

Date: June 28, 2011

To: All Benefit Administrators

From: Ursula Wiesner, Coordinator, Member Relations and Administration

Re: **Health Association Nova Scotia – Forms**

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Group Benefits Solutions is using an electronic document management system. For documents to be processed successfully, the following has to be taken into consideration:

- Forms are designed to be printed duplex (back-to-back) as it enables us to ensure that plan member forms are accurate and complete, it also ensures the signature is on the original document.
- Forms have to be printed on the paper size specified. There are strict criteria in place for our benefits administration system to read documents. Our system learns where to find information on the forms, eg. the SIN is located at a specific coordinate on the form. You will have noticed that some forms have bar codes, the bar codes have to be kept at their original size. So, if you print a legal form on letter size paper it adjusts the locations of information on the form and shrinks the bar code.
- Where possible, please print on white paper.
- If you are sending in original forms, please do not fax the same information. Faxing does not mean that the document will be processed faster, rather, the duplicate slows down the process.
- As you require forms, please print them from the web, this ensures you are using the most current and up-to-date version.

Please note, if the above does not happen, then it delays the processing of plan member information, and it may also result in us having to return documents to you.

Your assistance is greatly appreciated.

If you have further questions or concerns, please do not hesitate to contact us.