



Commonwealth of Massachusetts
Group Insurance Commission

Offline Coordinator Training: Reduction of Waiting Period

May 22, 2024



Mass.gov/GIC



@MassGIC



MA Group Insurance Commission



Group Insurance Commission

1. Introductions

Agenda

- Introductions
- Review Rule Change
- Critical Items to Note
- MAGIC Demo
- Registration Demo
- 6** Portal Demo
- Resources
- Q&A

Questions

Please submit questions at any time during the webinar via the Q&A function. Staff will answer questions in the Q&A function or will answer them live at the end of the training.

Only questions related to the New Hire Reduced Waiting Period (RWP) will be answered during this training.

If you have questions unrelated to
RWP:

Please visit **bit.ly/contactgic** or
call 617-727-2310 between 9 am and 5 pm, Monday - Friday,
and a member of our team will assist you.

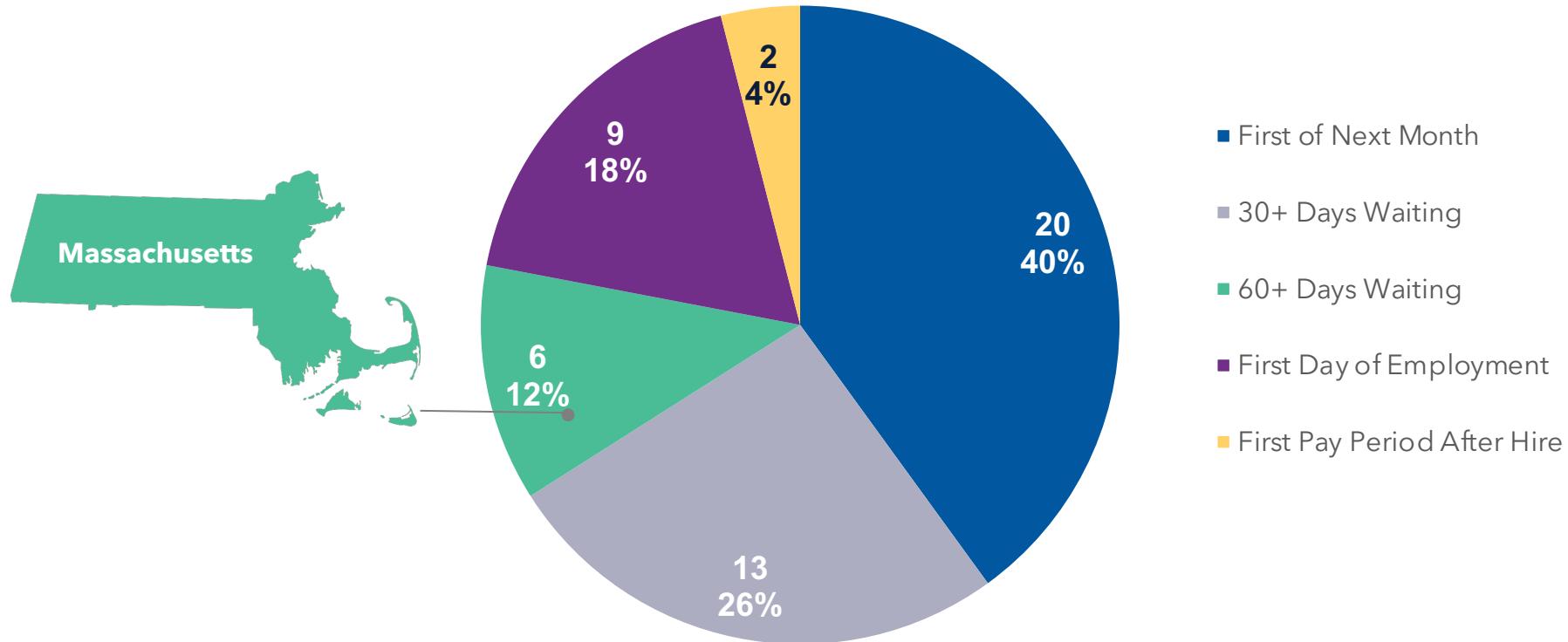
2. Review Rule Change

Reduction of 60-day Minimum Waiting Period

- The FY2024 budget mandated the reduction of the waiting period for GIC benefits for all eligible new hires.
 - "... such health insurance coverage shall be effective as of the employee's start date if the employment start date falls on the first day of the month or as of the first day of the month following the employee's start date if the employment start date falls on any day other than the first day of the month."
- The provision is effective on July 1, 2024.
- GIC, in partnership with A&F and A&F-IT, conducted a thorough and intensive assessment at the outset of this project.
- From this assessment, it was apparent that leveraging existing systems and processes to reduce the waiting period was the best path forward.
- This reduction will eliminate gaps in coverage for many new hires.

Reducing the waiting period will position Massachusetts in line with majority of state employee plan offerings across the country.

Current Implementation by State



Reducing the waiting period will bring the average waiting period from 73 days to 15 days, a reduction of nearly 80%, which will eliminate potential gaps in coverage for many new employees.

| Waiting Period | Year | Waiting Days | | | | | | | | |
|----------------|------|--------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | 0-9 | 10-20 | 20-31 | 32-39 | 40-49 | 50-59 | 60-69 | 70-79 | 80-89 |
| Current | 2023 | | | | | | 2% | 41% | 22% | 35% |
| | 2022 | | | | | | 1% | 37% | 28% | 34% |
| | 2021 | | | | | | 1% | 40% | 28% | 31% |
