1. **Why is the University of Toledo conducting a Dependent Eligibility Verification Assessment (DEVA)?**

The DEVA initiative will help the University better understand the demographics of the population of employees’ eligible dependents (spouse, registered domestic partner, and/or children) covered by a UT health plan to ensure that the health benefit programs offered by The University of Toledo meet the needs of its employees and their eligible dependents.

The dependent eligibility verification assessment is important for the University in order to continue offering employees competitive, quality benefits that meet their needs and those of their eligible dependents. It ensures that employees are not missing benefits for eligible dependents or paying premiums for dependents they no longer wish to cover.

The assessment also ensures that the University is properly exercising its fiduciary responsibility in the administration of its self-funded health care programs and is in compliance with eligibility requirements as outlined in the summary plan description documents.

2. **Who is HMS Employer Solutions (HMS) and why is it necessary to use an outside vendor for the assessment initiative?**

To ensure the impartiality of the assessment initiative and the privacy of UT employees, the University has contracted with HMS Employer Solutions, an independent organization, to collect and review documentation that employees will be required to provide for dependents enrolled in any university-sponsored plan. HMS Employer Solutions is the vendor of choice used by many of the Ohio universities conducting similar dependent verification assessments over recent years.

HMS Employer Solutions is a leader in conducting dependent verifications and has successfully completed more than 1,400 dependent eligibility verifications over the past 10 years (verifying more than 4.5 million dependents to date). HMS’s client list includes 200 educational institutions, 150 hospitals, 45+ union groups, numerous public entities and U.S. states, 40+ Fortune 500 companies, and employers of all sizes across multiple industries.

3. **What are the acceptable documents for verification?**

Acceptable documents for verification include:
**For Spouse / Registered Domestic Partner Verification:**

- Marriage Certificate (showing date of marriage) **AND**
- Additional documents are required to verify current state of the relationship. Examples of acceptable documents include current bill or bank statement with spouse’s or registered domestic partner’s name OR separate names at same address within past 60 days, OR prior years 1040 tax return, *(When submitting tax documentation, only the top portion which includes the names of the employee, spouse, and any dependent child(ren) is required. Please mark out social security numbers, as well as any income information.)*
- Spousal Affidavit

**For Dependent Children Verification:**

- Birth Certificate (with parents names)
- Adoption Certificate
- Divorce Decree or other court document with parent’s names of dependent children
- Legal Guardianship with court documents
- For disabled dependents over the age of 26, will need prior year 1040 tax return to show dependent(s)

4. **The required documentation contains sensitive information. Is this process secure?**

Protecting personal information is a top priority for both The University of Toledo and HMS. HMS uses a proprietary and secure technology platform built specifically to conduct and administer dependent eligibility verifications.

HMS meets all of the professional and legal standards associated with providing service to employers and organizations, including the Health Insurance Portability and Accountability Act (HIPAA), Employee Retirement Income Security Act (ERISA), and disposal rules as enforced by the Federal Trade Commission. In addition, every employee of HMS submits to a thorough and multi-tiered background check. Only HMS employees directly involved in The University of Toledo Dependent Eligibility Verification Assessment initiative will have access to the submitted documents.

A trusted steward of healthcare data, HMS is HITRUST-certified and is the only provider of Dependent Eligibility Verification services exclusively endorsed by the American Association of School Administrators (AASA) and the American Hospital Association (AHA). HMS has successfully partnered with the University of Cincinnati, The University of Akron, Wright State University, Ball State University and Wittenberg University in the completion of their dependent verification assessment activities.

In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Dependent Eligibility Verification Assessment initiative is stored, processed, and protected by physical, electronic, and procedural safeguards.

All documents are securely stored for six months following completion of the verification initiative. Upon expiration of the retention period, all documents and electronic files will be securely destroyed by HMS, and a Certificate of Destruction will be supplied to The University of Toledo. **Please note that submitted documents provided will NOT be returned to employees.**
5. **Do I need to send original documents?**

   **Please do not send original documents; a copy is sufficient and appropriate.** If the document is two-sided or has multiple pages, ensure copies are made all pages and both sides of the page.

   Employees are strongly encouraged to begin collecting the documentation needed for the eligible dependents they wish to cover as soon as possible.

6. **If there are fees associated with acquiring copies of the required documents, will HMS or The University of Toledo pay the cost of obtaining my documents?**

   No. Employees are responsible for any costs associated with obtaining required documents for verification purposes.

7. **Where do I go for more information regarding the Dependent Eligibility Verification Assessment initiative?**

   We will continue to provide regular updates on the Dependent Eligibility Verification Assessment initiative.

   In early September, 2016, employees will receive direct communication from HMS Employer Solutions detailing the Dependent Eligibility Verification Assessment process. Notification letters will be sent to employees’ home addresses so it is important to maintain updated contact information in the myUT portal. Address information can be updated on the Employee tab in the portal.

   Prior to the start of the DEVA initiative in September, questions should be directed to the University’s Human Resources and Talent Development benefits office at benefits@utoledo.edu.

8. **What happens if I do not submit all required documents by the verification deadline?**

   If you do not submit the required documentation for your covered dependents by the end of the Dependent Eligibility Verification Assessment initiative, your dependent(s) will be removed from the University’s health benefit programs.

   Additionally, the University reserves the right to recover costs paid during the period of time that an ineligible dependent was covered.

9. **May I provide my required documents to the Human Resources Department?**

   No. Human Resources will not be collecting the required documents and will not be able to forward your documents to HMS on your behalf.
10. **Can an exception be granted to allow my ineligible dependent(s) to stay covered?**

   No. Only dependents that currently satisfy the health care plan’s eligibility definition can remain covered.

   If an otherwise eligible dependent is no longer eligible because of a “qualifying event,” (e.g., divorce, child reaches age limit), contact the University’s Human Resources and Talent Development benefits office at benefits@utoledo.edu for COBRA details. COBRA, or the Consolidated Omnibus Budget Reconciliation Act, gives employees and their dependents that lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances.

11. **I was recently hired and submitted my documents to Human Resources. Do I need to submit my documents to HMS?**

    Yes. If you receive a communication from HMS you will need to submit your documents as part of the Dependent Eligibility Verification Assessment initiative even if you previously and/or recently provided documentation to Human Resources.