

## City of Seattle Dependent Verification Process FAQs

This document has answers to frequently asked questions about the Dependent Verification process. If you have additional questions, please contact the Aon Hewitt Dependent Verification Center from 5 a.m. to 8 p.m., Pacific Time (PT), Monday through Friday at 1-800-725-5810.

### 1. **Why is the City of Seattle conducting a dependent verification process?**

The City is conducting the dependent verification to make sure everything is being done to manage health care costs and keep our benefit plans compliant with IRS regulations. Allowing coverage for individuals who are **not** considered eligible puts the City and all eligible employees at financial risk. It is the City's responsibility to make sure that it is paying benefits for **eligible** employees and dependents only. You are responsible for confirming your dependents' eligibility.

### 2. **What documents do I need to prove eligibility? Where do I obtain these documents?**

You will need to provide a legal document that shows your relationship to each individual you're covering on City benefits. Depending on the relationship you're verifying, this could include a marriage certificate, the first page of a tax return, Domestic Partner documentation (joint rental agreements, joint savings account statements), birth certificate, adoption certificate or legal adoption placement document. It's likely you'll already have these documents in your files. If necessary, the Dependent Verification Center can provide telephone numbers so you can contact state, county, and consulate offices to obtain official documents.

### 3. **What will happen if I do not provide the required documentation?**

All unverified dependents will be removed from coverage on City benefits.

### 4. **If I drop my dependents, will they be eligible for continuation of coverage through COBRA?**

No, if you drop your dependents, they will not be eligible for COBRA, unless they lost their eligibility within the last 31 days due to a COBRA qualifying event. Dropping coverage for someone who was never considered an eligible dependent is **not** a COBRA qualifying event. They may be eligible for coverage on the Washington State's public health insurance exchange.

### 5. **I missed the deadline to submit my documentation. What do I do now?**

A second round of reminder letters were/will be sent to participants who did not respond to the first mailing. The requirements of the verification stated that you must respond by the deadline shown in your verification request letter. If you did not respond by that date to either of the mailings, your dependents will lose coverage under City benefits.

### 6. **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 has two parts. The first part, the marriage certificate, verifies that the relationship initially existed and the second part, the first page of your tax return or proof of joint ownership, is verification of your current marital status.

### 7. **Why is the short form birth certificate not accepted when verifying my dependent?**

The birth certificate is used to establish the parent/child relationship, and the short form doesn't contain the parent's names. The long form birth certificate is required because it provides not just the name and

birth date of the dependent. The long form also provides the parents' names, which verifies the biological relationship.

**8. I was married in a different country and I can't get a copy of the marriage certificate. What can I supply as my proof of marriage?**

A marriage certificate that was provided in a foreign country as proof of marriage or your naturalization paperwork are acceptable documents. Please contact the Aon Hewitt Dependent Verification Center before the deadline shown in your verification request letter to find out what alternative forms of documentation will be accepted. Representatives are available from 5 a.m. to 8 p.m., Pacific Time (PT), Monday through Friday by calling the AonHewitt Dependent Verification Center at 1-800-725-5810.

**9. I am a US citizen but my child was born out of the country, and I don't have the birth certificate.**

You can either request a copy of the birth certificate from the country of birth, or if you or your spouse was a U.S. citizen when your child was born abroad, you should have registered your child's birth at a U.S. embassy or consulate and received a Consular Report of Birth Abroad, Form FS-240. This form is acceptable legal proof of birth and U.S. citizenship. To request a certified copy of a Consular Report of Birth Abroad, visit: <http://travel.state.gov>. There are also additional forms of documentation that can be provided. Please contact the Dependent Verification Center before the deadline shown on the notice for alternative forms of documentation that will be accepted.

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**10. Why do I need to provide documents, bills, and account statements? I don't feel comfortable providing my financial information.**

These documents are required to prove a current relationship. Aon Hewitt takes every effort to protect your personal information, and doesn't require all the information that's contained on the documents, such as account numbers or Social Security Numbers. Be sure to black out all Social Security numbers, account numbers or monetary amounts appearing on any document when submitting documentation per the instructions in the notice.

**11. How do I know that my confidential information will be secure?**

All Aon Hewitt Dependent Verification Center associates and contractors are held to the highest standard of conduct regarding the processing of personal information and documents. Strict security measures are in place to ensure the integrity of the personal data warehoused at the Dependent Verification Center and to maintain legal compliance with relevant privacy regulations. *To view the Dependent Verification Center Security and Privacy Statement on this Web site, please go to [www.yourdependentverification.com/plan-smart-info](http://www.yourdependentverification.com/plan-smart-info). Once on the site, click "Security and Privacy".*

**12. Who may I contact for more information?**

If you have any questions, contact the AonHewitt Dependent Verification Center at 1-800-725-5810. Representatives are available from 5 a.m. to 8 p.m., Pacific Time (PT), Monday through Friday