| | 2020 | | | | | | 1% | 38% | 28% | 33% |
| RWP | 2023 | 29% | 26% | 45% | | | | | | |
| | 2022 | 32% | 29% | 39% | | | | | | |
| | 2021 | 33% | 26% | 41% | | | | | | |
| | 2020 | 27% | 28% | 45% | | | | | | |

3. Critical Items to Note

Anyone hired before July 1st, 2024 will be subject to the 60-day minimum waiting period, without exception.

- Anyone beginning July 1st or later will be eligible for the reduced waiting period.
- Please be mindful of this when hiring around this time.
- Members will still have 21 days to elect benefits.

Reduced Waiting Period

| June | | | | | | | July | | | | | | | August | | | | | | | September | | | | | | | | |
|-----------|----|----|----|----|----|----|------|----|----|----|----|----|----|--------|----|----|----|----|----|----|-----------|----|----|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | | |
| | | | | | | 1 | | 1 | 2 | 3 | 4 | 5 | 6 | | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | 2 | 3 | 4 | 5 | 6 | 7 | |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | | 14 | 15 | 16 | 17 | 18 | 19 | 20 | | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | | 21 | 22 | 23 | 24 | 25 | 26 | 27 | | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | | 28 | 29 | 30 | 31 | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 | 28 | 29 | 30 | 31 | | | | | | | | | | | | | | | | | | | |
| 30 | | | | | | | 7 | 8 | 9 | 10 | 11 | 12 | 13 | | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

60+ day waiting period

New hire information should be entered
into MAGIC

- Doing so will trigger a registration email from the MyGICLink Member Benefits Portal between 24 and 48 hours after the new hire's start date, allowing the member to make elections swiftly.
- The registration email will be sent to the email address the employee provided and may be a personal or business email.
- Failing to do so will delay the registration email and will therefore delay access to make benefit elections.

Carriers will receive new member information from the GIC with increased frequency to allow for timely enrollment

- GIC is increasing frequency of file transfers to carriers to speed up member onboarding with carriers.
- Carriers will provide a new “Welcome” email to new members with plan information in advance of the standard, existing emails that go to new members.
- These emails will be sent to the address the member provides during the elections process.
- Carriers are responsible for issuing membership cards immediately.

