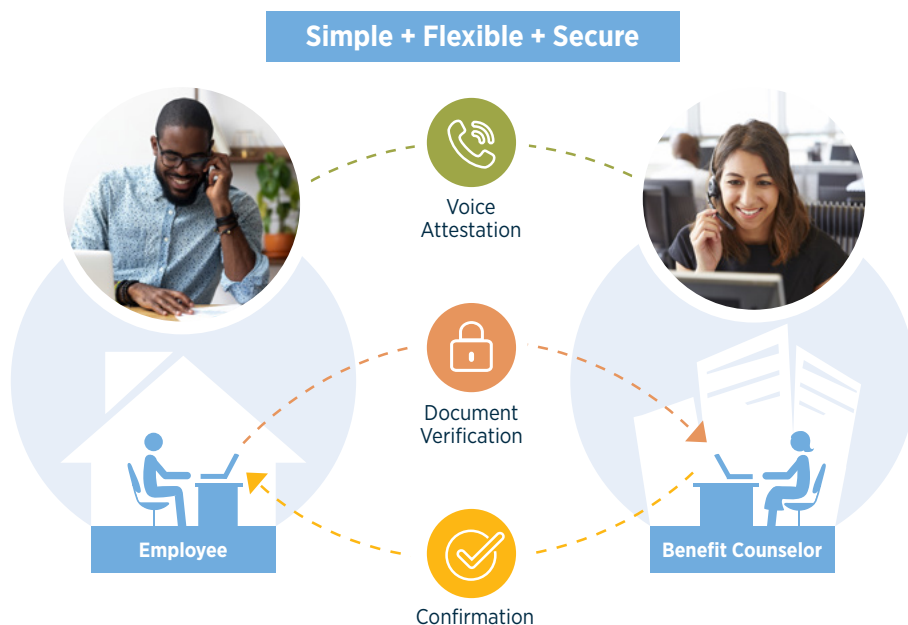


## NEW Call Center Dependent Verification Audit

As organizations continue to change and grow their need for dependent eligibility verification becomes increasingly important. New employees, and even tenured staff, can be confused or unaware of plan eligibility rules, and Qualified Life Events (QLE's) create a constant flow of changes. A Dependent Verification Audit (DVA) can provide a unique opportunity to educate and engage employees in a simple and secure process, as well as help clients reduce their healthcare spend significantly. Worksite Communications (WSC) have developed a unique approach to dependent verifications by curating a positive experience while not losing the effectiveness of this important touch point.



### The WSC Approach

- Empathetic and knowledgeable Benefit Counselors trained to answer employee specific questions
- Help employees truly understand the unique nuances of complex medical plans and eligibility
- Decades of experience implementing comprehensive programs
- Flexibility to offer multiple employee touchpoints (i.e. in-person and call center)
- Automated notifications for employees
- Simple and secure encrypted data-file transfer process
- Completed during the traditional Open Enrollment or in off-core enrollment

**Real Results** – A Hospital System of 3,666 benefits-eligible employees covered a total of 3,819 dependents on their medical plans. The Worksite Communications DVA process identified 457 (11.97%) dependents as unverified and they were subsequently removed. Based on a national average of \$4,000 annual cost per dependent, this process saved the client an estimated \$1,828,000 on annual medical spending. In most instances, the employees forgot about QLE adjustments or were unaware of dependent eligibility.

**\$1,828,000**  
Estimated Annual Savings

**Requirements** – This unique approach is offered in conjunction with a Voluntary Benefits enrollment. Group Size, Product Mix and other factors will be considered in determining whether a group is eligible for this value-added service. Speak to your enrollment consultant today.



# Call Center Dependent Verification Audit Process



## Step 1

Employees schedule their one-on-one appointment with a Call Center Benefits Counselor.



## Step 2

Employees attend their Call Center enrollment session with the Benefits Counselor and complete attestation.



## Step 3

Employees retrieve their dependent eligibility required documentation, and upload them via secure link to WSC.



## Step 4

WSC reviews documents and confirms them as Verified or Unverified.



## Step 5

**Flexible options include:**

**Soft DVA** - WSC sends the client a file with employees that have attested dependent eligibility.

**Full DVA** - WSC procures and reviews submitted documents and sends the client a file noting if their dependent documents are Verified or Unverified.



## Step 6

The client removes Unverified dependents from coverage.

The employee will receive an email with directions for what to do as well as a Dependent Eligibility matrix showing the required documentation to send to HR.

