

## **DEPENDENT VERIFICATION INFORMATION**

### **Eligible dependents may include, but are not limited to:**

- Legal Spouse
- Domestic Partner (certain Plans)
- Biological Children
- Adopted Children
- Stepchildren
- Foster Children
- Legal Wards
- Children who are eligible for coverage under the terms of a Qualified Medical Child Support Order (QMCSO)
- Class II Dependents, Sponsored Parents and Sponsored Children (where applicable)

### **DOCUMENTATION REQUIREMENTS**

#### **To verify a Spouse:**

1. Proof that the relationship initially existed
  - Example: Government Issued Marriage Certificate
2. Proof that the relationship still exists
  - Example: 2011 Federal Tax Return or Proof of Joint Ownership issued within the last six months (mortgage statement, bank statement, credit card statement, etc.)

**Proof of dependent status for dependent's children will depend upon the type of child:**

**Biological Child**

1. Proof of relationship

- Example: Government Issued Birth Certificate Only (listing the participant as parent)

**Adopted Child**

1. Proof of relationship

- Example: Adoption Certificate Only (listing the participant as parent)

**Step Child**

1. Proof of relationship

- Example: Government Issued Birth Certificate (listing the participant's spouse as parent)

2. Proof of marital relationship

- Example: Government Issued Marriage Certificate (listing participant and child's parent) and 2011 Federal Tax Return, mortgage statement, etc. (listing participant and child's parent)

**Verification Timeline**

4/17/2012 – Initial Verification Request Notice sent to ALL Employees/Retirees covering dependents

5/15/2012 – Reminder notice to those who have not responded

6/20/2012 – Coverage Termination Notice (mailing will start on 6/20/2012 and continue through 6/26/2012)

7/31/2012 – Ineligible Dependents Removed from Plan(s) and participants notified that dependents have been dropped.

## Q&A

Q – If an Employee/Retiree has dependents covered under their plan, but does not provide any supporting documentation, will Employee/Retiree coverage be dropped?

A – No, Verizon is obligated, under the Collective Bargaining Agreement to provide health insurance to all employees/retirees, but not to dependents unless verified.

Q – What if an employee/retiree is unable to provide the necessary documentation due to a natural disaster, or it takes several weeks for the respective county office to provide it. Will there be exceptions made?

A – Exceptions may be made if documentation cannot be provided for unforeseen circumstances. These will be handled on a case-by-case basis. It is important to request any information you need as soon as possible. (If you are having any issues collecting necessary data, please let your Rep at the Hall know immediately!)

Q – If a dependent is dropped due to employee/retiree not providing necessary documentation, but is able to provide after the deadline, will dependent have to re-enroll at the next Open Enrollment or will they be retro back to the date dropped?

A – If the employee/retiree subsequently provides documentation (in a timely manner) to support covering their dependent(s), they will be reinstated retroactive to the drop date.

Q – How do I provide the necessary documents to Verizon?

A – There will be information in the notice mailed to all employees/retirees on where to mail, fax, or upload the information.

Q – Will employees be able to utilize Verizon fax machines/scanners/email to submit their documentation?

A – Use of Verizon equipment in support of this process should be limited to time before and after work and during breaks.

Q – Is there a special department handling all of the verification process?

A – Employees/retirees will be instructed to contact the Verizon Benefits Center and say “Dependent Verification” to reach the Dependent Verification Center which is a dedicated center for dependent verification.

Q – Will the call center employees at the Benefit Center be versed on the process or just be providing the fax number/email address to send in documentation?

A – The customer service representatives within the Dependent Verification Center are dedicated to Dependent Verification and are well versed on the process.

Q – When will the call center be open?

A – The Dependent Verification Center will be available beginning Tuesday, April 17, 2012.

Q – What documentation will an employee/retiree need to provide if they are caring for a grandparent?

A – This information will be provided in the initial mailing on June 27<sup>th</sup>.

Q – How will this work for Domestic Partners? What documentation will satisfy the requirements?

A – To satisfy eligibility for a Domestic Partner, an employee will be required to submit an Affidavit of Domestic Partnership and proof of joint ownership issues within the last 6 months.

**\*\* It is very important to obtain the documents as soon as you can. If you are having any trouble doing so, please contact your Rep at the Union Hall immediately so we can work the problems out as fast as we can. \*\***