



## DEPENDENT ELIGIBILITY VERIFICATION (DEV) FREQUENTLY ASKED QUESTIONS

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### CONTACT INFORMATION FOR HEALTH MANAGEMENT SYSTEMS (HMS)

**AuditOS.com:** Website for information and to upload verification form and documents  
**(866) 365-7285:** Call Center for questions and assistance from 5 a.m. to 8 p.m. PT, Monday-Friday  
**(877) 223-8478:** Fax number to send verification form and documents

### PROGRAM DEADLINE

**The County has completed the DEV program.** More than 98% of employees with dependents participated. However, a small number did not provide documentation for all their dependents during the program. Those dependents lost coverage as of September 1, 2015. Employees who wish to restore coverage for their dependents should:

- **Call HMS immediately at (866) 365-7285 from 5 a.m. to 8 p.m. PT, Monday-Friday. HMS will walk employees through what is required to complete a dependent's verification.**
- **Upload ([www.AuditOS.com](http://www.AuditOS.com)) or fax (877-223-8478) the required documents to HMS by September 30, 2015.**
- Call HMS in two business days to ensure that the documents have been applied to the employees' records. HMS will not contact employees to alert them of any missing documents.
- In some cases, DHR will have to bill employees for their portion of healthcare premiums and employees must return payment before coverages can be restored.

Employees who do not complete the verification of dependents before September 30, 2015 may be able to restore their coverage, but they will experience a lapse in coverage. Please note that during annual benefits enrollment, if you add a dependent who was removed through the verification process, you will be required to provide documentation to verify your current relationship status.

### PROGRAM BACKGROUND

#### **Q1. Why is the County of Los Angeles conducting a Dependent Eligibility Verification (DEV) program?**

The County of Los Angeles (County) is sensitive to the rising costs of health care for its employees. Removing ineligible dependents from coverage will help the County control health care costs and promote the sustainability of its health benefits.

#### **Q2. Who is conducting the DEV program?**

The County has contracted with Health Management Systems, Inc. (HMS), an independent firm that specializes in verification services. HMS has reviewed verification documentation for millions of dependents for some of the largest employers in the United States. HMS maintains the highest level of encryption available for civilian use. All physical and electronic documents will be destroyed by HMS before the end of 2015 and will provide a legally binding certification of destruction to the County.

#### **Q3. Who IS required to participate in the DEV program?**

- All County employees who have spouses, domestic partners, and/or child(ren) enrolled in the County's health benefits prior to January 1, 2014.
- Anyone who received a packet from HMS has some action to take for the DEV. Employees who are unclear on what action to take should contact HMS. Contact information is in the upper left of this document.
- **County employees who have a spouse or domestic partner shown as "Verified" on the Verification Form, must still provide a document showing proof of an ongoing relationship; however they are not required to provide a marriage certificate or domestic partner declaration.**

**Q3a. If my official documents (birth/marriage) were on file with registrar/recorder, will I still receive a DEV packet?**

- To make the DEV more convenient for County employees, DHR partnered with Registrar-Recorder/County Clerk to verify as many marriage and birth certificates as possible. This search, which had to return a perfect name and birthdate match, only applied to births and marriages recorded in the County. Matches were shown on the DEV Verification Form as “Verified.”
- Employees covering only children who matched with the Registrar-Recorder did not receive a packet. Instead, they received a letter telling them they did not have to participate in the DEV.
- Employees whose spouses show as **“Verified” on the Verification Form, must still provide a document showing proof of an ongoing relationship; however they are not required to provide marriage certificates.**

**Q4. When should I have received a DEV packet?**

On June 1, 2015, HMS mailed a packet to County employees participating in the DEV program. **All employees who were sent a packet should have received it by June 12, 2015.** If you feel you should have received a packet (you can refer to Q3 and Q6 to verify you should have received a packet), contact HMS as shown in Q5 below.

**Q5. What if I did not receive a DEV packet?**

- Call HMS at (866) 365-7285 from 5 a.m. to 8 p.m. PT, Monday-Friday, or
- Visit HMS online at [www.AuditOs.com](http://www.AuditOs.com) to download a duplicate packet. You will need your Reference Number to access the system. Click on ‘I lost my reference number’ link. Enter your date of birth, street number of your address, zip code, security text, and click on the submit button.

**Q6. Who is NOT required to participate in the DEV program?**

- County employees who have no dependents
- County employees who have dependents but do not cover them on either their medical or dental coverage (These dependents are not listed on the Verification Form and do not require verification.)
- County employees who have only child(ren) enrolled in the health benefits and the dependents were verified. (Employees will not receive a packet.)