Preparing for Change

Enter all new hire information into MAGIC

- This will trigger a MyGICLink registration email to the new employee within 48 hours of their effective date of hire

Encourage exclusive use of MyGICLink (rather than online or paper forms) and collect email addresses

- Members must provide a personal or business email for purposes of registering for the MyGICLink Portal

Agencies are required to collect premiums for all newly hired employees from the effective date of benefits from the employee's salary

- GIC will no longer bill for missed deductions

Share information with the appropriate personnel in your agencies

- Anyone who is part of the hiring and onboarding processes

GIC is updating regulations & issuing administrative bulletin(s) with further guidance

- Hearing held April 10, 2024; Regulations to be voted on at May 16 meeting of GIC Board
- Promulgation effective for July 1, 2024 date
- Administrative bulletin available in advance of July 1

4. MAGIC Demo

Entering a New Hire in MAGIC
(Offline Agencies)



Entering A New Hire in MAGIC (Offline Agencies)

Required Process for Reduced Waiting Period Implementation:

1. Go to the MAGIC **Search** page.
2. Enter the new hire's Social Security (SSN) in the **Insured GIC ID** field.
3. Click **Search**.

The screenshot shows the MAGIC Group Insurance Commission search interface. At the top left is the GIC logo. To its right is the text "MAGIC Group Insurance Commission". On the far right is the Massachusetts state seal. Below this is a dark blue header bar with a "Search" button and a house icon. The main search area contains three sets of input fields: "Insured GIC ID" (with a "Search" button), "Insured Name Search" (with "Last Name" and "First Name" fields), and "Family Name Search" (with "Family Last Name" and "Family First Name" fields). Arrows and numbers indicate the steps: 1 points to the "Search" button in the header; 2 points to the "Insured GIC ID" field; and 3 points to the "Search" button within the "Insured GIC ID" row.



Entering A New Hire in MAGIC (Offline Agencies)

1. **Click Here** to add the new hire.

1



Entering A New Hire in MAGIC (Offline Agencies)

Enter the following information:

1. Insured Information.

2. Primary Address.

3. Contact Information.

*The Preferred Email address is required for all new hires (Can be personal or work email).

4. Employment Information.

*The new hire can be entered 14 days prior to the new employee's hire date or up to 7 days after the new employee's hire date.

1. Insured Information

2. Primary Address

3. Contact Information

4. Employment Information



Entering A New Hire in MAGIC (Offline Agencies)

1. Review the **Attestation**.

2. Click the **check box**.

**Coordinator Name,
Coordinator MAGIC User ID
and Date is auto populated.*

3. Click **Submit**.

Attestation

I certify that the information entered is accurate and authorize the employee to enroll in GIC benefits. I also certify that the employee is eligible for GIC benefits in accordance with GIC's Rules and Regulations, works at least 18.75 hours in a 37.5 hour workweek or 20 hours in a 40 hour workweek and contributes to a public sector retirement system. For GIC purposes, OBRA is not an eligible retirement system.

Coordinator Name Coordinator MAGIC User ID Date

Submit **Cancel**



Entering A New Hire in MAGIC (Offline Agencies)

1. The New Hire's account is created.
2. The *Welcome Registration email* will be sent within 24-48 hours to the **Preferred Email**.
3. **Portal Registered** will update to **Yes** once the employee has registered.

| | | | | | |
|---|--------------|--------------------|--|------------------|--|
| GIC-ID: | | NAME: | EMPLOYEE, SAMPLE | SEX: | |
| SSN: | | ADDRESS: | 1 TEST LANE BOSTON, MA 02108 | | |
| EMPLOYEE ID: | | | | | |
| STATUS: | ACT | AGENCY / DIVISION: | | DOB: | |
| HIRE DATE: | | SALARY (\$): | | SALARY EFF DATE: | |
| FULL TIME HOURS: | 40.00 | STANDARD HOURS: | 40.00 | | |
| REFERENCE NO: | | TERM DATE: | | TERM REASON: | |
| <input type="checkbox"/> <u>Phone / Email</u> | | | | | |
| HOME/CELL PHONE: | 555-555-1111 | HOME EMAIL: | | | |
| PREFERRED PHONE: | | PREFERRED EMAIL: | SAMPLEEMPLOYEE@MAIL.COM | | |
| WORK PHONE: | | WORK EMAIL: | | | |
| PORTAL REGISTERED: | NO | 3 | | 2 | |

