

(Sent by email on June 13, 2014)

Dear Employees:

We are writing to you as the Director of the City Personnel/HR Department and the Director of City Employee Health Services - and as fellow employees who use the benefits provided by the City for ourselves and our families. We are contacting you to follow up on the Dependent Verification (DV) letter we all received from our business partner, Aon Hewitt, this week. Regrettably, the tone of the letter was not consistent with the type of service that we want to provide to all City employees or how we want to communicate with you, and for that we apologize. While the letter described very directly the process and documents involved to help employees keep their dependents covered by City-sponsored plans, it did not convey our overriding message: ***The City wants to ensure that all dependents eligible for our benefit programs can stay on them and that we will support all employees in securing and submitting the necessary documents to do so.***

To avoid any confusion, let us clarify what we would like every employee to know at this point.

- The City wants to continue the coverage of all dependents who meet our eligibility criteria. Such dependents include: spouses, domestic partners, and children.
- We remain committed to getting you any assistance you need to confirm the eligibility of your dependents and to keep them on your coverages.
- We are undertaking DV, as have employers like King County, the State of Washington and many others, to ensure that the City's benefit dollars are used appropriately.
- The DV process will also help us ensure we are operating our benefit program in accordance with federal tax law and industry practices, and are using taxpayer and ratepayer dollars wisely.
- There is no intent to use this process to investigate or discipline employees who may have ineligible family members on their coverage. This is an administrative process to clean up enrollment moving forward.
- **No one will be automatically dropped from coverage** either because they did not produce documentation by July 31 or because the wrong documentation was submitted. Employees who have not submitted dependent verification documents by July 31 will receive an outreach phone call from Aon Hewitt. (That said, we urge you all to submit your paperwork by July 31 and to seek help from us or Aon Hewitt if you need it.)

- If necessary, Aon Hewitt will grant extra time to help those who are unable to obtain, find or send documents; just let them know as soon as possible.

What you will want to do to continue the coverage of eligible dependents.

- Please follow the instructions on the attachment to the Aon Hewitt letter called *How Do I Verify My Dependents?* -- by July 31. If you are having problems locating the suggested documents, obtaining them from an official agency, or getting them to Aon Hewitt, please call them at 1-800-725-5810 from 5 AM to 8 PM Monday – Friday.
- If you want information or assistance in a language other than English, contact Aon Hewitt at 1-800-725-5810 and ask for assistance in your first language. Aon Hewitt's Language Line supports 177 languages.
- For general information about City benefits, you can always call the Benefits Unit at 206-615-1340.

Let us say once again that the City's goal is that all eligible dependents remain on City benefits and to that end, the City will provide resources to those who need support. On behalf of Employee Health Services and the entire City Personnel/Human Resources Department, we apologize for any confusion, uncertainty or concern the letter you received this week may have caused.

Sincerely,

Susan L. Coskey, Director City Personnel/Human Resources  
Florence Katz, Director, Employee Health Services



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