**SUPPORTING DOCUMENTATION**

**Q7. What if I do not have a copy of my dependent’s birth certificate or marriage certificate?**

You may obtain a copy of the birth or marriage certificate by visiting the National Center for Health Statistics website at [www.cdc.gov/nchs/w2w.htm](http://www.cdc.gov/nchs/w2w.htm) or with [www.vitalrec.com](http://www.vitalrec.com) or your local county offices. If you are having difficulties obtaining a copy of the birth or marriage certificate, call HMS at 1-866-365-7285, Monday – Friday, 5 a.m. to 8 p.m. Pacific Time.

**Q8. What if I do not have a copy of my Declaration of Domestic Partnership form?**

You must complete and submit a new County of Los Angeles Declaration of Domestic Partnership form which is available online at [www.AuditOS.com](http://www.AuditOS.com) or obtain a copy of your State of California (or other state) Declaration of Domestic Partnership form, whichever is applicable to you.

**Q9. What will happen if I do not submit all required documents by the verification deadline?**

If you do not submit all required documentation for your dependent(s) by the **August 4, 2015** deadline, your dependent(s) will be removed from coverage as soon as administratively possible.

**Q10. What should I do if I realize that one of my listed dependents is no longer eligible?**

Mark an “X” in the No box on the Verification Form and write “Remove” beside that dependent's name to indicate that the dependent should be dropped from coverage. Removing ineligible dependents will not result in any cost to you. On April 14, 2015, the Board of Supervisors approved an amnesty from discipline and for premiums paid for ineligible dependents for the duration of the DEV program.

**Q11. I have an ineligible dependent who is currently receiving health treatment. How can I prevent a lapse in health coverage for my dependent?**

There are resources available that can help you obtain individual health insurance for your ineligible dependent(s). We suggest that you visit the U.S. Department of Health & Human Services website at [www.healthcare.gov](http://www.healthcare.gov) or Covered California at [www.coveredca.com](http://www.coveredca.com).

**ENROLLMENT SCENARIOS**

**Q12. I have a child who will turn age 26 during the DEV process and I don't see my child's name listed on the Verification Form. What should I do?**

HMS is not requiring documentation for any child whose 26<sup>th</sup> birthdate falls on May 1, 2015 through August 31, 2015. The County will automatically remove your child from coverage the first of the month following the day the child turns age 26.

**Q13. I have a dependent that I need to remove from my health plan due to a qualifying life event during this DEV process. What should I do?**

If you need to remove a dependent because of a qualified change in status or "life event" (e.g. recent divorce/end of domestic partnership, dependent obtains other group coverage), log on to the County's enrollment website at [mylacountybenefits.com](http://mylacountybenefits.com) to complete a life event or call your departmental personnel office for assistance. When you remove a dependent from coverage due to divorce or end of a domestic partner relationship, the dependent may be eligible for continuation of coverage under COBRA.

**Q14. Can I add an eligible dependent that is not listed on the Verification Form?**

No. You cannot add eligible dependents as part of this DEV process. If you have a qualified change in status or "life event" (e.g. birth of a child, recent adoption, or marriage), log on to the County's enrollment website at [mylacountybenefits.com](http://mylacountybenefits.com) to complete a life event enrollment or call your departmental personnel office for assistance. You have 90 days from a qualifying event to enroll a dependent.

**SUBMITTING INFORMATION**

**Q15. Can I provide my documents using [mylacountybenefits.com](http://mylacountybenefits.com) or give them to my departmental personnel office?**

No. If you do so, your documents will not be forwarded to HMS and your dependents will not be verified. The only way to ensure that all documents are logged appropriately and eligibility of your dependents is verified is to submit your supporting documentation to HMS. If you have questions about this program or how to submit your documents, call HMS at 1-866-365-7285, Monday – Friday, 5 a.m. to 8 p.m. Pacific Time.

**Q16. How will I know if my information has been accepted and my dependents are verified?**

Once your documentation has been received by HMS, you may check the status of each of your dependents by logging on to [www.AuditOS.com](http://www.AuditOS.com). In addition, HMS will send a written communication to you when you have completed the process. HMS will also notify you if you must provide additional documentation in order to maintain insurance coverage for your dependent(s). Ultimately, it is your responsibility to ensure that your documents are successfully received.

**Q17. I prefer email communications rather than mailed letters. Can I elect to receive follow up communications about the verification process through email instead?**

Yes. To receive all future communications electronically, please go to the "My Account" tab at [www.AuditOS.com](http://www.AuditOS.com) and enter your email address in the "My Information" section. Once you validate your email address is correct, you will be prompted to log back on the site where you may select the "Enable Paperless" button to activate electronic communications.