5. Registration Demo

6. Portal Demo

Resources and New Hire Enrollment

- Navigate and View Guides, tools and additional resources
- Home Page (Go Button/New Hire Tile)
- Effective Date: 2 scenarios
- Documents required before submitting application
- Health Attestation

Resources Navigation

Navigate and view guides, tools and additional resources

1st Scenario

I was hired on July 1st so my effective dates for my benefits will be auto populated to 1st of July.

2nd Scenario

I was hired on July 15th so my effective dates for my benefits will be auto populated to the 1st of August.

8. Resources

MAGIC & GIC Website



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Go to the **MAGIC Home** page.
2. Click **Reports**.

MAGIC
Group Insurance Commission

Benefit Management Reports Discrepancy Report Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Home

News & Alerts

Group Insurance Commission

The mission of the Group Insurance Commission (GIC) is to provide high-value health insurance and other benefits to state employees, retirees, and their survivors and dependents. The GIC also covers housing and redevelopment authorities as well as certain municipalities that elect to join the GIC. The agency works with vendors selected through competitive bidding to offer cost-effective benefits produced with careful plan design and rigorous ongoing management. The agency's performance goals are to provide affordable, high quality benefits and, as the largest employer purchaser of health insurance in the Commonwealth, to use that position to drive improvements in the health care system.

Links

- [Coordinator Resource Materials](#)
- [Employee Assistance Program \(EAP\)](#)
- [Mass4You](#)
- [Mass4You Financial Tools Available to Help GIC Members](#)



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Click the **Dropdown** arrow.

MAGIC
Group Insurance Commission

Benefit Management Reports Discrepancy Report Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Select Report: -- Select --

1



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Click the Employee Share Invoice.

The screenshot shows the MAGIC Group Insurance Commission website interface. At the top, there is a navigation bar with links: Benefit Management, Reports (which is the active tab, indicated by a blue background), Discrepancy Report, Admin, Online Forms, Online Forms - Open Cases, and Declined Benefits – Portal. To the right of the navigation bar is the Massachusetts state seal. Below the navigation bar, there is a search bar with the placeholder text "Search MAGIC". Under the search bar, there is a "Select Report:" dropdown menu. The dropdown menu contains the following options:

- Select --
- Select --
- Agency Insured Report - Employee
- Monthly Offline Adjustment Report - Employer
- Monthly Offline Adjustment Report - Employee
- Employee Share Invoice** (This option is highlighted with a blue background and has a yellow circle with the number 1 pointing to it.)
- Offlines Weekly Premium change Report
- Offlines Weekly Premium Reinstatement Report
- Offlines Weekly Survivor Deduction Requests Report
- GASB Report
- Premium For Offline Agency
- LTD Age Change
- Optional Life Age Change



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Select the **Billing Month**.
2. Click **View Report**.
3. Review the **Payment Due Date** and **Amount Due**.
4. Review the Invoice Details.
5. Select a format and click **Export** to save a copy.

The screenshot shows the MAGIC software interface for generating an invoice and adjustment roster report. The report is titled 'Commonwealth of Massachusetts Group Insurance Commission'. The interface includes a 'Billing Month' dropdown (circled 1), a 'View Report' button (circled 2), a 'Select a format' dropdown, and an 'Export' button (circled 5). The report content displays 'Payment is Due' and 'Total Amount Due' for each benefit type. A table at the bottom shows the 'Type', 'No. of Insureds', and 'Employee Share Premium' for categories like Basic Life, Health, Optional Life, LTD, and Total. Arrows numbered 3, 4, and 5 point to the 'Total Amount Due' field, the table, and the 'Export' button respectively.

| Type | No. of Insureds | Employee Share Premium |
|---------------|-----------------|------------------------|
| Basic Life | | |
| Health | | |
| Optional Life | | |
| LTD | | |
| Total | | |



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Click the **Monthly Offline Adjustment Report - Employee**.

