



SHEPPNews

FALL 2017

PARTICIPATING EMPLOYER NEWSLETTER

How Secure Mail is Improving Member Privacy Protection

Last fall, SHEPP launched an upgraded pension administration system and completely revamped **SHEPPWeb** in order to improve service to members and employers. Because SHEPP often deals with private information, the decision was made to include Secure Mail in those upgrades to strengthen the security of our members' information.

Our previous method for transferring information was to send encrypted files to employers via email. Emailing in general requires that data be sent from the sender, to third party email servers, and then to the recipient. Secure Mail improves our method of securely transferring files by removing third party involvement. All data is uploaded to the **SHEPPWeb** database and accessed only by those who have been granted permission to view it. Members' private information never leaves SHEPP's secure digital ecosystem.

There are other security measures that Secure Mail offers too. Unlike an email inbox, messages and attachments cannot be stored in the Secure Mailbox and are removed once a reply has been sent. This helps reduce the possibility of an unauthorised individual seeing large stores of private information. Also, because SHEPP requires employers to register authorised users, we have better control over who has access to member information.

While the introduction of Secure Mail has meant a change in workflow, we appreciate the effort all employers have made to adapt to this new file transfer system. SHEPP takes seriously its responsibility to protect members' private information, and we believe it is a vast improvement in our information security.

Suggestions for Secure Mail Workflow

We surveyed some participating employers to see how they are using Secure Mail. Here are their suggestions.

DESIGNATE A "POINT PERSON" TO HANDLE SECURE MAIL.

Makes it easier to keep track of what's coming in and going out of the Secure Mailbox.

KEEP A SECURE SHEPP FOLDER TO STORE INFORMATION.

Ensures payroll staff can access important information when they need it.

USE SUBFOLDERS TO ORGANISE INFORMATION.

Helps ensure important inquiries, directives and information aren't missed.

NEW SHEPPWeb PORTALS NOW AVAILABLE

SHEPP has launched two all new **SHEPPWeb** portals that give pensioners and deferred members access to tools previously only available for active members. These members are now able to log in and view important statements, update personal information and learn more about their pension instantly.



Current active SHEPP members who are retiring or terminating with a deferred SHEPP pension are able to login to **SHEPPWeb** using the same login information they used for their active member account. Other members who are currently retired or receiving a deferred pension have received a letter in the mail with their new login credentials.

PLAN MEMBER FTE AUDIT COMPLETE

SHEPP has completed its audit of Plan member FTE counts and provided the results to employers. We encourage you to check for any members that may have their hours coded improperly to avoid overpayments in contributions. Please check the Employer Directives section on **SHEPPWeb** for more information on member FTE counts.



