Dependent Eligibility Verification Program

Clackamas County

May 2025

We are specialists. We are responsive. We are thoughtful.

For more than 20 years, we have been delivering exceptional DEV services, and while we may have a new name, our dedicated team remains unchanged, ensuring the same level of familiarity and excellence you have come to rely on. Let us help you navigate the complexities of a DEV audit and achieve your goals with confidence.

- Consultative approach
- Tenured and experienced DEV specialists
- Seamless and successful audit process
- Tailored solutions for individual client needs
- Custom communications and multi-channel servicing
- Contact center support

Our personalized, consultative approach brings clarity to complexity with experience, capabilities and customization

Why do a Dependent Verification?

Value to our clients

Increase participant accountability

Ensure consistent dependent definitions

Protect health plans from claim expenditures

Results and cost savings

Verify eligibility and eliminate unqualified individuals

Fulfill fiduciary obligations and plan compliance

Monitor and control dependents

Project scope

Verification for those employees with a dependent enrolled in Medical, Dental and/or Vision

Document Submission Options:

- Upload to secure portal
- Mail in copies

Who is Eligible?

- Legal Spouse
- Domestic Partner
- Children
    - Biological
    - Adopted
    - Step
    - Legal Guardianship
    - Court Order Custody

DEV timeline

Implementation Period – 7 weeks

Customize Communication, build out website portal

Verification Period

5 weeks

Status notices

Issued throughout verification period

Reminder Notice

Weekly Reminder emails to Not Started population

Mailer sent halfway through verification period

Multi-tiered communication approach

Leaving no member behind

Contact center

Access to personalized communications, available through phone and chat, to guide participants with their needs

DEV website and mobile

View status, print communications, upload documentation and reference support material

Mail and electronic communications

The content contained in the Aptia standard communication suite is customized to your demographic groups

Aptia will issue personalized, targeted communications to selected participants:

- Initial Notice verification package
- Weekly Status notice
- Notice of non-response (reminder notice)

Notified via US Mail, email and SMS text

Communications – Initial notification

Cover letter

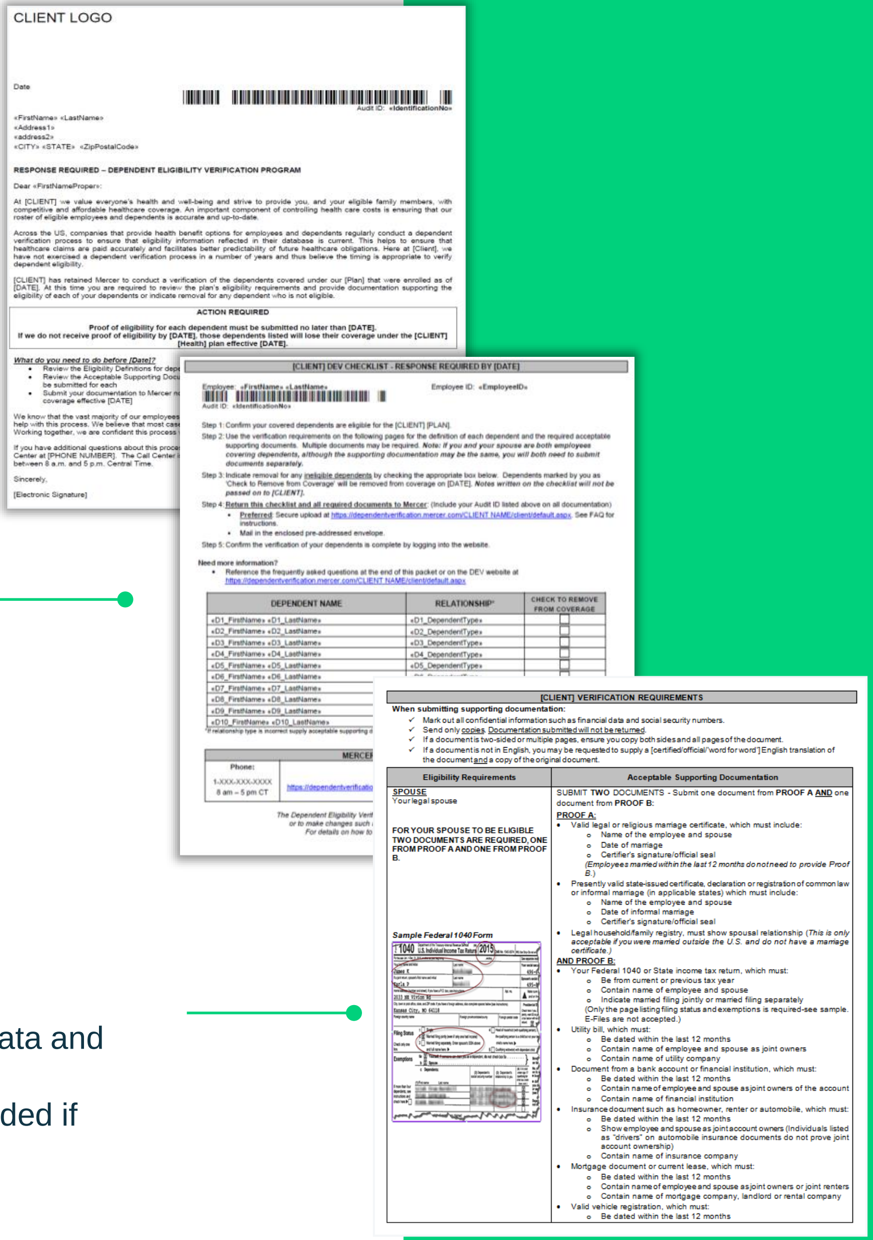
- Incorporate deadline dates
- Aptia contact information
- Messaging for non-responders and those who failed the process

Checklist

- Audit ID number created by Aptia
- Barcode used to identify and route employee submissions
- Explains steps employee should take to complete the process
- Lists the employee's enrolled dependents

Eligibility and supporting documentation

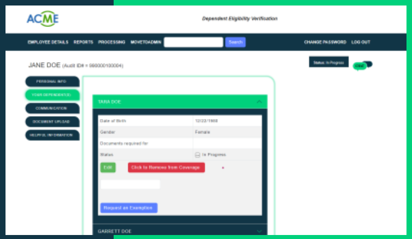
- Customized with your eligibility definitions
- Instructs employees to:
  - Send copies of documentation
  - Mark out financial data and SSN
  - Provide what is needed if they have foreign documents



Web-based DEV system

Participant web portal

- Available throughout the verification period 24/7
- Designed to support participation in the process
- Participants have access to:
  - Securely upload documentation
  - Voluntarily remove ineligible dependents
  - Confirm receipt of response
  - Monitor progress and dependent status
  - Obtain copies of mailed communications
  - Chat with contact center



Client administrative interface

- Designed to assist fund staff and union representatives in monitoring participation and track progress of the project
- Designated administrators will have access to:
  - Impersonate participants to view specific information, such as date of submission, documentation provided, current status and personalized communications
  - Complete the process on behalf of the participant
  - Exempt or remove individuals from the process
  - Generate real-time reporting that captures current status of all participants and dependents

Chat and mobile friendly web portal

High-quality contact center support

Contact center services act as an extension of your HR department, which frees up their time to focus on larger business initiatives

Solution highlights

- Available Monday–Friday 8:00 am to 5:00 pm CST
- Translation services available for non-English speaking individuals
- Dedicated toll-free number for those seeking assistance with the DEV process
- Representatives provide guidance on documentation needed to complete the process
- Resources are available on how to obtain copies of documentation

Question and answer session

Q&A

Thank you!

Aptia SM