

Dependent Eligibility Verification Service



For most group health plans, 5% to 10% of dependents are ineligible. Verifying all dependents, and identifying and removing those ineligible, is one of the best ways to reduce health benefit plan costs, preserve member benefits, and improve plan operations. Our Dependent Eligibility Verification Service is a high-touch, high-tech, and high-quality process with minimal involvement required from the employers' HR staff.

PROVEN ROI

Each dependent costs your health plan approximately \$3,500 per year. Overall, our verification projects have achieved an average ROI of \$12 to \$1.

HIGHEST INDUSTRY RESPONSE RATE

Our high level of service is evidenced in our exceptionally high employee response rates, averaging 98%.

PERSONALIZED MEMBER ATTENTION

All communications are customized and pre-populated. All calls are answered by trained staff at our in-house Call Center (no pre-recorded menus). All outbound calls are placed directly by analysts (no "robo" calls).

USER-FRIENDLY PROCESS

Submitting proof documents is easy, using postage paid envelopes, or simply using your phone to access our mobile-friendly secure web upload tool. Employees can get real-time status reports using our secure reporting tool.

SIGNIFICANT DEPTH OF EXPERIENCE

We have offered our verification services since 1993, making us one of the most experienced dependent eligibility verification firms in the nation.

MULTI-LANGUAGE SUPPORT

Our Call Center offers multi-language support, and our secure upload portal is available in both Spanish and English.

INDUSTRY-LEADING DATA PROTECTION

We take data security very seriously, implementing multi-factor authentication, rigorous penetration testing, annual HIPAA security training for all employees, and our SOC 2 Type 2 certified data center.

ZERO APPEALS

We have no need for an appeals phase. Even after hundreds of projects done over decades, no employee has ever made an appeal as the result of our services. No one else can make that claim.

ROUTINE ELIGIBILITY VERIFICATION SERVICE

Once the initial verification process is complete, keeping the information current is essential. This supplemental service helps you maintain accurate eligibility records by monitoring dependent data on an ongoing basis, collecting the required documentation for employee life events, and re-verifying all spouses every three years.