MAGIC
Group Insurance Commission

Benefit Management Reports Discrepancy Report Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Select Report: -- Select --
-- Select --
Agency Insured Report - Employee
Monthly Offline Adjustment Report - Employer
Monthly Offline Adjustment Report - Employee
Employee Share Invoice
Offlines Weekly Premium change Report
Offlines Weekly Premium Reinstatement Report
Offlines Weekly Survivor Deduction Requests Report
GASB Report
Premium For Offline Agency
LTD Age Change
Optional Life Age Change



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Select the **As of Date**.
2. Select your **Agency/Division**.
3. Review detailed adjustments for employees.
4. Select a format and click **Export** to save a copy.

MAGIC
Group Insurance Commission

Benefit Management Reports Discrepancy Report Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Select Report: Monthly Offline Adjustment Report - Employee

As Of Date Agency/Division 1 2

View Report

1 2

3 4

Commonwealth of Massachusetts Group Insurance Commission

Roster Adjustment - Employee

| Premium Month | GIC ID | Name | Coverage | Premium (\$) |
|---------------|-------------|-----------------|-------------------------|--------------|
| XX/XXXX | XXX-XX-1235 | Sample Employee | Sample Health Insurance | \$XX.XX |



Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Click the **Agency Insured Report - Employee**.

MAGIC
Group Insurance Commission

Benefit Management Reports Discrepancy Report Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Select Report: -- Select --
-- Select --
Agency Insured Report - Employee
Monthly Offline Adjustment Report - Employer
Monthly Offline Adjustment Report - Employee
Employee Share Invoice
Offlines Weekly Premium change Report
Offlines Weekly Premium Reinstate Report
Offlines Weekly Survivor Deduction Requests Report
GASB Report
Premium For Offline Agency
LTD Age Change
Optional Life Age Change

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Invoice & Adjustment Roster Report in MAGIC (Offline Agencies)

1. Select the **As of Date**.
2. Click **View Report**.
3. Review the detailed report of employee benefits.
4. Select a format and click **Export** to save a copy.

As Of Date 1

View Report

1 of 1 Select a format Export 4

Commonwealth of Massachusetts Group Insurance Commission 2

| GICID | Name | Status | Coverage Descriptions | Premium Due (\$) |
|-------|------|--------|--|------------------------------------|
| | | ACT | LIFE INSURANCE BASIC LIFE (INSURED) WELLPOINT PLUS (INSURED) LIFE INSURANCE OPTIONAL LIFE (INSURED) DISABILITY LTD COVERAGE (INSURED) | \$XX.XX \$XX.XX . \$XX.XX |
| | | | Insured Total | |



Resource Guide (Offline Agencies)

1. Additional new guides have been added to the MAGIC Help Tab.

MAGIC
Group Insurance Commission

Benefit Management Reports Admin Online Forms Online Forms - Open Cases Declined Benefits – Portal

Home

News & Alerts

Group Insurance Commission

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Help

1

Links

[Coordinator Resource Materials](#)

[Employee Assistance Program \(EAP\)](#)

[Mass4You](#)

[Mass4You Financial Tools Available to Help GIC Members](#)



Resource Guide (Offline Agencies)

1. Go to www.Mass.gov/GIC
2. Click **GIC Coordinator Resources**.

The screenshot shows the Mass.gov/GIC website. A yellow circle with the number '1' points to the 'Mass.gov' logo in the top left corner. A blue arrow points from this circle to the 'GIC Coordinator Resources' section on the right side of the page. The 'GIC Coordinator Resources' section is highlighted with a blue border and a yellow circle with the number '2' pointing to it. This section contains a photograph of a man at a desk, a link to 'GIC COORDINATOR RESOURCES +', and a green button labeled 'ENROLL IN OR UPDATE YOUR GIC BENEFITS +'. Other visible sections include 'MyGIC Link' (with a laptop image), 'STATE EMPLOYEE BENEFITS +', 'STATE RETIREE BENEFITS +', 'MUNICIPAL EMPLOYEE & RETIREE BENEFITS +', and a photograph of a group of people.



