



## State of New Jersey

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November 2018

**TO:** Certifying Officers and Human Resource Staff participating in the State Health Benefits Program and School Employees' Health Benefits Program

**FROM:** New Jersey Division of Pensions & Benefits

**SUBJECT: Dependent Eligibility Verification Audit (DEVA)**

This letter serves to inform Certifying Officers that the New Jersey Division of Pensions & Benefits (NJDPB) will conduct a Dependent Eligibility Verification Audit (DEVA) to confirm the eligibility of dependents covered in the State Health Benefits Program (SHBP) and School Employees' Health Benefits Program (SEHBP) beginning in December 2018. The NJDPB has contracted with Alight, a sub-contractor of AON, in order to conduct the DEVA. Alight's expertise in performing these types of audits is expected to facilitate a comprehensive process that is easy for members to navigate.

The audit will review the eligibility of dependents who are covered by either active or retired members of the SHBP/SEHBP. Requiring members to provide sufficient proof of each covered dependent's eligibility will ensure that our health plans cover only those who are eligible. A DEVA *Frequently Asked Questions* document is attached to provide you with more information. In addition, an Alight Dependent Verification Center will have representatives available to assist members regarding the DEVA process.

It is important to note that Alight provides a secure portal accessible to all audited members where they can track the verification status of dependents throughout the audit process and where they can upload documents. Members will have the opportunity to voluntarily drop ineligible dependents from the plan at any time during the audit. However, at the conclusion of the audit process, any member who knowingly continues to cover ineligible dependents could be subject to further action as appropriate.

The cost of coverage for dependents in the SHBP/SEHBP is substantial, and coverage of ineligible individuals unfairly raises the costs of coverage for all members. Based on the experiences of other entities who have conducted similar audits, including the NJDPB in 2009, we expect significant cost savings by identifying and removing any ineligible dependents from these plans.

Members may view the audit as an inconvenience, but your support is needed to emphasize the benefits that will be gained by its completion. Your anticipated cooperation is appreciated, and we thank you for your assistance in helping to make this a successful project.

Attachment: *Frequently Asked Questions*

alight



Explore Your Benefits

Dependent Eligibility Verification Audit  
Frequently Asked Questions

## DEVA - Frequently Asked Questions (FAQ)

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<b>Question</b>	<b>Answer</b>
Why is a dependent eligibility verification audit being conducted?	A dependent eligibility verification audit (DEVA) is being conducted to make sure that only eligible dependents are covered under the SHBP/SEHBP. Ensuring that ineligible individuals are not covered is critical to the continued quality and affordability of health benefits coverage.
Who must complete and submit the documentation required?	All employees who cover a dependent - their spouse and/or children - under the SHBP/SEHBP.
What documents do I need to prove eligibility? Where do I obtain these documents?	You will need a copy of the legal document that shows your relationship to the dependent you believe is eligible. This could include a government issued marriage certificate, birth certificate, and adoption certificate or Legal adoption placement document. The Dependent Verification Center at 1-833-372-8748 can provide telephone numbers to state, county, and consulate offices to obtain documents.

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<b>Question</b>	<b>Answer</b>
What will happen if I do not submit the required documentation?	All unverified dependents will be terminated from coverage.
If my dependents' coverage ends, will they be eligible for continuation of coverage through COBRA?	No. Terminating coverage for someone who is not eligible is not a COBRA qualifying event.
I just received the necessary documentation and missed the deadline to submit it. What do I do now?	If you failed to submit the proper documents by the deadline, contact Alight at 1-833-372-8748 as soon as possible.
Why isn't my joint tax return sufficient to prove my legal spouse? Why is a government-issued marriage certificate required?	Verification for a legal spouse is two-fold. The marriage certificate verifies the existence of the relationship at its inception and the tax return or proof of joint ownership is proof that it currently exists.

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<b>Question</b>	<b>Answer</b>
<p>My dependent has been covered on my health plan for years. Why are you asking me to submit documentation now?</p>	<p>The SHBP/SEHBP has an ongoing responsibility to all members to ensure the plans are covering only eligible dependents.</p>
<p>Why is the short form birth certificate not accepted when verifying my dependent?</p>	<p>The birth certificate is used to establish the parent/child relationship. The long form birth certificate is required because it provides not only the name and the birth date of the dependent, but it also provides the parent(s)' name which verifies the required parental relationship.</p>
<p>A DEVA was conducted within the past several years. Why is another verification audit being conducted?</p>	<p>The intent of the DEVA is to assure that only eligible dependents are enrolled. Eligibility of dependents necessarily changes over time for a variety of reasons and the SHBP/SEHBP have a responsibility to ensure that only eligible dependents are covered.</p>

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<b>Question</b>	<b>Answer</b>
How long does it take to obtain a government-issued birth or marriage certificate (vital record)?	If you need to request vital records from a state or local public records office, please request your documentation as early in the process as possible to ensure timely receipt. Some state and county offices may take several weeks to issue a vital record.
My vital record states that copying it is prohibited. What do I do?	If photocopying of your vital record is prohibited, we recommend that you obtain the non-certified vital record and submit your documentation via the US mail.
How do I know that my documents I am required to submit are being kept secure?	The SHBP/SEHBP and the Dependent Verification Center at Alight take security very seriously. All documents submitted via mail, secure fax, or online document upload are kept in a secure environment at all times and will be destroyed upon completion of the DEVA.
Who can I contact for more information?	If you have any questions, please contact the Dependent Verification Center at 1-833-372-8748. The Customer Care phone number and Secure Mailbox Link can be located by clicking on "Contact Us" at the top of the Dependent Verification webpage ( <a href="http://www.yourdependentverification.com/plan-smart-info">www.yourdependentverification.com/plan-smart-info</a> ).

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