agency has changed, click the button to update your agency.
3. Click the box to select a form. You can select more forms by clicking the box again.
4. Click "Request" to receive an email containing links to your selected forms.

If you have any questions, contact the GIC at 617-727-2310.  
Active state employees [click here](#) for Flexible Spending Account enrollment information.

**Warning**  
Your contact information cannot be found. If you are an Active employee, contact your GIC coordinator at your agency. You can find the coordinator information [here](#). If you are retired, contact the GIC [online](#) or by phone at (617)-727-2310. You may also download all of our forms from our website [here](#)

Member Email \*  **a**

Member Date Of Birth \*  **b**

Choose Form \*



2. The system checks to see if a Member's information matches the email and birthdate in myGICLink.
  - If the Member is not found in the system, or if the Member used an Email address that does not match the system, the User is prompted on the Website to reach out to the Coordinator for assistance.
  - The Coordinator will give the employee paper enrollment/change forms to complete and mail to the GIC.
3. If a Member is found, then the Form Request web page will be prepopulated with the Agency Name and Coordinator information. The Member will select their desired GIC Enrollment Form(s) from a dropdown list. Once the Member selects the desired Form(s), they click the **REQUEST** button.

A screenshot of the myGIC Link Form Request web page. The form contains several fields: "Member Email" with the value "debra.engels@mtxb2b.com"; "Member Date Of Birth" with the value "Jul 9, 1978"; "Agency" with the value "DEPT OF WORKFORCE DEVELOPMENT"; and "Coordinator" with the value "Steven Henkel". Below these fields is a toggle switch labeled "Click here if this is no longer your Agency." The "Choose Form" field is a dropdown menu with two selected items: "Enrollment/Change - Form 1" and "Employment/Change - Form 1A". At the bottom of the form are two blue buttons: "RESET" and "REQUEST". Two yellow arrows point to the "REQUEST" button and the "Employment/Change - Form 1A" dropdown item.

4. The Member will receive ONE email with links to the requested GIC Forms via DocuSign.
5. The Member will complete and submit each Form electronically with the required information and provide digital signatures.
6. At this point, the Form submitted by the Member requires review and signature from the Coordinator.
7. DocuSign will create an email to the Coordinator with a link to the Form.
8. The Coordinator will review and/or sign each Form individually and submit.
9. Upon submission GIC will have instant access to the member's enrollment forms in myGICLink.



## Helpful Hints | Tips & Tricks | Where to Get Help

- If a Member has submitted their Form via DocuSign and forgets to attach any supporting documents, contact the Member directly and ask them to bring the documents or email them to you and you will upload to the DocuSign Form. Once the Member submits the DocuSign Form, they will no longer have access to edit or attach any documents.
- DocuSign will send emails throughout the submission process to both the Member and the Coordinator to keep you updated on the progress.
- Before you or the Member closes the DocuSign Form, you can download the Form or print the Form for future reference.
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### QUESTIONS?

Send an email to [myGICLink@mass.gov](mailto:myGICLink@mass.gov)