Resource Guide (Offline Agencies)

1. Click **MyGICLink Toolkit**.

GIC Coordinator Resources

1

| | | |
|--|--|--|
| MyGICLink Toolkit ➔ | MAGIC Toolkit ➔ | Coordinator Training ➔ |
| New Hire Benefits Law Effective July 1, 2024 ➔ | Ordering Brochures ➔ | Requesting Benefit Forms for Members ➔ |
| Hospital List ➔ | GIC Benefit Rates ➔ | |
| Annual Enrollment ➔ | Qualifying Events ➔ | Member Benefit Guides ➔ |
| GIC Glossary ➔ | Frequently Asked Questions ➔ | Additional Coordinator Resources ➔ |



Resource Guide (Offline Agencies)

1. Click **Offline Agency Toolkit**.

TABLE OF CONTENTS

- ⌄ HR/CMS and UMass Toolkit
- ⌄ Municipal Toolkit
- ⌄ Offline Agency Toolkit

1





Resource Guide (Offline Agencies)

1. Click the links to view video samples.
2. Click the links to view samples.

Offline Agency Toolkit

Videos

- [Welcome to the MyGICLink Member Benefits Portal](#)
- [MyGICLink Benefits Demo](#)
- [MyGICLink Dependents Demo](#)
- [MyGICLink Personal Information Demo](#)
- [MyGICLink Qualifying Events Demo](#)
- [MyGICLink Offline Agency Coordinator Training](#)
- [MyGICLink Member Registration Email Sample](#)
- [MyGICLink New Hire Registration Email Sample](#)

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Documents

- [GIC Offline Agency Portal User Guide](#)
- [MyGICLink Offline Agency FAQ](#)
- [MyGICLink Member Registration Email Sample](#)
- [Registration User Guide](#)

2



Resource Guide (Offline Agencies)

1. Sample of the **New Hire Registration email**.

SAMPLE: myGICLink New Hire Registration Email

From: **My GIC Link** <mygiclinkcustomerservice@mass.gov>
Subject: Welcome to MyGICLink, Exceptional member benefits at your fingertips
To: johnsample@test.com

Hi John Sample,

As a new employee you have 21 days from your date of hire to enroll in GIC Benefits. Please log in to myGICLink Self Service Portal today to enroll.

Portal Link: <https://www.mygiclink.com>
Email to register: johnsample@test.com

Your Pin Number is **XXXXXX**

Basic Life and Health - You may apply during the GIC's Annual Enrollment which occurs every Spring for coverage effective July 1.

Optional Life or Long Term Disability - You may apply during the GIC's Annual Enrollment which occurs every Spring for coverage effective July 1.

Dental/Vision - If you are eligible for Coverage during enrollment, you may apply during the GIC's Annual Enrollment which occurs every Spring for coverage effective July 1.

Important: Please use the following instructions when accessing the GIC Member Portal: Google Chrome, Microsoft Edge, Safari, or Firefox.

Thank you for using myGICLink.

Group Insurance Committee of the Commonwealth


myGIClink

Note: All enrollments processed through MyGICLink are subject to GIC's eligibility rules. If you have questions contact the GIC at 617-727-2310. Please do not reply or send documents to this automated email.

SAMPLE



Resource Guide (Offline Agencies)

1. Sample of the State Employee Acknowledgement Form.

 Commonwealth of Massachusetts
Group Insurance Commission

State Employee Acknowledgement Form For GIC Benefits

You are responsible for reviewing your benefit options and making your GIC benefit elections within 21 days of the date of hire on the MyGICLink Member Benefits Portal:

- Basic Life Insurance
- Basic Life & Health Insurance
- Summary of Benefits and Coverage
- Optional Life Insurance
- Long Term Disability (LTD)
- Dental/Vision (if eligible)
- Health Care Spending Account (HCSA)*
- Dependent Care Assistance Program (DCAP)*