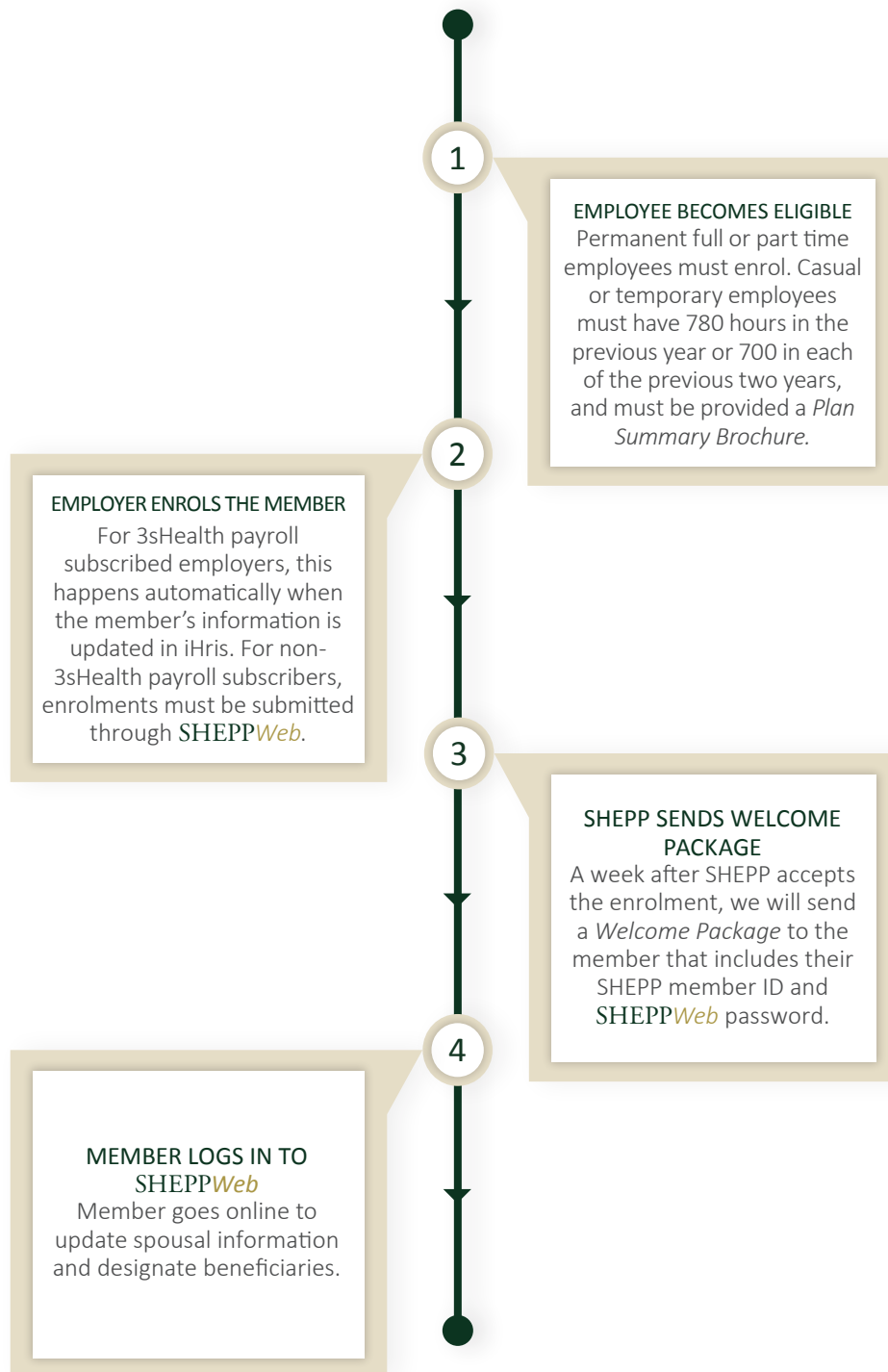
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Enrolment Process Timeline

As bit of a reminder on the process for enrolling new members, SHEPP has created a timeline guide that summarises the enrolment process in four main steps. For further details on the enrolment process, refer to the *Employer Administration* manual available on [SHEPPWeb](#).



BOOK A PENSION INFORMATION SESSION TODAY

SHEPP is committed to providing our members with the pension information needed to plan for retirement and does so through pension presentations across the province. These information sessions provide a general overview of the Plan and more specific information regarding members' pension benefits.

If you are interested in scheduling a presentation please contact:

Marilyn Leier
Administrative Officer
Email: mleier@shepp.ca
Phone: 306.751.8564



TAKE ADVANTAGE OF THE PRE-ANNUAL MEASUREMENT

Once again, SHEPP would like to encourage employers to take advantage of 3sHealth's pre-annual measurement, which allows employers to determine who is eligible to join SHEPP before January 1.

Acting on the annual measurement early allows employers to begin enrolling eligible members early—before they need to begin making contributions. This means the new members will receive the credited service they are entitled to starting in January, and cuts down on the amount of current year arrears processing that employers need to do in the new year. In short, it helps to reduce paperwork and ensures that new members are receiving the benefit they are entitled to. Watch for a directive from 3sHealth for more information.

