

Frequently Asked Questions

What is a Dependent Eligibility Verification?

A Dependent Eligibility Verification verifies the eligibility of dependents to receive health insurance benefits and removes those who are not qualified for coverage. This process helps control healthcare costs by ensuring that only eligible dependents are enrolled in the health insurance plan.

How was I selected for the Dependent Eligibility Verification?

All employees with dependents on the health plan are required to go through this dependent eligibility verification process.

What happens if I do not complete the Dependent Eligibility Verification?

Any dependent who is not verified through this process by the deadline will be dropped from the health insurance plan. You will be notified in writing if your dependents are removed from coverage. The next scheduled opportunity you would have to add your dependent back to the health plan, if they gain eligibility, would be during the next annual open enrollment period, OR within 31 days of Qualified Change in Status event, such as a marriage, birth, death, divorce or other defined life status change event(s).

Can I add dependents during this Dependent Eligibility Verification Process?

No. Your task is to verify only the dependents listed on the website. Adding dependents can only occur during the new hire, life event, or open enrollment processes, and must be done through official Human Resources procedures.

Can I change any personal data that is incorrect?

No. Before completing your online affidavit, if any dependent data is inaccurate or if any covered dependents are not shown, please contact your HR/benefits department.

I've already provided my child's birth certificate and my marriage certificate to HR. Why do I have to do it again? Can the HR office provide it for me?

If you have recently submitted dependent verification documents as a result of recent benefit enrollment activity (i.e. a new hire or life event enrollment), you are still required to complete this audit exercise. You are responsible for your own document submission.

Who is doing the verification?

Impact Interactive, an independent healthcare verification firm, has been contracted to conduct the dependent eligibility verification.

Are original documents required?

Only COPIES of documents are requested for dependent verification purposes. Please redact/black out all financial information, Social Security Numbers, and account numbers. This data is not needed for verification purposes.

Who should I call if I have a question that is not answered here?

Please contact the Dependent Eligibility Center at 1-866-691-6551. The Dependent Eligibility Center will start accepting phone calls the day the audit starts, 01/17/2022. Operating hours are Monday through Thursday, 8:00 AM to 7:00 PM, Eastern Time, and Friday, 8:00 AM to 5:00 PM, Eastern Time.

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My child's other parent will not cooperate and provide me with a copy of my child's documentation. How do I comply with the Audit?

If the child was born in NM, a parent can obtain a copy of their child's birth certificate by completing an application with the New Mexico Department of Health, Bureau of Vital Records and Health Statistics. If the child was born outside of NM, the parent will have to contact the issuing agency for the State of the child's birth.

I don't have a copy of my marriage certificate. How do I comply with the Audit?

Employees can obtain a copy of their marriage certificate by contacting the County Offices for the County in which they were married.

I am not named on my child's birth certificate. How do I comply with the Audit?

The results of a paternity test, acknowledgment of paternity affidavit or a child support order will suffice in lieu of the birth certificate.

My child has been approved as a disabled dependent on the plan. We submitted medical documentation from our child's physician and the status was approved by Presbyterian's medical director. Do we have to recertify my child's disability status?

The employee of a disabled child must complete the audit and provide documentation certifying the employee/dependent relationship the same as nondisabled dependent children. However, the Audit does not require employees to re-certify the medical disability for that child.

What documentation do I need to submit for Domestic Partnership?

In addition to completing the online attestation for the Audit, the employee will need to provide a completed and notarized Domestic Partnership Affidavit form and three (3) additional supporting documents specified in the Domestic Partnership Affidavit form.

I've already provided my child's birth certificate and my marriage certificate to HR. Why do I have to do it again? Can the HR office provide it for me?

If you have recently submitted dependent verification documents as a result of recent benefit enrollment activity (i.e. a new hire or life event enrollment), you are still required to complete this audit exercise. You are responsible for your own document submission.

I do not have a copy of my original Affidavit of Domestic Partnership. Do I need to complete a new form?

Employees with a Domestic Partnership Dependent must submit an Affidavit of Domestic Partnership form as required by the Audit. Employees may submit the original Affidavit of Domestic Partnership or they may submit a new form. Both are acceptable. However, the supporting documentation substantiating Domestic Partnership must be current. For example, a bank statement showing joint responsibility must be the most current bank statement available.

I will be traveling out of country during the entirety of the Dependent Audit. I won't be home to receive the information packet and log-in credentials for the Audit. How can I complete the Audit?

The Audit Announcement Letter and Quick Guide with instructions for log-in credentials will be posted to the City's website as well as being mailed to employee homes, which means employees can access all necessary information online in order to complete the audit.

Frequently Asked Questions

I will be traveling out of country during the entirety of the Dependent Audit and I won't have access to personal documents such as birth certificates, marriage certificates, tax returns, etc... How can I complete the Audit?

Please note, the audit is mandatory, with penalties for non-compliance. All employees with one or more covered dependents are required to participate in this audit. The City began communicating the Audit and requirements of the Audit in October in order to assist employees from a planning perspective. Now is the time to begin to gather your documentation in preparation for the Audit. This is also the time for you to make plans on how you will comply with the Audit. Impact Interactive's process allows employees to submit the documentation online or via fax. Impact Interactive customer service is available to assist employees with questions about completing the Audit.

I am concerned about the security of my personal health and financial information being asked for and being provided in this Audit. How do I know that my information is protected?

The City has a fiduciary responsibility to verify all plan participants are eligible to be on the plan and only pay claims for eligible dependents. This includes requesting verification documents from employees with covered dependents upon initial enrollment and when any enrollment changes are made, and performing a post enrollment dependent verification audit for employees with covered dependents.

We understand your security concerns. That's why we have partnered with an audit company, Impact Interactive, an AmWINS company, that is HiTRUST Certified. That means they have passed a rigorous test of industry accepted data security and process methodology standards. The data and documents received from employees gets the highest level of encryption techniques and secure transfer protocols.

Some of their secure processes include the following;

- All data requirements are for the intended and sole purpose of dependent eligibility audit and implementation.
- Any physical documentation received is destroyed once it is electronically processed.
- All electronically processed data is removed from our computers within 90 days of the conclusion of your audit. Note that we do not keep copies of or store any submitted documents.
- AmWINS does not store, maintain, transfer, provide or sell any personal data during or subsequent to the conclusion of this audit.

Additionally, employees are instructed to redact all Social Security Numbers, Account Numbers, and Financial information from all documents submitted for the verification. You can also redact other personal information that is not required for the dependent audit. If you have questions about what information can be redacted, please call Impact Interactive at 1-866-691-6551.

What happens if I fail to comply or choose not to comply with the Audit?

Again, the audit is mandatory, with penalties for non-compliance. All employees with one or more covered dependents are required to participate in this audit. If you do not complete the online affidavit and do not provide the requested documents for each of your dependents or if your responses are incomplete or inaccurate, you will be subject to penalties, including the loss of dependent benefits. You may also be required to repay claims and premiums for ineligible dependents. In extreme cases (example: misrepresentation), penalties could result in termination of employment.

Controlling health care costs is the shared responsibility of City of Albuquerque and every employee. Thank you for your cooperation in completing this Audit quickly and accurately.