

# **DEADLINE TO SUBMIT DOCUMENTATION IS DEADLINE**



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PLEASE RETAIN FOR YOUR REFERENCE DURING THE DEPENDENT VERIFICATION PROCESS.

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## **DEPENDENT VERIFICATION AUDIT FREQUENTLY ASKED QUESTIONS**

### **Q1: Why is the Illinois Department of Central Management Services (CMS) conducting a Dependent Eligibility Verification Audit?**

The State health plans, including the College Insurance Program (CIP), by law, can only cover members and their eligible dependents. This dependent eligibility verification audit is necessary to ensure that the health plans are compliant with these laws.

### **Q2: Who is HMS Employer Solutions (HMS)?**

HMS Employer Solutions is an independent third-party audit company with whom CMS has contracted to verify the eligibility of dependents covered under the (CIP). HMS specializes in verifying health plan eligibility and has audited verification documentation for hundreds of thousands of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this audit carefully and successfully, and to limit the inconvenience to participants.

### **Q3: The documentation required contains sensitive data. Is this process secure?**

Protecting personal information is a priority to CMS and HMS. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Dependent Eligibility Verification Audit is stored, processed and protected by physical, electronic and procedural safeguards. **When submitting marriage certificates, birth certificates and other documents, please mark each document "Not for Official Use"**. This notation stipulates that the documents be used only for the purposes of verifying the eligibility of your dependents. When submitting your tax documentation, only the top portion which includes the names of the member, spouse and any dependent children is required. **Please black out any income information.**

All documents are securely stored for six months following completion of the verification audit. 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 CMS. **Please note that documents provided will NOT be returned.** HMS meets all of the professional and legal standards associated with providing service to employers, 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 CMS dependent eligibility verification audit will have access to these documents.

### **Q4: Will I be penalized or charged any fees for ineligible dependents?**

While some members may be intentionally covering ineligible dependents, CMS believes that many members are simply unaware that their dependent no longer meets the requirements for eligibility. As a result, during the FY 2014 Benefit Choice period, CMS advised all members of this upcoming audit and encouraged them to remove any ineligible dependents at that time. If, as a result of this audit, it is determined that you are carrying an ineligible dependent, coverage for that dependent will be terminated. CMS reserves the right to pursue reimbursement of premiums and any benefits paid on behalf of the ineligible dependent.

### **Q5: Do I need to send original documents?**

Please do **not** send your original documents. If the document is two-sided or has multiple pages, ensure you copy and submit all pages and both sides of the paper.

### **Q6: Where do I go for more information regarding the audit?**

Information on the dependent eligibility verification audit is referenced on the CMS website ([www.benefitschoice.il.gov](http://www.benefitschoice.il.gov)) or you may visit us online at [www.AuditOS.com](http://www.AuditOS.com) for details regarding the audit, tools to assist you in locating and submitting your documentation and more. AuditOS.com is compatible with your mobile device.

### **Q7: I prefer email communications rather than mailed letters. Can I elect to receive follow up communications about the verification process through email instead?**

Yes. We encourage members to elect to receive all future communications electronically. Please go to the "My Accounts" tab of the [www.AuditOS.com](http://www.AuditOS.com) website and enter your email address in the "My Information" section. Once you validate your email address as correct, you will be prompted to log back into the site where you may then click on the "Enable Paperless" button on the "My Accounts" tab to activate electronic communications.

### **Q8: Will I be reimbursed for the cost of obtaining these documents?**

No, any charge for obtaining copies of required documents is your responsibility.

**Q9: What happens if I do not submit all required documents by the Verification Deadline?**

If you fail to provide or knowingly submit false information for enrolled dependents – one or all of the following actions may occur:

- The ineligible dependent(s) and/or dependents for whom complete documentation has not been submitted will be removed from coverage.
- CMS may seek to recover premiums and claims paid during the period that the ineligible dependent was covered.

CMS is ultimately responsible for determining how best to handle each individual case.

**Q10: Can I request an extension of time to complete the process?**

Yes. If you cannot meet the deadline, you may request an extension in writing through HMS prior to the deadline date. Requests for an extension should be submitted to HMS by toll free fax at 1-877-223-8478, via upload at [www.AuditOS.com](http://www.AuditOS.com), or via mail at HMS Employer Solutions at PO BOX 1587, Jeffersonville, IN 47131-9980.

**Q11: May I provide my documents to CMS or the State University Retirement System (SURS) instead of HMS?**

No. Neither CMS nor SURS will forward documents to HMS nor will they provide members with copies of previously submitted documents.

The only way to ensure that all documents are logged appropriately and eligibility is verified is to use the system that CMS has set up through HMS. Please do not call CMS or SURS with questions or for assistance with the verification audit, as this is an independent audit.

**Q12: What are my options for submitting documentation to HMS Employer Solutions?**

HMS Employer Solutions offers a variety of options for document submission.

**Document upload on the secure website:** Log onto [www.AuditOS.com](http://www.AuditOS.com) using your reference number and your date of birth. Your reference number can be located on the top of the First Notice. Once you have accessed the site you should click the "Upload Documents" tab. You will then see the "Browse" button. After you locate your file and successfully upload it you will see a banner notification across the top of the screen indicating a successful or unsuccessful upload. AuditOS.com is accessible from your mobile device.

**Fax:** HMS Employer Solutions' toll-free fax number is 1-877-223-8478. You may fax your documents to this secured toll-free number 24 hours a day, 7 days a week.

**Mail:** Documents can be mailed to: **Dependent Eligibility Verification Center  
P.O. Box 1587  
Jeffersonville, IN 47131-9980**

Please allow 5-7 business days for your documents to be received and an additional 5 business days for documents to be processed.

**Q13: How do I get a certified federal tax return transcript?**

You must provide a copy of the front page of your certified federal tax return transcript if you are using your federal tax return as eligibility documentation. To request a copy go to <http://www.irs.gov/Individuals/Order-a-Transcript> and a copy will be sent to you at no cost.

**Q14: Who should I contact at HMS if I have questions?**

You may visit the website for this audit at [www.AuditOS.com](http://www.AuditOS.com) if you need further assistance or you can call our HMS Employer Solutions Customer Care Representatives who are available toll-free at 1-877-749-2504, Monday through Friday, 7am to 7pm CT.

## DOCUMENT SUBMISSION CHECKLIST

- Submit all documents listed as **REQUIRED DOCUMENTS** on the back of the verification letter.
- Ensure each document is a **LEGIBLE BLACK and WHITE COPY** of the original document. Please note original documents will not be returned.
- Include your **NAME** and **REFERENCE NUMBER** (noted in the upper right hand corner of your letter) for easy identification on all submitted documents in the upper left hand corner.
- Write '**NOT FOR OFFICIAL USE**' and **BLACK OUT** all income information on all documents.
- DO NOT USE COLOR PAPER, COLOR INK, STAPLE, HIGHLIGHT, or TAPE** any of the documents.

**RETURN ALL REQUIRED DOCUMENTS AND SIGNED LETTER BY DUE DATE.** To submit your documents online, please visit <http://www.AuditOS.com>. You may also send documents via fax to 1-877-223-8478 or mail them to:

HMS Employer Solutions  
PO BOX 1587  
Jeffersonville, IN 47131-9980.