

Quick Reference Guide for RWAM Plan Administrators

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Important: Plan Member Changes

All changes, including enrolments and terminations, must be completed within 31 days of the effective date of change. If it is more than 31 days from the effective date, you will not be able to save the change. Please contact your RWAM Administration team for assistance at csr-groupadmin@rwam.com.

Getting Started

■ Sign In

Visit www.rwam.com and click on Administrator Sign In or go directly to planadministrator.rwam.com. Enter your 12-digit User ID and password. If you do not have login credentials, please contact RWAM's online support team at onlineadmin@rwam.com.

When signing in for the first time, follow the instructions provided to you in your email received from RWAM.

■ Forgot Password

To reset your password, enter your 12-digit User ID number that was assigned to you for RWAM Plan Administrator Services. An email containing instructions to change your password will be sent to the address on file. The RWAM Plan Administrator Services website does not provide access to employees' confidential claims information.

■ Resources

Once you are logged in on the RWAM Plan Administrators Services website, you can find a list of helpful resources by clicking the resource book icon at the top right corner of the home page. Resources include links to instructional videos and documents, the RWAM Administration Manual, the Occupation Code Breakdown and more.

Add Employee

1. Select Add New Certificate under Quick Links on the left side of the page.
2. Select the appropriate group, division and class, and click Next.
3. Enter the information requested.
4. If you wish to send the form to the employee for completion and e-signature, enter all of the fields on the first page of the new certificate, then click "Send Form For Signing" at the bottom right of the page. Choose "Enrolment" and click "Send." A draft certificate will be saved automatically.
5. When you receive the completed form by email, click the link to open the form, print it, and return to the draft certificate online.
6. Enter the information requested, using the signed enrolment form.
 - Note: You **must** complete the entire enrolment and click "Save Certificate" to complete the enrolment.
7. A certificate number and message, "Certificate saved successfully," will appear when you complete the required information on all of the screens. You are not finished until you see "Certificate Saved Successfully" and record the provided certificate number on the enrolment form.
8. At this time, a Welcome Letter, containing a copy of the RWAM OneCard, will be sent to the employee by email.

NOTE: The original signed enrolment form must be retained on file as the insurer will request it at the time of a claim.

Waive Waiting Period

If you wish to waive the waiting period for an employee, you must complete the enrolment within 31 days of the first day of full-time work. When you enter the full-time date on the first page of the enrolment form, you will see an option to waive the waiting period. When you click the check box, the status date will change to match the first day of full-time work.

Terminate Employee

1. Enter the employee's certificate number or last name in the search box. Click "Go" and click the employee's name.
2. Click "Terminate" in the dropdown action box located in the bottom left corner.
3. Complete the Termination Checklist.
4. Click "Save Certificate."
5. A confirmation will appear in red.
6. Verify that the certificate was saved successfully.

Transfer Employee

1. Enter the employee's certificate number or last name in the search box. Click "Go" and click the employee's name.
2. Click "Transfer" in the dropdown action box located in the bottom left corner.
3. Choose the new group, division and/or class to which the employee will be transferring.
4. Enter the effective date of the transfer. Click "Transfer."
5. A new certificate number will be assigned to the employee and will appear on screen.
6. New RWAM OneCard(s) will automatically be ordered. You may wish to go to the Welcome Letter/OneCard page on the employee's certificate and email a copy of the new RWAM OneCard.

Print RWAM OneCard

1. Enter the employee's certificate number or last name in the search box. Click "Go" and click the employee's name.
2. Select the OneCard tab and print, email or order a RWAM OneCard or Welcome Letter.

NOTE: The wildcard search can be used by entering the first letter of a surname and an asterisk (*) in the search box.

Reinstate Employee

NOTE: Coverage must always be reinstated under the previous certificate number, regardless of amount of time that the employee has been terminated.