* You must enroll in the Flexible Spending Account (FSA) benefit on the FSA administrator's website

I understand that as a new hire I will receive a New Hire Welcome/Registration email from MyGICLinkcustomerservice@mass.gov and I must log in to the MyGICLink Member Benefits Portal to enroll in GIC benefits within 21 days of my date of hire. If I don't receive an email within 10 days of my hire date, I must notify the GIC Coordinator at my workplace so that enrollment forms can be provided to me via GIC Online Forms. By enrolling in GIC basic life or basic life and health insurance, my premiums will be deducted on a pretax basis unless I elect post tax benefits and if I enroll in a GIC health plan, I can't change my health plan until the next Annual Enrollment period. I understand that if I do not elect GIC Basic Life and health within 21 days of hire, my next opportunity to apply for these benefits is during GIC's next Annual Enrollment or within 60 days of a qualifying event.

Name: _____
(Please print)

Signature: _____ Date: _____

*Employee: Return this signed form to your GIC Coordinator.
GIC Coordinator: Give employee a copy of this form and retain original signed form in employee's personnel file. Do not send to the GIC.*



Resource Guide (Offline Agencies)

1. Click New Hire Benefits Law
Effective July 1, 2024

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GIC Coordinator Resources

| | | |
|--|--|--|
| MyGICLink Toolkit → | MAGIC Toolkit → | Coordinator Training → |
| New Hire Benefits Law Effective July 1, 2024 → | Ordering Brochures → | Requesting Benefit Forms for Members → |
| Hospital List → | GIC Benefit Rates → | |
| Annual Enrollment → | Qualifying Events → | Member Benefit Guides → |
| GIC Glossary → | Frequently Asked Questions → | Additional Coordinator Resources → |



Resource Guide (Offline Agencies)

1. Click **Offline Coordinators**.
2. Detailed information for the Reduced Waiting Period Implementation can be found here.

New Hire Benefits Law Pages for GIC Coordinators

The GIC is in regular communication with GIC Coordinators as this project develops. The following pages for each Coordinator type (HR/CMS, Municipal, and Offline) are to inform and instruct coordinators and organizations of any further action necessary to prepare for and implement this important change, including tools and resources, training opportunities, and more.

[HR/CMS
Coordinators ➔](#)

[Municipal
Coordinators ➔](#)

[Offline
Coordinators ➔](#)

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9. Q&A

Questions

Please submit questions at any time during the webinar via the Q&A function. Staff will answer questions in the Q&A function or will answer them live at the end of the training.

Only questions related to the New Hire Reduced Waiting Period (RWP) will be answered during this training.

If you have questions unrelated to
RWP:

Please visit **bit.ly/contactgic** or
call 617-727-2310 between 9 am and 5 pm, Monday - Friday,
and a member of our team will assist you.



MyGICLink Allows GIC Members To:

- View benefits 24/7 throughout the year
- Securely update personal information
- Update benefits during GIC's Annual Enrollment period or when experiencing a qualifying event
- Update dependent(s), if applicable
- Chat with GIC staff, and much more!

Members can find MyGICLink registration instructions and resources on mass.gov/gic

Encourage Members to Register for the MyGICLink Member Benefits Portal

- All state and municipal active employees and retirees with a valid email address on GIC records who are covered by GIC Benefits have access to MyGICLink to view and make changes to their GIC coverage online.
- GIC encourages employees to provide their preferred email address to receive communications and have access the new Member Benefits Portal.

- **[View MyGICLink Promotion Materials on mass.gov/gic:](http://mass.gov/gic)**

Use graphics and copy to let your agency's GIC members know about the fastest and most efficient way to manage their GIC benefits, MyGICLink.



Commonwealth of Massachusetts
Group Insurance Commission

Thank You



Mass.gov/GIC



[@MassGIC](https://twitter.com/MassGIC)



[MA Group Insurance Commission](https://www.youtube.com/MAGroupInsuranceCommission)



[Group Insurance Commission](https://www.linkedin.com/company/group-insurance-commission)



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