

Dependent Verification Audit Frequently Asked Questions

June 28, 2016

Why is the State Health Benefit Plan (SHBP) conducting a Dependent Eligibility Verification Audit?

The SHBP, by law, can only cover members and their eligible dependents. This dependent eligibility verification audit is necessary to ensure that the health plan is compliant with these laws.

The documentation required contains sensitive data. Is this process secure?

Protecting personal information is a priority to SHBP and ADP. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to ADP/SHBP for the Dependent Eligibility Verification Audit is stored, processed and protected by physical, electronic and procedural safeguards.

Will I be penalized or charged any fees for ineligible dependents?

While some members may be intentionally covering ineligible dependents, SHBP believes that many members are simply unaware that their dependent no longer meets the requirements for eligibility. If, as a result of this audit, it is determined that you are covering an ineligible dependent and/or cannot provide documentation as evidence of eligibility, coverage for that dependent will be terminated effective October 1, 2016.

Do I need to send original documents?

Please do not send your original documents. If the document is two-sided or has multiple pages, ensure you copy and submit all pages and both sides of the paper.

I received an email communication about the audit. Will letters also be mailed?

Yes. All communications and updates regarding the audit will be sent to members both via email and physical letters mailed to members' homes (based on the mailing addresses provided by your payroll location).

Will I be reimbursed for the cost of obtaining these documents?

No, any charge for obtaining copies of required documents is your responsibility.

What happens if I do not submit all required documents by the Verification Deadline?

If you fail to provide or knowingly submit false information for enrolled dependents, the ineligible dependent(s) for whom complete documentation has not been submitted will be removed from coverage as of October 1, 2016.

FAQ



May I provide my documents to human resources department instead of ADP?

No. The only way to ensure that all documents are acknowledged appropriately and eligibility is verified is to use the system that ADP is administering.

Who should I contact at ADP if I have questions?

If you have any questions or need further assistance or you can call ADP Dependent Verification Services at 855-838-6938, Monday through Friday, 8:00 a.m. – 6:00 p.m. ET (except holidays).