1. Enter the employee's certificate number or last name in the search box. Click "Go" and click the employee's name.
2. Check box to include terminated employees if certificate number is not entered. Select the employee to be reinstated.
3. Click "Reinstate" in the dropdown action box located in the bottom left corner.
4. Enter the date the employee returned to work and new earnings and hours worked per week, then click "Save Certificate."
5. Any applicable waiting period will be added if the employee had been terminated more than six months previous.
6. Complete any additional updates from the new enrolment form and click "Save Certificate."
7. If you wish to send the form to the employee electronically, click "Send Form for Signing" in the bottom right. Select the check box for reinstatement and click "Yes" to proceed.
8. When you receive an email with the signed enrolment form, click the link in the email and print the form, then return to the saved certificate to make any updates.
 - You must click "Save Certificate" to complete the reinstatement.
9. Select the OneCard tab and print, email or order a RWAM OneCard.

Add Dependent

1. Enter the employee's certificate number or last name in the search box. Click "Go" and select the employee's name.
2. Select the Dependents tab and add the dependent's information.
3. If applicable, coverage will be automatically changed on the Benefits/Coverage tab.
4. Update the effective date as prompted on the Benefits/Coverage tab. Click "Save Certificate."
5. Select the OneCard tab and print, email or order a RWAM OneCard.

Reinstate Dependent

NOTE: A terminated dependent cannot be reinstated.

Please send a completed [Change in Status form](#) to your RWAM Administration team for assistance at csr-groupadmin@rwam.com.

Terminate Dependent

1. Enter the employee's certificate number or last name in the search box. Click "Go" and select the employee's name.
2. Select the dependents tab and then change the dependent's status to terminated. Under status date enter the date the dependent is no longer eligible.
 - If the last active dependent is being terminated, coverage will be changed to single on the Benefits/Coverage tab.
3. If applicable, update the effective date on the Benefits/Coverage tab.
4. Click "Save Certificate."
5. Select the OneCard tab and print, email or order a RWAM OneCard.

Benefit Booklets

Employee benefit booklets can be viewed and saved for each applicable division or class.

Monthly Billings

Billings are automatically emailed each month in a PDF format. The Excel version of your billing is available under the Monthly Billing tab. Select the applicable group from the dropdown action menu, and click "Download Report." Clicking "Return" will take you back the homepage.

Mass Wage Update

Mass Wage Update can be used to update multiple employees' wages at once. Select the correct group, division, and class then click "Search" to begin. A frequency of annually, bi-monthly or weekly must be chosen.

NOTE: If you do not choose a frequency before entering the new wages, no changes will be saved.

Reports

Benefit Confirmation Report

This report is a summary of an employee's benefits. This is also available on the RWAM Plan Member Services website.


Certificate Listing Report

This report lists all of your insured employees. Earnings and terminated employees can also be included. An individual employee can be chosen from this list to make changes/ terminate coverage.


Signature Pending List

This report shows outstanding enrolment forms that require a signature. This signed document can be valid if no other signed enrolment form exists.


RWAM Admin Manual

Full details on how to administrate and maintain your group insurance plan using the RWAM Plan Administrator Services website can be found in your Admin Manual. Find links and tutorials at planadministrator.rwam.com/resources or by clicking the resource book icon  at the top right corner of the home page.

RWAM Tutorials

Visit our resource page to find tutorial videos and PDF documents with step-by-step instructions and visuals to assist you with administering and maintaining your group insurance plan. Tutorials are available on the resource book button  located on the right hand side of the menu or find it directly by visiting planadministrator.rwam.com/resources.

RWAM Youtube

Visit our Youtube Channel to find tutorial videos with step-by-step instructions and visuals to assist you with administering and maintaining your group insurance plan. Visit our [RWAM Youtube Channel](#). Find tutorial links and additional resources at planadministrator.rwam.com/resources or by clicking the resource book icon  at the top right corner of the home page.

Contact RWAM for Assistance

Contact RWAM Group Administration for assistance or answers to your questions about the RWAM Plan Administrator Services website.

RWAM Group Administration: csr-groupadmin@rwam.com

RWAM Business Client Support: csr-businessclientsupport@rwam.com

RWAM Group Claims: web-groupclaims@rwam.com

RWAM Disability Management: csr-disability@rwam.com

RWAM Group Life Claims: csr-groupadmin@rwam.com

RWAM Disability Management: csr-disability@rwam.com