## Frequently Asked Questions (FAQ)

**Bank Account Information** 

Benefit Year (BY) Closeout

**CGDP Portal** 

Disputes

Enrollment

**Payments** 

**Quarterly Invoices** 

**System Access Information** 

Training

## As a Sponsor, how do I change the Point of Contact for the CGDP mailbox?

Answer:

Send the TPA a PDF document on company letterhead via email stating the current Point of Contact is no longer valid and provides the contact information for the new Point of Contact. The TPA will then disable the mailbox and the Sponsor will need to complete a CGDP Online Registration Form and mail the signed original. Once the TPA receives the form, we will enable the account.

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