



GIC Coordinators: What You Need to Know





GIC Coordinators: What You Need to Know

Actions

- Member actions taken in the portal to enroll or manage benefits will go directly to GIC for review and processing. Once GIC approves the member's request, GIC Coordinators will be able to view member enrollment information in the MAGIC system.
- Members (New Hire) will receive a reminder to complete enrollment prior to the enrollment ending date.
- Members will be able to compare health plans, provider and monthly premiums using the portal; However, Members still need to ensure providers are in network with the selected plan by accessing the provider directory or contacting the health plan directly.

Visibility

- Members will only be able to see and enroll in benefits for which they are eligible.
- Members will be able to see an Application Status Tracker for applications that are in progress from the portal home page once they are logged in. Members will also be able to see if additional documents or information is needed to complete enrollment.
- Members can view their benefits throughout the year; While making elections, Members will also have the ability to review their elections and print a summary prior to submission.
- Members who receive a billing invoice from GIC will be able to view the most recent invoice in the portal and make credit card payments through the portal as appropriate.

Rollout

- This is a phased rollout for active employees (eligible for GIC benefits) only.
- New Hires (eligible for GIC benefits) will be sent to GIC through GIC's interface with HRCMS and UMASS; GIC will create a record in MAGIC and the Employee will receive an email to register for the member portal and enroll in GIC benefits within 21 days.
- Coordinators can continue to contact the GIC Audit Unit for questions to support employees.