

New inquiry type being added to the GBCCC Utilization Report on our Plan Sponsor Services website

Effective February 27, 2010, we have updated the Group Benefits Customer Care Centre (GBCCC) Utilization Report to include a new inquiry type – “Member Info”.

What is it?


The GBCCC Utilization Report (available on our Plan Sponsor Services website under Group Benefits Reporting) captures information about why individuals contact the call centre, and is based on information gathered during each call to the GBCCC.

What’s changing?

As of February 27, the inquiry type “Member Info” will appear when the report is generated. Here are some examples of questions that are classified as a “member info inquiry”:

- How do I add a dependant?
- What is my policy/certificate number?
- How do I submit a claim?
- What is my benefit year?

This change will provide you with more in-depth information about what types of calls are coming into the GBCCC based on each contract.

 Group Benefits Customer Care Centre Utilization January 1, 2009 to December 31, 2009 ABC Company Contract Number: 012345 Summary						
Caller Type	Claim Inquiry	Coverage Inquiry	Internet Support Inquiry	Member Info Inquiry	Total Inquiries	
Administrator	1	1	0	0	2	
Financial Institution	1	0	0	0	1	
Member	11	1	1	2	15	
Spouse	3	1	0	0	4	
Total Number of Service Requests	16	3	1	2	22	

What does this mean?

Beginning February 27, all “Member Info” inquiries that have been received in the call centre since **2004** will be reflected in the ‘Total Number of Service Requests’ listed on each report. It may appear as though there was an increase of inquiries but please be aware that it is only a historical update.

Questions?

Please contact your Sun Life Financial group representative.