What is a Dependent Eligibility Verification Audit?
A Dependent Eligibility Verification Audit verifies the eligibility of dependents to receive health insurance benefits and removes those who are not qualified for coverage. This process helps control healthcare costs by ensuring that only eligible dependents are enrolled in the health insurance plan.

How was I selected for the Dependent Eligibility Verification Audit?
All employees with dependents on the health plan are required to go through this dependent eligibility audit process.

What happens if I do not complete the Dependent Eligibility Verification Audit?
Any dependent who is not verified through this process by the deadline will be dropped from the health insurance plan. You will be notified in writing if your dependents are removed from coverage. The next scheduled opportunity you would have to add your dependent back to the health plan, if they gain eligibility, would be during the next annual open enrollment period, OR within 30 days of a Qualified Change in Status event, such as a marriage, birth, death, divorce or other defined life status change event(s).

Can I add dependents during this Dependent Eligibility Verification Audit Process?
No. Your task is to verify only the dependents listed on website. Adding dependents can only occur during the new hire, life event, or open enrollment processes, and must be done through official Human Resources procedures.

Can I change any personal data that is incorrect?
Yes, you may be able to update some information on your dependents. Any updates you make will be checked against verification documents you submit. To change information about yourself, please contact your Human Resources representative. It is your responsibility to keep these records up to date.

I've already provided my child’s birth certificate and my marriage certificate to HR. Why do I have to do it again? Can the HR office provide it for me?
All eligible dependents must be verified to remain on the health insurance plan. You are responsible for your own document submission.

Who is doing the audit?
We have contracted with Impact Interactive, an independent healthcare audit firm, to collect answers to audit questions and legal/official verification documents.

Are original documents required?
Only COPIES of documents are requested for dependent verification purposes. Black out information such as financial figures, account numbers, and routing numbers which are not needed for dependent verification purposes.
The health plan has claims information on my baby born last month. Why do I need to submit my baby's birth certificate now?
All eligible dependents must be verified to remain on the medical plan. A health insurance claim is not the same as a legal document, such as a birth certificate, to establish eligibility for the medical plan.

Who should I call if I have a question that is not answered here?
Please contact the Dependent Eligibility Center at 1-866-691-6551. Operating hours are Monday through Thursday, 8:00 AM to 7:00 PM, Eastern Time, and Friday, 8:00 AM to 5:00 PM, Eastern Time.