

# City of Seattle

Edward B. Murray, Mayor

Personnel/ Human Resources Department

Susan L. Coskey, Director

(Sent by email on June 5, 2014)

Dear City Employees,

This email follows up on the letter you all should have received by now describing the City's new Dependent Verification process. If you have not received this information, please read about the verification process by clicking [here](#).

The City's goals are twofold: (1) to make sure all employees and dependents covered on our health plans are eligible; and (2) to ensure that every eligible dependent remains covered. To this end, we ask you to carefully review a second letter you will be receiving in the coming week from Aon Hewitt. Aon Hewitt is the firm the City has selected to handle the documentation verification process. Aon Hewitt was selected by the City because of their rigorous data security measures and commitment to excellent customer service.

In the next few weeks, they will be sending all City employees currently covering dependents a letter describing the verification process. We encourage you to begin looking for documents early, as the deadline for providing documentation to Aon Hewitt in response to their letter is **July 31<sup>st</sup>**. To assist with any questions you may have, Aon Hewitt will be providing a toll-free customer service phone number.

*I want to reiterate that the City wants every eligible dependent to stay on City benefits.* If you find the Aon Hewitt letter hard to understand or need additional assistance, please let Aon Hewitt know. We will work together with them to assist you in any way possible. Aon Hewitt can offer Language Line services if you would prefer to speak with them in a language other than English. They are also available to translate any non-English documentation if needed.

Benefits are an important part of your total City compensation and we want every eligible dependent to stay on City benefits. Thank you for your patience with the process, and please do not hesitate to ask for assistance if any questions arise.

Thank you,



Susan L. Coskey  
Director

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