

# Terminating an Employee

Group insurance ceases at midnight on the employee's last day of employment. Coverage does not continue until the end of the month, regardless of premium payment already remitted for the month of termination.

Notify RWAM immediately upon termination of an employee's employment. This avoids ineligible payment of claims, and enables RWAM to inactivate benefit cards.

**NOTE:** Some benefits may offer conversion privileges, please reach out to RWAM at [csr-groupadmin@rwam.com](mailto:csr-groupadmin@rwam.com) if you have any questions or need assistance.

→ To begin, log into your Plan Administrator Account at:

<https://planadministrator.rwam.com>

## STEP 1

- Using the search bar on the left side of the screen, enter the terminated employee's certificate number or last name.
- Click Go.

## STEP 2

- Click on the employee's name.
  - This will take you to their plan details / certificate information.



All changes, including enrolments and terminations, must be done **within 31 days** of the effective date of the change.

Plan Administrator Services

Welcome

Search

Certificate # or Surname

(Use \* as wildcard)

999999

Group #

Go

WELCOME TO RWAM PLAN ADMINISTRATOR SERVICES

To view, change or transfer an existing Certificate, please enter a Certificate # or Surname. To create a new Certificate, click on the 'Add New Certificate' option to the left.

Attention - New changes to this web site now allow you to send an enrolment! send the form to the employee to fill in personal information and provide an e-signature. Once the first page of the certificate is completed, the "send" button at the bottom of the form will be available.

Quick Links

Add New Certificate

Certificate Search Results

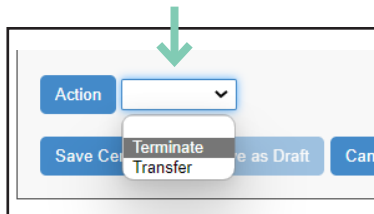
SEARCH RESULTS - 1 CERTIFICATES FOUND FOR "TUDOR".

Show Terminated Displaying results 1 to 1.

Name	Birth Date	Cert. #	Group #	Status	Status Date
<a href="#">KENNETH TUDOR</a>	19601023	1111111	999999	Active	20221214

### STEP 3

- On the Certificate Information page you will see a drop down menu labeled "Action".
- Select "Terminate".



A screenshot of the 'Certificate Information' page for Kenneth Tudor. The page shows employee details such as Surname (TUDDOR), First Name (KENNETH), Date of Birth (19601023), and Status (Active). At the bottom, there is an 'Action' dropdown menu with a green arrow pointing to it, and buttons for 'Save Certificate', 'Save as Draft', and 'Cancel'.

### STEP 4

- Complete the termination checklist.

A screenshot of the 'Termination Checklist' section. It contains six numbered questions with radio button options for 'Yes' or 'No'. Question 1 asks for the 'Date of Termination' (YYYYMMDD). Question 2 asks if employment has been terminated or hours reduced below minimum requirements. Question 3 asks if the termination date is the last day worked. Question 4 asks if the employee is off work due to illness or injury. Question 5 asks if the termination is due to a layoff, with a sub-question about a commitment to return to work. Question 6 asks if severance is being offered. A note at the bottom states: 'Please note: Employees may be able to convert some of their benefits to individual coverage. They may contact RWAM directly.' Buttons for 'Save Certificate' and 'Cancel' are at the bottom.

**Helpful Hint**  
 If terminating an employee prior to the effective date of coverage (waiting period not met), please use the effective date of coverage as the effective date of termination.

**Note:** If you wish to continue benefits due to a severance, please contact your RWAM Administration team at [csr-groupadmin@rwam.com](mailto:csr-groupadmin@rwam.com) with the termination details for this employee for assistance. If applicable, benefits may be extended.

### STEP 5

- Click "Save Certificate" to complete the termination process.

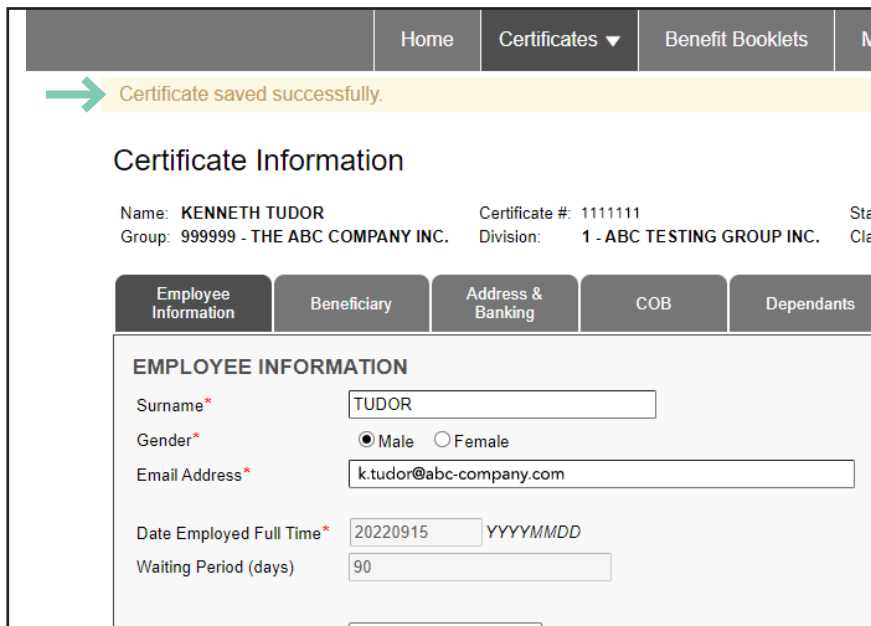


## STEP 6

- If you have saved successfully, you will see a notification stating you have been successful.

## Congratulations!

You have successfully completed terminating an employee in the Plan Administrator Services website.



Home Certificates Benefit Booklets M

→ Certificate saved successfully.

### Certificate Information

Name: **KENNETH TUDOR** Certificate #: 11111111 Sta  
Group: 999999 - THE ABC COMPANY INC. Division: 1 - ABC TESTING GROUP INC. Cla

Employee Information	Beneficiary	Address & Banking	COB	Dependants
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#### EMPLOYEE INFORMATION

Surname\* TUDOR

Gender\*  Male  Female

Email Address\* k.tudor@abc-company.com

Date Employed Full Time\* 20220915 YYYYMMDD

Waiting Period (days) 90



### Helpful Hint

Need more information or clarification on terms like Date of Coverage or Severance? You can find tutorials and resources like the "Plan Administrators Manual" by visiting: [planadministrator.rwam.com/resources](https://planadministrator.rwam.com/resources)



benefits at work for you

**RWAM**  
INSURANCE ADMINISTRATORS INC.